

Customs Officer – Shift Work (Clerical Officer) 2025

Candidate Information Booklet

REVENUE

ALLOWANCED POSTS UNIT, CORPORATE SERVICES DIVISION,
SHIP ST, DUBLIN CASTLE, DUBLIN 2.

DEADLINE FOR APPLICATIONS: 13:00 ON 15 AUGUST 2025

Revenue Open Competition for Appointment to the Position of Customs Officer – Shift Work (Clerical Officer) 2025

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1 About Revenue

Who Are We?

[Revenue](#) is the Irish Tax and Customs administration and is a large, decentralised organisation with offices in over 30 locations nationwide.

Revenue's mission is "To serve the community by fairly and efficiently collecting taxes and duties and implementing customs controls".

We are a highly responsive and progressive organisation with a reputation for excellence and our core values of respect, professionalism, collaboration, agility, and integrity are at the heart of our culture and how we operate.

In 2024, Revenue collected over €107 billion net in taxes and duties for the Exchequer, and €30 billion in non-Exchequer receipts on behalf of other Government Departments, Agencies and EU Member States. Revenue is also responsible for trade facilitation and frontier control. During 2024 Revenue processed 60.5 million customs declarations and seized drugs with a value of almost €215 million. Our teams also made almost 11,000 seizures of other excisable products (including alcohol and cigarettes) worth over €146 million.

Our workforce of almost 7,000 people supports compliance for 4.4 million employments, 0.3 million employers, 0.9 million businesses, 0.3 million VAT traders, 0.1 million customs traders and 1.4 million property owners.

The skills, capability and professionalism of our people, the flexibility of our structures, and our ability to harness and support innovation in technology and business practices are key to our success. [Revenue's Organisational Structure](#) outlines the type of work done by each of our divisions.

2 The Role

2.1 Job Description

Successful candidates will work as an important part of a busy team, involved in a wide range of interesting and challenging work, which includes facilitating legitimate trade (imports and exports) through ports, airports, and mail and parcel distribution centres, including examining and clearing import/export documentation and physical checks of goods.

Additionally, successful candidates may be involved in frontier controls which include risk profiling and intelligence gathering; anti-smuggling measures leading to the detection of drugs and contraband; identifying tax and duty evasion and working in Customs Channels in the ports and airports and on the eCustoms Helpdesk (Rosslare).

This role requires attendance on site on a 24/7 (Dublin & Rosslare) or 16/7 (Portarlinton & Athlone) rostered basis for which a shift premium is payable. Rosters include night and weekend shifts. Shifts are 7/9 hours in length on a 24/7 basis. Each officer will be rostered to cover various shifts commencing morning (3am/5am), afternoon (1pm/3pm), evening (5pm / 6pm) or night (9pm/11pm) over the period of the rota. The roster rota is generally in place for 4, 6 or 9 weeks. See [Appendix 1](#) for a selection of example rosters. Your particular roster will be discussed when you are assigned to an operational area.

Over time, successful candidates may have the opportunity to compete for other customs roles which are also an integral part of Revenue's overall frontline tax and customs trade facilitation and compliance management framework, such as Revenue Dog Handler, a member of one of Revenue's Customs Cutter crews or opportunities in the wider Revenue.

The work is varied, personally rewarding, challenging, and sometimes physically demanding, with a combination of indoor and outdoor duties, including driving (as applicable), carried out at Revenue premises and other premises.

Enforcement and/or Trade Facilitation duties, for which appropriate training, mentoring and management and supervisory support will be provided, may include, but are not limited to, the following:

- Engaging with customs clearance agents, express carriers and members of the public, especially those using our ports and airports.
- Carrying out documentary checks and other controls as a result of EU or national risk profiles, discharging the declaration on Revenue systems and carrying out physical examinations of consignments at Revenue premises, or at agents' premises.
- Detecting smuggling efforts, seizing illicit and untaxed goods, conducting interviews, preparing statements and giving evidence in court in support of prosecution cases.
- Liaising with other Government Departments and Agencies including, for example, the Department of Agriculture, Food and the Marine (DAFM), the Health Service Executive (HSE) and An Garda Síochána.
- Detection and investigation of suspected Customs and Revenue offences involving a broad range of liaison, enforcement, investigative and intelligence-gathering support duties.
- Physical searches of vehicles including trucks for the presence of illicit goods and seizing those goods where appropriate.
- Working on the eCustoms Helpdesk (Rosslare) - this is primarily a phone service. Dealing with correspondence from multiple parties including Revenue Trade Facilitation Staff, Express Carriers, the general public and clearance agents. Examining customs declarations and identifying issues preventing the movement of goods.
- Participation in operations aimed at tackling fraud and combating shadow economy activity.

Please note that the above list is not a comprehensive list of all duties that the successful candidate will be required to undertake. It is designed to give candidates an overall understanding and appreciation of the opportunities and variety associated with these roles.

An Information session will be held in the New Customs House, Dublin Port on **Thursday, 7 August 2025** where Customs Officers will provide an overview of the type of work involved in the advertised positions. Candidates may register their interest by contacting NCHAdmin@revenue.ie

2.2 Why Work for Revenue?

Making a Difference

A career in Revenue is meaningful, varied, challenging and interesting, and can encompass a wide range of activities in the areas of tax, customs and excise, administrative law, and ICT.

Revenue staff can build rewarding and challenging careers with work ranging from direct engagement with individual taxpayers, businesses, and tax agents; to policy development and analysis; investigative work; legal services; and frontier management to name but a few.

Customs roles in Revenue are highly rewarding, with the opportunity to work with a number of Government Departments and Agencies as well as international law enforcement agencies, e.g., An Garda Síochána, Defence Forces, Europol. Customs staff play a key role in preventing the smuggling of prohibited goods and disrupting criminality.

Our staff work both independently and as part of a team in a dynamic environment. We offer exciting opportunities to solution-orientated people whose values align with ours to help us continue to be a high performing and responsive tax and customs administration.

Learning and Development

Revenue recognises the value of investing in its staff and developing their skillsets both to their benefit and to the benefit of our overall capability as an organisation.

Revenue provides excellent opportunities for personal and career development, as well as lifelong learning in leadership, management, and technical skills.

Equality, Diversity, and Inclusion

Revenue is an equal opportunities employer. We recognise and respect the cultural diversity within our workforce, promoting a culture of dignity and respect for all, with a team dedicated to supporting diversity, inclusion, and wellbeing.

Environment

We acknowledge our duty within our workplace and to the wider environment. We encourage approaches that reduce our carbon footprint by communicating and managing sustainable practices in our offices, as well as engaging with 'Green' public procurement policies in securing goods and services.

Other benefits to a career in Revenue include stable employment following a one-year probationary period and internationally recognised training and certification.

Working for Revenue - What Our Staff Think

"Working as a Customs Officer at Dublin Airport is truly fulfilling. The dynamic environment keeps me engaged and interacting with travellers from around the world ensures my day is never boring and enriches my daily work. Being part of a dedicated team upholding Ireland's Customs regulations gives me a profound sense of purpose making every day both challenging and rewarding." *Cormac, Customs Officer.*

"I joined Revenue as a Customs Officer in March 2021 and was assigned to Dublin Port, right at the start of Brexit, during a particularly busy period. Thanks to the thorough training I received, I was able to confidently assist drivers by answering their questions and guiding them through the correct procedures.

Each day at Dublin Port offers something new, and my role is filled with variety. For example, I handle import and export declarations to ensure that customs procedures are properly followed, while also engaging with drivers, Customs Agents, internal colleagues,

and representatives from other government departments involving a plethora of different duties.

The sense of teamwork at Dublin Port is truly remarkable, and there is always someone available to help with any questions. The support and encouragement from senior management is invaluable, and they consistently motivate you to pursue promotions and further your career.

I highly recommend Revenue as an employer, offering diverse career opportunities and a strong commitment to helping employees succeed.” *Lesley, Customs Officer.*

“I have worked in the Dublin Parcel Hub and Dublin Mail Centre for several years now starting as a Customs Clerical Officer and working my way up to Executive Officer, and I can genuinely say that it has been a great experience. The Customs teams are not only highly professional but also dedicated to ensuring smooth operations and have a great relationship with the external Agencies and the declarant. Their attention to detail and commitment to getting parcels processed efficiently have been second to none. The thing that stands out the most is the positive and collaborative work culture. The different teams have different dynamics, with officers always willing to support each other and share knowledge. I’ve personally benefited from the opportunities for growth and development, and the promotion prospects are genuinely great. Revenue invests in its officers, offering numerous pathways for career progression and skill enhancement.

I’m proud to be part of such a dedicated team, and I look forward to continuing to grow and contribute to the ongoing success of the Dublin Parcel Hub and Dublin Mail Centre. Working here has been a truly rewarding experience, and I’m excited to see what the future holds.”
Matt, Customs Officer

“Working for Revenue at Dublin Airport is an excellent career path for those interested in international trade, law enforcement and public service. It is a role that offers a unique blend of challenges and rewards. As a Customs Officer in Trade Facilitation, I am proud to be part of an organisation that plays a vital role in supporting international trade while ensuring compliance with regulations. Working as a part of a dedicated and professional

team further enhances the experience. Revenue offers excellent professional development opportunities, a stable work environment, and the chance to grow within the organisation.

The job is dynamic and challenging, but I find great satisfaction in knowing that my work plays a crucial role in the security and safety of our country.” *Magdalena, Customs Officer.*

3 Person Specification

Applicants must demonstrate that they possess the skills/competencies identified as necessary for the role. A successful applicant will be required to display sound judgement in pressurised situations, good interpersonal skills, flexibility, integrity, and the capacity to work effectively as part of a team. They will possess or show that they have the ability to acquire the skill, knowledge and attributes required for the role of Customs Officer – Shift Work (Clerical Officer) including:

1. Teamwork
2. Information Management/Processing
3. Delivery of Results
4. Customer Service & Communication Skills
5. Specialist Knowledge, Expertise and Self Development
6. Drive & Commitment to Public Service Values

Applicants should set out why they are interested in the role of Customs Officer – Shift Work (Clerical Officer) and how they have the capacity to quickly acquire the skills and knowledge required for this role. A description of the Public Jobs competency framework is set out in the [Appendix 2](#).

4 Location

Please select your location preference when completing the application form. You may only select a location where you would be prepared to take up a position and you may only select a maximum of two locations. **Changes to your location choices will not be permitted after the closing date.**

It is anticipated that during the lifetime of this panel Customs Shift Work Clerical Officer posts may arise in the following locations:

- Athlone
- Dublin
- Portarlinton
- Rosslare – Frontier Management
- Rosslare – eCustoms Helpdesk

Candidates should be aware that vacancies may not arise in all of the above locations while this panel is active.

5 Entry Requirements

A full valid manual driving licence (minimum class B) is desirable for this role. Candidates who do not have a full class B licence may be limited to the duties and roles to which they can be assigned.

Candidates should:

- Be capable and competent of fulfilling the role to a high standard and
- have a good level of education.

Candidates must:

- Be at least 17 years of age on or before 15 August 2025, i.e., have been born on or before 15 August 2008;
- fulfil Citizenship and Health and Character requirements and
- successfully complete Garda Vetting checks.

There are some restrictions on eligibility and appointments. Please see section 17.

6 Conditions of Appointment

Appointment to the Custom's role will normally be for a period of five years subject to:

- An initial probation period of one year. During this period there will be formal 3-monthly reviews of your performance, to assess suitability for the role and
- You continuing to fulfil the requirements of the job, i.e., satisfactory attendance, performance in the role, health, fitness etc., and observance of the Civil Service Code of Standards and Behaviour.
- If an officer is deemed unsuitable for the role during the probation period, the matter will be dealt with in accordance with the relevant probation guidelines or disciplinary guidelines.
- For business continuity reasons and in keeping with the Civil Service Mobility Scheme and the Revenue internal EOI Process, you must agree to serve a minimum of 2 years in this role and assigned location.

At the end of the five-year contract period, officers will be assigned to the ordinary duties of their grade within Revenue in the geographical location to which they were assigned from this competition. Officers may compete for subsequent Revenue Customs and general competitions.

A Health and Character Self-declaration form must be completed on offer of appointment. As part of that declaration, you are required to declare any facts that may be a potential health and safety risk for you, or any matters which might damage your own or Revenue's reputation. In addition, existing medical issues which may affect your ability to carry out this role must be declared. Revenue reserves the right to seek a medical report or carry out further vetting for health and safety/duty of care purposes, post appointment. References will be sought, including from current employers.

Special equipment, as required, will be provided to carry out the various duties. All staff are provided with the necessary training including health and safety training and the necessary personal protective clothing for the tasks assigned.

Please note that it is a Revenue priority to maintain complete confidentiality in relation to your personal information. In this regard, you may at any time declare medical issues or other pertinent information in strictest confidence. Arrangements can be made to provide medical history/information directly to the Chief Medical Officer (CMO) for the Civil Service.

You are required to be fully familiar and compliant at all times with the Revenue Code of Ethics (a copy of which will be made available on appointment), and you are subject to the terms of *Circular 19/2016 on the Civil Service Disciplinary Code* and *Circular 24/2016 on the Civil Service Management of Underperformance Policy*.

The following additional conditions apply:

- Revenue Customs officers may be required to wear an official uniform, which Revenue will provide and due to the nature of the work you may be required to carry an official mobile phone while on duty.
- Due to the physically demanding nature of the work, you must continue to meet the health and fitness level requirements of the post.
- You must achieve a rating of “Satisfactory” on your PMDS¹ Annual Review throughout the period of the contract. Officers failing to attain a “Satisfactory” rating will be deemed not suitable for these duties and the matter will be dealt with in accordance with the relevant probation guidelines or disciplinary guidelines.
- All officers will be expected to comply with Revenue Health and Safety policies and are required to disclose any relevant matters during the contract period which could

¹ The Performance Management and Development System (PMDS) in the civil service is a framework designed to set goals, assess performance, and support staff development, ensuring employees meet their objectives, while contributing to organisational priorities.

potentially risk the health and safety of the officer, or which might damage the officer's own or Revenue's reputation.

- Revenue Customs officers will be expected to perform such appropriate Revenue duties as may be directed.
- A Revenue Customs officer who is engaged in any other employment must declare this interest to their Principal Officer upon appointment to the role or when taking up other employment after appointment.
- Blended working and/or shorter working year arrangements are not compatible with appointments to Revenue customs posts.

7 Pay

7.1 Shift Premium Payment

Staff appointed to Customs Shift Work, will receive a starting salary of €30,690.92. In addition to this Clerical Officer basic pay a 25% shift premium is payable for attendance on a 24/7 shift pattern in Dublin and Rosslare, increasing the starting salary to €38,363.65, and a 16% shift premium is payable for attendance on a 16/7 shift pattern in Athlone and Portarlinton, increasing the starting salary to €35,601.47.

Refer to sections 18.1 & 18.2 for further details on Terms and Conditions, including salary and shift payments.

8 Application Process

8.1. How to Apply

The application form is available for completion on Revenue's Applicant Tracking System (ATS) through the following link – [Application Form](#).

New User: If you have not registered on Revenues Applicant Tracking System before, you will need to create an account before proceeding. Once registered, you can log in and complete your application. Should you experience any difficulties registering, please contact APUOpenCompetitions@revenue.ie. Guidance on creating an account and profile can be found [here](#).

Existing Users: If you have already registered on Revenue's Applicant Tracking System, simply log in and apply directly through the link provided.

Please note the following information carefully:

- You are strongly advised to complete and submit this form well in advance of the closing date and time.
- Guidance on completing the online Application Form can be found [here](#). Read this **in advance of completing the form** for hints and tips on how to enter content.
- Within ATS, if you experience any difficulties completing the form, click "Help" in the top right corner of the page, then select "Submit a request" to open a technical support helpdesk ticket as soon as possible. Please note that the service providers business hours are Monday to Friday, 9:00am to 5:30pm. Tickets opened outside of these hours will be addressed as soon as possible once regular business hours resume.
- No extensions will be given, and for this reason, it is crucial that you submit your application form **well in advance of the closing date and time**.

**** It is recommended you save your application at least every 10 minutes and save and close when not actively working on it****

8.2. Deadline for Receipt of Applications

Closing date and time: Friday, 15 August 2025, at 13:00. Applications cannot be submitted after this date and time.

8.3. Queries

Please forward any queries to APUOpenCompetitions@revenue.ie.

8.4. Curriculum Vitae/Cover letter

A Curriculum Vitae and Cover letter is not required and should not be uploaded.

8.5. Proficiency in Irish

Candidates are asked on the application form to indicate if they wish to claim proficiency in Irish. Indicating proficiency in Irish on the application form will be taken as a declaration of interest in an Irish speaking role, should such a role arise during the lifetime of the panel. Revenue will note the interest declared by a candidate and if a role requiring fluency in Irish is available, the candidate's competency will be tested when coming under consideration for appointment.

9 Selection Methods

9.1. Potential Selection Methods

These may include some or all of the following:

- An Eligibility Sift
- Shortlisting of candidates based on the information contained in their application form.
- Additional selection tools e.g., completion of online questionnaire, cognitive tests/ preliminary interview
- A competitive interview (final stage) via MS Teams based on the essential competencies and experience required for the post and the information contained in the applicant's application form.

Candidates are **not permitted** to use any type of recording equipment at any stage of the selection process. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

9.2. Assessment Boards

An assessment board, or boards, will be set up by Revenue to conduct any interim selection processes and interviews.

9.3. Selection Stages

It is important to note that candidates must reach the required standard in any interim selection stage, to be considered suitable for progression to the next stage of the selection process. Candidates progressed to final remote interview stage must meet a minimum standard of 55% in each scoring area to be considered for inclusion on the panel.

9.4. Panel

A panel² will be established from this competition to fill positions that may arise over the lifetime of the panel. This panel will expire two years from the date of its establishment. Placement on a panel is not a guarantee of appointment to a position.

It is important to note that:

- Once you have accepted a position and commenced the verification process leading to an appointment from this competition **you will not be eligible** for consideration for any other appointment from this panel. Those who refuse an appointment for one location will remain on the panel for their remaining chosen location.

9.5. Offer

If an offer is made the candidate will have a maximum of 3 working days after receipt of the offer within which to accept or refuse the offer of appointment.

² The term panel refers to a group of successful candidates who have been ranked in order of merit based on interview performance/ total score.

9.6. Deferrals from Panels

Candidates should be aware that all vacancies are for immediate positions. There is no option for candidates to defer their place on the panel once their place is reached e.g., to complete their studies, or to finish an existing project. Candidates will be required to take up duty within a reasonable timeframe once an offer of appointment is made.

9.7. Reasonable Accommodations

Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable candidates with a disability to have an equal opportunity for this competition. Examples of adjustments we provide include the use of assistive technology, extra time, scribes and/or readers or a range of other accommodations.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/ or adjustments will be kept entirely confidential.

If a candidate requires any reasonable accommodations to be made at any stage of the selection process, the candidate should set out the requirement on the application form and Revenue will endeavour to make the necessary arrangements. Alternatively, candidates can email APUOpenCompetitions@revenue.ie.

9.8. Application Form

During any shortlisting exercise that may be employed, a board will examine the application form and assess it against pre-determined criteria such as desirable qualifications, career experience, specialist knowledge, expertise and self-development based on the requirements of the position. It is, therefore, in a candidate's interest to provide a detailed and accurate account of their qualifications and experience on the application form.

N.B. It is important to note that while a candidate may meet the eligibility requirements of the competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, it may be decided that a smaller number will be called to

the next stage of the selection process. In this respect, the shortlisting board(s) will select a group who, based on an examination of the application forms, appear to be most suitable for the positions. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to have more relevant experience.

10 Availability and Admission

10.1. Availability

During the selection process, the onus is on all applicants to make themselves available on the date(s) specified by Revenue and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified on their application form. Revenue will not be responsible for refunding any expenses incurred by candidates. The admission of a person to a competition, or invitation to attend interview, or a successful result letter is not to be taken as implying that Revenue is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

10.2 Suitability for a Post (or Admission)

Prior to confirming any candidate for appointment from this panel, Revenue will make all such enquiries as are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made, nor can it be deemed or inferred that such a determination has been made.

11 Confidentiality

Protecting confidentiality is a priority. Revenue guarantees that all enquiries, applications, and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in the competition process. Revenue will not contact referees, employers, or previous employers without a candidate's consent and then only if the candidate concerned comes under consideration for appointment.

12 Code of Practice

This competition is being organised in accordance with the Code of Practice entitled Appointment to Positions in the Civil Service and Public Service published by the Commission for Public Service Appointments (CPSA). Revenue will consider any requests for review in accordance with the provisions of this code which may be accessed at www.cpsa.ie.

Revenue is an equal opportunities employer. Appointments will be made on the basis of qualifications and the ability to carry out the responsibilities of the grade or post.

12.1 Review and Complaint Procedures under the CPSA Code of Practice

If a candidate is unhappy following the outcome of any stage of a selection process, they can either:

1. Request a Review of a decision made during the process
- OR
2. Make a Complaint that the selection process followed was unfair.

A candidate can follow either one of the two procedures in relation to the same aspect of a selection process, but not both. Where a review of a selection process has taken place under Section 7 of the Code of Practice, a complainant may not seek a further review of the same process under Section 8 of the Code of Practice, other than in the most exceptional circumstances that will be determined by the Commission for Public Service Appointments (CPSA) at its sole discretion.

There is no obligation on Revenue to suspend an appointment process while a review or complaint is being considered. However, the CPSA expects that, where possible, Revenue will intervene in cases where it finds an error is likely to have occurred.

13 Canvassing

13.1. Disqualification

Canvassing will disqualify and will result in exclusion from the process. Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person, with or without inducements
- Interfere with or compromise the process in any way. A third party must not impersonate a candidate at any stage of the process.

13.2. Contravening Canvassing Provisions

Any person who contravenes the responsibilities and obligations set out in Sections 4.3 of the Code of Practice, or who assists another person in contravening those provisions, is committing an offence. Such a person is liable to prosecution that may result in a fine, imprisonment or both. In addition, where a person found guilty of such offence was or is a candidate in a recruitment process, then, where a candidate:

- Has not been appointed to a post, they will be disqualified as a candidate
- Has been appointed subsequently from the recruitment process in question, they shall forfeit that appointment.

14 Quality Customer Service

We aim to provide an excellent service to all our customers. If, for any reason, a candidate is unhappy with any aspect of the service received from us, Revenue will fully consider the matter when it is brought to our attention.

Feedback will be provided to candidates on written request. Candidates may wish to familiarise themselves with the guidance on feedback provided in the [CPSA Casebook](#). In its casebook, the CPSA encourages candidates who are keen to learn from their participation in an appointment process to reflect on the manner in which they demonstrated the competencies. Following an interview, it can be helpful to note down the key questions asked as well as a brief summary of the responses provided.

15 Data Protection Acts 1988-2018

When an application form is received, Revenue creates a record in the name of the applicant, which contains much of the personal information supplied in the application. This personal record is used solely in processing the person's candidature. Such information held is subject to the rights and obligations set out in the [General Data Protection Regulation](#) and the [Data Protection Act 2018](#) (the Data Protection legislation). To make a request under the Data Protection legislation, please submit your request in writing to: The Data Protection Unit, Corporate Services Division, Dublin Castle, Dublin 2. Further information on Data Protection in Revenue is available at the following links: [Revenue Data Protection](#) and [Candidate and Assignment Data Protection Statements](#).

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

16 Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview or complete other assessments when and where required by Revenue, or who do not, when requested, furnish such evidence, as Revenue require in regard to any matter relevant to their candidature, will have no further claim to consideration.

17 Eligibility to Compete and Certain Restrictions on Eligibility

Citizenship Requirements

Eligible Candidates must be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or

(d) A non-EEA citizen who has a stamp 4 permission¹ or a Stamp 5 permission.

¹ Please note that a 50 TEU permission, which is a replacement for Stamp 4 EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

To qualify candidates must be eligible by the date of any job offer.

17.1. Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure, NPD Delivery and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure, NPD Delivery and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

17.2. Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

17.3. Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under

the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

17.4. Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

17.5. Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

18 Terms and Conditions of Service

General

The appointment is to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

18.1. Salary: Personal Pension Contribution (PPC Rate)

Staff appointed to Customs Shift Work, in addition to basic pay, will receive a shift premium for attendance on a shift roster. Refer to section 18.2. for further details on additional shift premium payment.

The salary scale for the position of Clerical Officer in Revenue, as of 1 March 2025, is as follows:

Personal Pension Contribution (PPC)

€590.21	€623.23	€631.62	€647.99	€672.15	€696.26	€720.35	€737.91	€757.82
€780.93	€797.18	€820.07	€842.79	€878.27	€906.13 (LSI 1)	€918.93 (LSI 2)		

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI 1) and 6(LSI 2) years' satisfactory service at the maximum of the scale.

18.2. Remuneration and Terms

A shift premium is payable in addition to the basic pay of a Customs Clerical Officer, for the duration of the assignment to shift rostered attendance. The shift premium is not payable during initial training. The value of the premium will be dependent on the attendance pattern required. For example:

- The premium is 25% of salary in addition to basic pay, for attendance on the basis of a 24/7 shift pattern (currently in operation in Dublin and Rosslare).

- The premium is 16% of salary in addition to basic pay, for attendance on the basis of a 16/7 shift pattern, (currently in operation in Athlone (DPD) and Portarlinton (Fastway)).

Alternative attendance patterns may apply based on business needs.

The shift premium is treated as an allowance in the nature of pay and may be reckonable for purposes of pension and starting pay on promotion.

Special arrangements apply to the funding of superannuation benefits where a staff member has previously entered arrangements for the purchase of notional years. Details can be obtained directly from Revenue on appointment.

An additional pensionable payment at single time applies for Sunday and Public Holiday working.

An officer who wishes to cease their customs post, must give a minimum of four weeks' notice of their intention to do so, by informing their line manager and Divisional Office in writing.

NB: As the shift premium is paid for attendance on a shift pattern, the shift premium payment will cease in the event that an officer is unable to attend the workplace for a prolonged period (including, for example, for health reasons or in cases of long-term sick leave absences). Payment will cease 28 days after commencement of sick leave or non-attendance at the workplace for any other reason and recommence only when the officer is deemed fit to return to duty on the shift pattern.

18.3. Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Civil Service Circular [07/2018](#): Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

18.4. Training

Formal training and practical on-the-job training will be provided. Officers may be required to complete the designated training modules in advance of commencement on the shift roster. Payment of the allowance commences when an officer takes up duty on the shift roster.

Training will take place during working hours. Officers will be required to attend full time for the duration of the training. Continuous self-managed learning may be an ongoing requirement of the role.

18.5. Tenure and Probation

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year from the date specified on the contract.

At the discretion of the Head of Office a person may be assigned to other work depending on the business needs and capability development of the office and that person's career development needs.

During the probationary contract period, a person's performance will be subject to review by their supervisor(s) to determine whether the person:

- I. Has performed in a satisfactory manner.
- II. Has been satisfactory in general conduct.
- III. Is suitable from the point of view of health with particular regard to sick leave.

Prior to completion of the probationary contract, a decision will be made as to whether or not a person will be retained pursuant to Section 5A(2) Civil Service Regulation Acts 1956-2005. This decision will be based on performance assessed against the criteria set out in (i) to (ii) above. The detail of the probationary process will be explained to the person by Revenue and the person will be given a copy of the Department of Public Expenditure, NDP Delivery and Reform guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended, and your probation period suspended.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation and
- Any other statutory provision providing that probation shall -
 - (i) stand suspended during an employee's absence from work, and
 - (ii) be completed by the employee on the employees return from work after such absence.

Where probation is suspended, Revenue will notify you of the circumstances relating to the suspension.

If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion

will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

18.6. Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Full details of the Scheme are at www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66
- Retirement Age: Scheme members must retire on reaching the age of 70
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to the CPI)
- Post retirement pension increases are linked to the CPI.

18.7. Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during their re-employment, that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Please note: In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition), the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

18.8. Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

18.9. Ill-Health Retirement (IHR)

A person who previously retired on ill health grounds under the terms of a superannuation scheme is required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the Chief Medical Officer's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

18.10. Appointment Post Ill-Health Retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

- If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases
- If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same
- The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

18.11. Appointment Post Ill-Health Retirement from Public Service:

- Where an individual has retired from a public service body their ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
- If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.

- The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a [civil or public service ill-health pension](#).

18.12. Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e., non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

18.13. Additional Superannuation Contribution (ASC)

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

Note: ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie.

18.14. Official Secrecy and Integrity

An officer will be subject to the [Provisions of the Official Secrets Act, 1963](#) as amended by the [Freedom of Information Act 2014](#). The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

18.15. Codes of Ethics, Standards and Behaviour

The officer will be subject to the Revenue Code of Ethics (a copy of which will be made available on appointment) and the [Civil Service Codes of Standards and Behaviour](#).

The [Ethics in Public Office Act 1995](#) will apply, where appropriate, to this employment.

18.16. Unfair Dismissals Acts 1977-2015

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

18.17. Organisation of Working Time Act 1997:

The terms of the [Organisation of Working Time Act, 1997](#) will apply, where appropriate, to your employment.

18.18. Headquarters

Headquarters will be such as may be designated from time to time by Revenue. When required to travel on official duty, the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

18.19. Duties

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict with their role.

19 Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net per week. It should be noted that hours are calculated over the roster rota period.

20 Annual Leave

The annual leave allowance will be 22 working days a year, rising to 23 after 5 years' service, 24 after 10 years, 25 after 12 years and 26 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave and is exclusive of the usual public holidays.

21 Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars. Officers who will be paying Class A rate of PRSI will be required to sign a mandate, authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to Revenue. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

22 Security Clearance

It is Revenue policy to carry out a Garda Vetting process for staff who are under consideration for appointment to these roles. Applicants will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks using all addresses at which they resided. An Officer in a current contract has an obligation to report any pending charges to their Principal Officer.

Additional security requirements may apply depending on location of appointment.

23 Mobility scheme

The Civil Service operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.

Revenue has an active mobility policy; appointees may apply to move to a Clerical Officer level role in Revenue or another Government Department under the [Civil Service Mobility Scheme](#) after 2 years in the post.

Important Notice

The foregoing represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment. Prior to appointment to the customs shift premium role, successful candidates will be required to sign a conditions of appointment in addition to the employment contract.

Appendix 1: Example Rosters

N.B. The following are example rosters only. Actual rosters will vary by operational area. Staff will be informed of their specific working roster upon appointment to a particular location.

Sample Athlone team roster

Day	Team 1
Mon	8:00 - 15:30
Tue	8:00 - 15:30
Wed	8:00 - 15:30
Thu	8:00 - 15:30
Fri	OFF
Sat	
Sun	17:30 - 01:00
Mon	16:30 - 00:00
Tue	16:30 - 00:00
Wed	16:30 - 00:00
Thu	16:30 - 00:00
Fri	OFF
Sat	
Sun	10:00-17:30 or 17:30-01:00
Mon	08:00-15:30 or 10:00-17:30
Tue	8:00 - 15:30
Wed	8:00 - 15:30
Thu	8:00 - 15:30
Fri	10:00-17:30 or 17:30-01:00
Sat	
Sun	OFF
Mon	16:30 - 00:00
Tue	16:30 - 00:00
Wed	16:30 - 00:00
Thu	16:30 - 00:00
Fri	17:30 - 01:00
Sat	
Sun	OFF

Sample Dublin team roster

Team 1
22:50-07:00
22:50-07:00
22:50-07:00
22:50-07:00
22:50-07:00
22:50-07:00
22:50-07:00
Rest after nights
OFF
OFF
OFF
OFF
14:50-23:00
14:50-23:00
14:50-23:00
14:50-23:00
14:50-23:00
OFF
OFF
06:50-15:00
06:50-15:00
06:50-15:00
06:50-15:00
06:50-15:00
OFF
OFF
06:50-15:00
06:50-15:00
06:50-15:00
14:50 -23:00
14:50 -23:00

Sample Portarlinton team roster

Day	Team 1
Mon	07:30-15:00
Tue	07:30-15:00
Wed	07:30-15:00
Thu	07:30-15:00
Fri	All Teams for Bank Holiday
Sat	
Sun	Closed Bank Holiday
Mon	14:30-22:00
Tue	14:30-22:00
Wed	14:30-22:00
Thu	14:30-22:00
Fri	OFF
Sat	
Sun	07:30-15:00
Mon	07:30-15:00
Tue	07:30-15:00
Wed	07:30-15:00
Thu	07:30-15:00
Fri	10:00 - 17:30
Sat	
Sun	OFF
Mon	14:30-22:00
Tue	14:30-22:00
Wed	14:30-22:00
Thu	14:30-22:00
Fri	10:00 - 17:30
Sat	
Sun	OFF

Sample Rosslare team roster

While each team covers a 12-hour shifts, individuals on the team only work a 9-hour shift.

e.g., Team covering 03:00 – 15:00 (1st Part of team: 3:00 – 12:00 / 2nd part of team: 06:00 – 15:00).

Day	Team 1
Mon	09:00 – 23:00
Tue	OFF
Wed	OFF
Thu	OFF
Fri	03:00 - 15:00
Sat	03:00 – 15:00
Sun	03:00 - 15:00
Mon	03:00 - 15:00
Tue	03:00 - 15:00
Wed	06:00 – 19:00
Thu	OFF
Fri	OFF
Sat	OFF
Sun	OFF
Mon	13:00 – 03:00
Tue	15:00 – 03:00
Wed	15:00 – 03:00
Thu	14:00 – 03:00
Fri	14:00 – 00:00
Sat	OFF
Sun	OFF
Mon	OFF
Tue	OFF
Wed	03:00 – 15:00
Thu	03:00 – 15:00
Fri	11:00 – 03:00
Sat	11:00 – 03:00
Sun	11:00 – 03:00

Appendix 2: Clerical Officer Level Competencies

TEAMWORK

- Shows respect for colleagues and co-workers
- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
- Offers own ideas and perspectives
- Understands own role in the team, making every effort to play their part

INFORMATION MANAGEMENT/PROCESSING

- Approaches and delivers all work in a thorough and organised manner
- Follows procedures and protocols, understanding their value and the rationale behind them
- Keeps high quality records that are easy for others to understand
- Draws appropriate conclusions from information
- Suggests new ways of doing things better and more efficiently
- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc

DELIVERY OF RESULTS

- Takes responsibility for work and sees it through to the appropriate next level
- Completes work in a timely manner
- Adapts quickly to new ways of doing things
- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
- Identifies and appreciates the urgency and importance of different tasks
- Demonstrates initiative and flexibility in ensuring work is delivered
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

CUSTOMER SERVICE AND COMMUNICATION SKILLS

- Actively listens to others and tries to understand their perspectives/ requirements/ needs
- Understands the steps or processes that customers must go through and can clearly explain these
- Is respectful, courteous and professional, remaining composed, even in challenging circumstances
- Can be firm when necessary and communicate with confidence and authority
- Communicates clearly and fluently when speaking and in writing

SPECIALIST KNOWLEDGE, EXPERTISE AND SELF-DEVELOPMENT

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
- Clearly understands the role, objectives and targets and how they fit into the work of the unit.
- Is committed to self-development and continuously seeks to improve personal performance

DRIVE AND COMMITMENT TO PUBLIC SERVICE VALUES

- Consistently strives to perform at a high level and deliver a quality service
- Serves the Government and people of Ireland
- Is thorough and conscientious, even if work is routine
- Is enthusiastic and resilient, persevering in the face of challenges and setbacks
- Is personally honest and trustworthy
- At all times, acts with integrity