

Clerical Officer – Print Operator 2023

Candidate Information Booklet

REVENUE

THE RECRUITMENT UNIT, CORPORATE SERVICES DIVISION,
SHIP ST, DUBLIN CASTLE, DUBLIN 2.

DEADLINE FOR APPLICATIONS: THURSDAY, 05 OCTOBER 2023

Revenue Open Competition for Appointment to the Position of Clerical Officer (CO) – Print Operator (Dublin) 2023

Contents

1 About Revenue.....	2
2 The Role	2
3 Person Specification.....	7
4 Location.....	7
5 Essential Entry Requirements	8
6 Application Process	8
7 Selection Methods	10
8 Availability and Admission	12
9 Canvassing.....	13
10 Confidentiality.....	13
11 Code of Practice	14
12 Quality Customer Service.....	15
13 Data Protection Acts 1988-2018.....	15
14 Deeming of Candidature to be Withdrawn.....	15
15 Eligibility to Compete and Certain Restrictions on Eligibility.....	16
16 Flexible Working Policies	18
17 Terms and Conditions of Service.....	18
18 Hours of Attendance	26
19 Annual Leave.....	26
20 Sick Leave	26
21 Security Clearance.....	26
Appendix 1 RPS Equipment.....	28
Appendix 2: Clerical Officer Level Competencies	30

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 2022, Revenue collected almost €118 billion gross in taxes and duties for the Exchequer, including €22 billion in non-Exchequer receipts collected on behalf of other Government Departments, Agencies and EU Member States. Revenue is also responsible for trade facilitation and frontier control.

Our workforce of nearly 7,000 people supports compliance for 4 million employments, 0.2 million employers, 0.8 million businesses, 0.3 million VAT traders, 0.1 million customs traders and 1.3 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.

2 The Role

2.1 Job Description

Applicants with the relevant skills, experience and qualifications who are interested in the position will be expected to undertake some or all of the following:

- Setting up, operating and routine maintenance of print (lithographic and digital), mailing and print finishing equipment
- Interpreting and using computerised printing machinery
- Carrying out machine settings, adjustments, diagnosing and rectifying faults on equipment
- Using a wide range of printing materials including inks, chemicals, washes etc.
- Print-plate making, general routine maintenance of the Computer to Plate system including cleaning of the plate wash and loading of plates when necessary
- Operating quality control instruments and specialised tools to ensure delivery of high-quality output
- Carrying out routine maintenance and upkeep of Lithographic (off-set) Printing Presses
- Liaising with machine maintenance engineers ensuring machinery is operating to specifications
- Adhering to appropriate standards of security and data protection
- Completing quality assurance processes and documentation ensuring high quality output and finishing
- Keeping management informed of any production issues
- Assisting and supporting the testing and implementation of new enhancements
- Supporting line managers, including input of technical knowledge and advice on the acquisition of print, mail and finishing equipment and supplies
- Engaging with customers, e.g., product and production demonstration, assessment of draft designs for production suitability
- Undertaking general clerical and administrative duties e.g., completion of job dockets & Q.A sheets
- Undertaking additional duties appropriate to the grade that may be assigned from time to time by management
- Operating a forklift truck (Training will be provided).

Additional Duties

- Setting up and operating of Lithographic (off-set) Printing Presses. (City & Guilds qualification required)
- Operating and changing of blades on the Guillotine (specialized training from Bolton Street college required).

2.2 Information on the Revenue Printing Service (RPS)

RPS caters for the majority of Revenue's non-computer-generated printing and print finishing requirements. Full equipment details are contained in Section 2.1 of this document. Annual output is circa 25 million A4 sheets. Output includes single and multi-page forms, booklets, leaflets, brochures, annual reports, Non-Carbon Required (NCR) sets, etc. The RPS also hosts one of the largest and most modern print and mail services (public or private) in the State and issues some 21 million items of personalised correspondence per annum. The service operates to high standards of efficiency and security. It is a central, critical element of Revenue operations and provides essential services to assist customers doing business with Revenue. Additionally, it provides print and mail services for a number of other Government Departments and public bodies in line with Government policy on shared services.

The RPS is a mid-range print facility and the range of printing and finishing equipment deployed can be found at [Appendix 1](#)

Officers will be expected to perform any Revenue duties appropriate to their grade as may be directed, including general clerical and administrative duties.

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 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.

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 engaging with 'Green' public procurement policies in securing goods and services.

Work-Life Balance

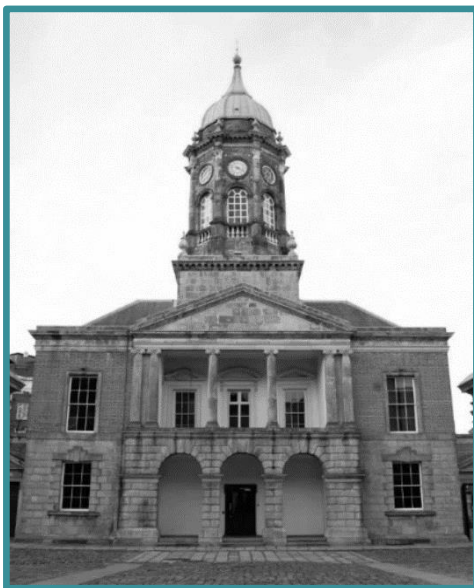
In addition to the job satisfaction of having a positive impact on Irish society and the support that Revenue offers its staff in achieving this, other benefits to a career in Revenue include:

- Stable employment following a one-year probationary period
- Flexible working hours

- Flexi-Leave (for grades up to and including Higher Executive Officer)
- Option to apply for Shorter Working Year following probation and subject to approval
- Blended Working Opportunities: while requests for blended working may be facilitated, some office attendance will be required in all roles, in line with business needs.

Working for Revenue - What Our Staff Think

"I would like to say that in my job at St. John's Road I have felt very welcomed. All my colleagues have played their part in helping me to fit in. Management encourage staff to complete courses on OneLearning and have told me if further guidance is needed then don't hesitate to ask. I'm more than happy with the welcome and assistance I have received and feel like it will go a long way in helping me go forward in my career here at Revenue. The flexi-time in Revenue is great and I find it to be very valuable and helpful for my work life balance." [Carl](#)



"I joined Revenue in June 2023 as a Clerical Officer, applying for this role via Public Appointments Service and I was assigned to this post in Information and Communication Technology and Logistics. Before starting my employment with Revenue, I was working in the private sector and I had very little knowledge about printing and everything that this field encompasses. Starting from my first day, I was given great support from my colleagues and with the help of the training provided I knew I was on the right path. I have also

benefited from training through the One learning training portal. This role is very challenging for me compared to the previous role and I find this change from the private sector to the public sector a very positive experience. I am enjoying my current role and I am focussing on a career within Revenue because it is a rewarding place to work with lots of opportunities to learn." [Ana Maria](#)

3 Person Specification

In addition to the skills required to carry out the duties described above, the candidate will also be required to demonstrate the following skills and competencies–

- Teamwork
- Information Management/Processing
- Delivery of Results
- Specialist Knowledge, Expertise and Self Development
- Customer Service & Communication Skills

Any training necessary (supplementary to a suitable applicant's existing qualifications, skills and experience, including certification, where appropriate) for the set-up and operation of the equipment listed at Section 2.1 above will be provided.

Applicants should have all the abilities required of a Clerical Officer. In particular, applicants must demonstrate, by reference to specific achievements in their work or academic career to date, that they possess or have the capacity to quickly acquire and assimilate the skills and knowledge required for the role of a Clerical Officer. A description of the Public Appointments Service competency framework is set out in the [Appendix 2](#).

4 Location

This role is based in The Revenue Printing Service (RPS) which is an industrial print production facility in Furry Park, Santry, Dublin 9, D09 F2RW. Full office attendance will be required in this role.

5 Essential Entry Requirements

Candidates must have, on or before, Thursday, 05 October 2023, at least:

Have completed a Printing or Bookbinding Apprenticeship in a recognised institution and have relevant certification

Or

Have 5 years' relevant printing experience in off-set Lithographic printing

Or

Have 5 years' print/print finishing experience.

Experience in the operation of some or all of the other equipment types listed in **Section 2.1** is desirable.

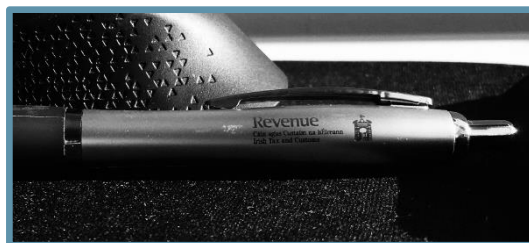
It is important that candidates provide details in the Print Specific Education Section of the application form of the qualifications under which they claim eligibility for this competition. Candidates will be shortlisted/vetted based on the information supplied on the application form. The onus is on all candidates to determine, prior to interview, if their qualifications are acceptable.

There are some restrictions on eligibility and appointments. Please see paragraph 15.

6 Application Process

6.1. Completing the Form

The application form must be fully completed and submitted correctly to the specified e-mail address. Please note the following information carefully:



- The application form is an MS Word document with restricted editing.
- You are strongly advised to complete and submit this form well in advance of the deadline.
- There is a Guidance on Completing the Form section at the end of the document. Read this **in advance of completing the form** for hints and tips on how to enter content.
- On completion, please save the document as “Clerical Officer Print Operator - Your Name”. You will be required to attach it to an email for submission once completed.
- Please return in MS Word format only. PDFs will not be accepted.
- Should you experience any difficulties completing the form, please contact CSDOpenRecruitment@revenue.ie

6.2. Submitting the Form

Submit the application form, with the subject line “Clerical Officer Print Operator – Your Name” to the following address: Revenue_Open_Recruitment4@revenue.ie This email address is for completed applications only.

- Incomplete forms or forms submitted in the incorrect format will not be processed
- It is not advisable to submit more than one version of your application form. If more than one version is received before the closing date and time, **only** the most recent version will be used in the competition
- Earlier versions, although submitted, **will not be processed** after the closing date and time
- 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**
- Do not send a link to a file-sharing platform

6.3. Deadline for Receipt of Applications

Closing date and time: Thursday, 05 October 2023, at 13:00. Applications cannot be accepted after this date and time.

6.4. Photograph

A passport style photograph must be inserted into the application form, please see our instructions on [Inserting a Photo](#).

6.5. Queries

Please forward any queries to CSDOpenRecruitment@revenue.ie

6.6. Curriculum Vitae/Cover letter

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

6.7. Proficiency in Irish

Candidates are asked on the application form to indicate if they are interested 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 assignment.

7 Selection Methods

7.1. 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
- A video assessment whereby candidates will be asked to submit answers to competency-based questions relating to their experience, relevant to the role. The assessment board member(s) will also be provided with the Applicant Details, Education, and Employment Sections of the candidate's application form, to inform their assessment
- 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. This may include a presentation relevant to the role (topic will be identified when candidates are scheduled for interview).

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.

7.2. Assessment Boards

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

7.3. 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.

7.4. Panel

A panel will be established from this competition to fill positions that may arise over the lifetime of the panel. This panel will expire one year from the date of its establishment.

It is important to note that:

- Once an offer is accepted, the candidate will not be considered for any other appointment from the panel.

7.5. Job Posts

Candidates who are successful in this competition may be offered posts in other Government departments, or elsewhere in Revenue as appropriate, in accordance with business needs. Candidates who decline posts in other Government departments will remain eligible for consideration of posts in Revenue in accordance with section 7.4.

7.6. Reasonable Accommodations

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 CSDOpenRecruitment@revenue.ie

7.7. Application Form

During any shortlisting exercise that may be employed, a board will examine the application form and assess it against pre-determined criteria 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.

8 Availability and Admission

8.1. 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.

8.2 Suitability for a Post (or Admission)

Prior to recommending 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.

9 Canvassing

9.1. 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
- Impersonate a candidate at any stage of the process
- Interfere with or compromise the process in any way.

9.2. Contravening Canvassing Provisions

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of such offence is liable to a fine or imprisonment. 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.

10 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.

11 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. Assignments will be made on the basis of qualifications and the ability to carry out the responsibilities of the grade or post.

11.1 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, a complainant may not seek a further review of the same process under Section 8, 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.

12 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.

13 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.

14 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.

15 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 is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 (including any person holding an official letter confirming that they have been granted Temporary Protection in Ireland under the EU Temporary Protection Directive 2001/55/EC) or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

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

15.1. Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure 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 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).

15.2. 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.

15.3. 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).

15.4. 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).

15.5. 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.

16 Flexible Working Policies

As an **Employer of Choice**, the Civil Service has many flexible and family friendly policies e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a 'blended' basis) etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The Civil Service also 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.

17 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.

17.1. Salary: Personal Pension Contribution (PPC Rate)

The salary scale for the position of Clerical Officer in Revenue, as of 1 March 2023, is as follows:

Personal Pension Contribution (PPC)

€519.96 €552.66 €560.96 €577.18 €601.09 €624.97 €648.84 €666.22 €685.91
€708.79 €724.90 €747.54 €770.05 €805.17 €832.78 (LSI 1) €845.43 (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.

17.2. 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 Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Formers Staff Members/Pensioners.

17.3. 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.
- Probation may be suspended in cases such as absence due to a non-recurring illness, 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 the employer should notify the employee 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.

17.4. 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.

17.5. 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 his/her 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.

17.6 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).

17.7 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.

17.8 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.

17.9 Appointment Post Ill-Health Retirement from Public Service:

- Where an individual has retired from a public service body his/her 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](#).

17.10 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.

17.11 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.

17.12 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.

17.13 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 assignment) and the [Civil Service Codes of Standards and Behaviour](#).

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

17.14 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.

17.15 Organisation of Working Time Act 1997:

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

17.16 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.

17.17 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 his/her role.

18 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.

19 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 on the basis of a five-day week and is exclusive of the usual public holidays.

20 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.

21 Security Clearance

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.

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 which will be set out in the employment contract to be agreed with the successful candidate.

Appendix 1 RPS Equipment

Printers

Lithographic (off-set) Presses:
Heidelberg Speedmaster 52 –2 colour press (2 machines)
Heidelberg Speedmaster 52 – 4 colour press
Digital Print Equipment
Canon IPF8300 and IPF8400 Large format
Ricoh Pro c 7100sx with Fiery RIP
Ricoh Pro c 7200sx with Fiery RIP
Xerox Brenva x 2
Xerox Nuvera 314 x 2
Xerox Nuvera 144 (MICR)
Guillotines & Cutting Machines:
Polar 92 E
Polar N 92 Plus
Electro Power Trim Plus 175 NEOLT
Morgana CT 620EXA Cardextra Business Card Cutter
Mailing/Insertion (Enveloping) machines
Bowe Systec Fusion x 2
Print Finishing Machines:
Horizon Collator 3 tower VAC 100C* X2
Horizon Booklet-maker SPF 20A* X2
Horizon Trimmer FC 20A* X2
Bourg Perfect Binder BB 3002

Powis Fastback 20E Binder
MB Multi-master CAS 52 folder and cross section
Pitstop Mini Speed
Mini Pack- Torre Shrink-wrapper
Durselen PB 4 head drill
Worsley-Brehmer S Stitcher
3 Polar 1000kgs Stack lifts
Band-a-matic F20X
Computer-to-Plate System:
Agfa ACENTO E with Azura C85
Pre-press process:
EQUIOS & Trueflow

* Note the 'Horizon' equipment listed in the table above is an 'in-line' suite

The RPS provides a full range of print design services to Revenue using an Apple Macintosh platform and Adobe Creative Cloud. The RPS also sources external printing work for Revenue for very high-volume work and for items not catered for by the RPS's own suite of equipment.

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.

