# Competition Application Form

**Before completing this form and for information on accessibility**, **please review the** [GUIDANCE ON COMPLETING THE FORM](#_GUIDANCE_ON_COMPLETING) **section at the end of this document.**

## PHOTOGRAPH AND OFFICIAL USE SECTION

|  |  |
| --- | --- |
| Competition ID (Official Use Only) | RE0015 |
| Candidate Number (Official Use Only) |  |

Textbox 1:Insert Photograph

Insert a high-resolution passport-style photo taken against a plain background into this textbox.

[Inserting a Photo](https://revenue.ie/en/corporate/documents/careers/resize-insert-photo-restricted-editing.pdf)

## SECTION A: APPLICANT’S DETAILS

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| **INFORMATION REQUIRED** | **YOUR ANSWER** |
| 1. **First Name** |  |
| 1. **Surname** |  |
| 1. **Address** |  |
| 1. **Telephone Number 1** |  |
| 1. **Telephone Number 2** |  |
| 1. **Email Address 1** |  |
| 1. **Email Address 2** |  |

**Reasonable Accommodation**: If you require any reasonable accommodations to be made at any stage of the selection process, please state your needs in the table below and we will endeavour to make arrangements to assist you. Alternatively, you can email [CSDOpenRecruitment@revenue.ie](mailto:CSDOpenRecruitment@revenue.ie).

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| **INFORMATION REQUIRED** | **YOUR ANSWER** |
| 1. **Reasonable Accommodation** |  |

## SECTION B: RELEVANT QUALIFICATION AND DECLARATIONS

Please refer to Section 5 of the Information Booklet (Essential Entry Requirements and Date) and, in the following table state details of your Apprenticeship & Certification and/or details of your 5 years minimum experience in Off-set Lithographic and/or Print Finishing

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| **INFORMATION REQUIRED** | **YOUR ANSWER** |
| 1. **Name of Print or Bookbinding Apprenticeship in a Recognised Institution** |  |
| 1. **Relevant Certification in Printing or Bookbinding Apprenticeship** |  |
| 1. **a) Relevant Printing in Off-set Lithographic Experience** |  |
| **11. b) Number of years’ experience:** |  |
| 1. **a) Print/Print Finishing Experience:** |  |
| **12. b) Number of years’ experience:** |  |

Using Section 2.1 and Appendix 1 of the Information Booklet (Information on the Revenue Printing Service (RPS) and, in the following table, state your experiencewith the listed Printing and Finishing equipment.

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| **EQUIPMENT TYPE** | **YOUR EXPERIENCE** |
| 1. **Lithographic (off-set) Presses:** |  |
| 1. **Digital Print Equipment:** |  |
| 1. **Guillotines & Cutting Machines:** |  |
| 1. **Mailing/Insertion Machine Experience:** |  |
| 1. **Print Finishing Machines:** |  |
| 1. **Computer-to-Plate System:** |  |
| 1. **Pre-press process:** |  |

Please answer the competition eligibility and proficiency in Irish statements in the following table.

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| **DECLARATIONS** | **YOUR ANSWER** |
| 1. **I have read the Information Booklet and confirm that I am eligible as per Section 5 Essential Entry Requirements (insert YES**). |  |
| 1. Please refer to Section 15 of the Information Booklet ‘Eligibility to Compete and Certain Restrictions on Eligibility’. Successful candidates must be eligible by the time of a job offer. Confirm your eligibility **(insert YES** or **EXPECT TO BE ELIGIBLE**). |  |
| 1. **Please refer to Section 6.7 of the Information Booklet and indicate if you wish to claim proficiency in Irish (Insert YES or NO).** |  |

## SECTION C: CURRENT/ MOST RECENT EMPLOYMENT

Please state only your **current or most recent** employment position in the following table. Your complete employment/ internship history must only be listed in Section E- Employment.

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| **INFORMATION REQUIRED** | **YOUR ANSWER** |
| 1. **Name of Organisation** |  |
| 1. **Title of Post Held** |  |
| 1. **From (MM/YYYY)** |  |
| 1. **Until (MM/YYYY) /Current** |  |
| 1. **Reason for Leaving** (Enter N/A if still in role) |  |
| 1. **Please confirm the employment category currently appropriate to you:**  * **Unemployed** * **Student** * **Private Sector** * **Civil/Public Service** * **Revenue** |  |

## SECTION D: EDUCATION

List your academic, professional, or technical qualifications in the following table with the **most recent first**. Include the details you have already provided in Section B.

Qualification titles should be as stated on your transcripts e.g. BBS Business and Accounting. Please specify the grade obtained e.g., 1st, 2.1, 2.2, Pass, etc. To determine the Irish National Framework of Qualifications level (or equivalent) of your qualification, please visit the [NFQ website](https://urldefense.com/v3/__https:/www.qqi.ie/what-we-do/the-qualifications-system/national-framework-of-qualifications__;!!Lbhp7Nn6!R7X6zCcfZQhuAa8HKlUZ7NOQBaVuptdYUK6IFCYv_DczsEXbWekd3UTbPb9XPLxa7NZ0pbqw-IsY5H5QwvpEfsUxL4k$).

| **Year Obtained** | **Title of Qualification** | **Grade** | **Irish NFQ Level** | **School, College, University or Examining Authority** |
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## SECTION E: EMPLOYMENT

List current and previous employment in the following table with the **most recent first**. Include the details you have already provided in Section C.

| **Period** Employed **MM/YYYY to MM/YYYY** | **Name of Organisation / Division / Branch** | **Job Title** | **Salary and Brief Description of Duties** | **Reason for Leaving** (Enter N/A if still in role) |
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## SECTION F: KEY ACHIEVEMENTS SECTION

Before completing this section, please review the Candidate Information Booklet, paying particular attention to the following areas:

* The Role
* Job Description
* Person Specification
* Competency Framework

In this section of the application form, we are interested in finding out what you consider to be your key strengths and achievements and how you feel they demonstrate your suitability for the role of Clerical Officer: Print Operator in Revenue.

The information you provide **may** form part of a preliminary stage such as a shortlisting process, in order to identify and progress those who are most likely to attain the required standard at interview.

Should you reach the interview stage, an interview board will use your statements to establish the main topics for interview, with particular reference to the actions you took and your rationale.

In this section, you will be asked to give a brief statement outlining an example of your experience under the requested topic, stating the nature of the task, your personal contribution, and the outcome. Your example for each should demonstrate that you have the skills and competencies as noted in Appendix 1 of the information booklet and at the end of this document

There are 4 tables in which to enter your responses.

### QUESTION 1 - 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

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| 1. Give a brief statement up to a max of 400 words including an example of a time you showed good teamwork |
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### QUESTION 2 – INFORMATION MANAGEMENT/PROCESSING

* 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

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| 2. Give a brief statement up to a max of 400 words including an example of how you managed and delivered information effectively to complete a task |
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### QUESTION 3 – 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

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| 3. Give a brief statement up to a max of 400 words including an example of how you deliver results successfully, while ensuring that all outputs are delivered to a high standard. |
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### QUESTION 4 – SPECIALIST KNOWLEDGE, EXPERTISE & 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

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| 4. Give a brief statement up to a max of 500 words of your Specialist Knowledge, Expertise and Self Development, particularly in relation to the role of CO Print Operator. |
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### CUSTOMER SERVICE & COMMUNICATION SKILLS

The competency Customer Service & Communication Skills will be assessed throughout the interview. For your reference, the competency descriptions are as follows:

**A Clerical Officer:**

* 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

## CHECKLIST

Before submitting, please review your form and confirm each of the following by entering YES:

|  |  |
| --- | --- |
| **FORM CHECKLIST ITEM** | **YOUR ANSWER** |
| I have fully completed all sections of the form. (Incomplete forms will not be accepted.) |  |
| I have inserted a photograph into the textbox on page 1. |  |
| I consulted the Information Booklet, particularly Section 5 – Essential Entry Requirements, and have entered YES in Section B as a declaration of my eligibility. |  |
| I consulted the Information Booklet, particularly Section 15 - Eligibility to Compete and Certain Restrictions on Eligibility and have entered YES or EXPECT TO BE ELIGIBLE as a declaration of my eligibility. |  |
| I have reviewed the wordcount in Section F and I confirm that I have not exceeded the stated limit as exceeding this limit will result in my form not being processed. |  |
| I have saved my form in MS Word Format with the title “Clerical Officer: Print Operator 2023 – Your Name” |  |

## GUIDANCE ON COMPLETING THE FORM

### COMPLETING THE FORM

* We strongly recommend saving a copy of the Information Booklet and the application form template for future reference.
* This is a restricted editing document. The fields you are required to enter information into are identifiable by brackets and a yellow highlight. Should you have difficulty viewing your content and wish to hide the brackets and highlights, go to the REVIEW tab, select RESTRICT EDITING, and deselect the “HIGHLIGHT THE REGIONS I CAN EDIT” field. When you have finished entering your information, select the “HIGHLIGHT THE REGIONS I CAN EDIT” to ensure that you have completed all fields.
* You must fully **complete all sections** of the form with the information requested. **Please enter N/A if required**. Incomplete forms will not be accepted.
* If you wish to use bullet points, enter your content and press return so that the cursor is below the text. Using the mouse, select the text you wish to apply the bullets to. Go to the Paragraph group and select the required bullet style. Select the bullet points and use the Decrease Indent button in the Paragraph Group to set your preferred alignment.
* The table fields will automatically expand as you enter content. This document contains page-breaks.
* You are required to insert a passport-style headshot in the textbox located on the first page. This will be used to confirm your identity should you be invited to interview. For further information on how to do this, please access our instructions on [Inserting a Photo](https://revenue.ie/en/corporate/documents/careers/resize-insert-photo-restricted-editing.pdf).
* Consult the Information Booklet when completing this form, particularly Section 5 – Essential Entry Requirements and Appendix 2 - Civil Service Competency Framework and Section 15 - Eligibility to Compete and Certain Restrictions on Eligibility.
* **Do not exceed the wordcount limits** set for Sections F as to do so may prevent your application form from being processed. To check the wordcount go to the status bar at the bottom of your screen. Right click the status bar and click to select the Word Count check box. Highlight the text that you want to count and establish the number of words by viewing the status bar.
* Allow yourself plenty of time to complete and submit the form.
* Save the completed application form in **MS Word format** with the title “Clerical Officer Print Operator 2023 - your name” - other formats, e.g., PDF, will **not** be accepted.

### SUBMITTING THE FORM

* 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.

### DEADLINE FOR SUBMISSION

Please submit this form by email as an **MS Word** attachment with the subject line “Clerical Officer Print Operator 2023 – Your Name” to [Revenue\_Open\_Recruitment4@revenue.ie](mailto:Revenue_Open_Recruitment4@revenue.ie)

Closing Date and Time**:**  **Thursday, 05 October 2023 at 13.00.**  Applications cannot be accepted after this date and time.

### ACCESSIBILITY INFORMATION

We hope this form is as accessible to as many users as possible; however, some may require outside assistance with certain aspects of the form, such as inserting the photograph. Please note the following important information:

* Tab and Arrow Keys: Users with a preference for tab key navigation should note that the Restrict Editing setting on this document will limit your tab key navigation to the tables. You should use the up and down arrow keys to navigate the rest of the document. You may also need to press the Control button to navigate some or all of the document.
* Photograph: There is one textbox on the first page where you need to insert a photograph. The textbox is located on the left side of the page in the section entitled [PHOTOGRAPH AND OFFICIAL USE SECTION](#_PHOTOGRAPH_AND_OFFICIAL). For information on how to insert a photograph, please see [Inserting a Photo](https://revenue.ie/en/corporate/documents/careers/resize-insert-photo-restricted-editing.pdf). To the right of the photo textbox, there is a table which is for official use only.
* Tables: There is a total of 14 tables in this form, including the one for official use only. To navigate this form, please ensure that table mode is enabled if appropriate to your particular type of assistive technology. For example, if you use JAWS, please access the list of tables by using the keys Insert + Ctrl + T and navigate by using the up or down arrows. Select the table you wish to edit by pressing Enter.
* Alternative Text (alt-text): All textboxes and tables contain an alt-text for use with screen readers.
* Should you have any queries about this form, please contact [CSDOpenRecruitment@revenue.ie](mailto:CSDOpenRecruitment@revenue.ie) .

To return to the start of the form, please access [COMPETITION APPLICATION FORM](#_Competition_Application_Form)

## APPENDIX: CLERICAL OFFICER LEVEL COMPETENCIES

### TEAM WORK

* 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.