

LEABHRÁN EOLAIS D'IARRTHÓIRÍ

Léigh go cúramach le do thoil

INFORMATION BOOKLET FOR CANDIDATES

Please read Carefully.

Comórtas oscailte le haghaidh ceapachán mar
Threoraí Séasúrach/Oifigeach Eolais An Mhí – Ionad Cuairteoirí Chath na Bóinne &
Láithreáin sa Mhí – Brú na Bóinne / Cnóbha / Loch Craobh / Cnoc na Teamhrach / Caisleán
Baile Átha Troim

Oifig na nOibreacha Poiblí.

Dáta Deireanach: Déardaoin 14 Meitheamh 2018

Open Competition for appointment to the temporary positions of
Seasonal Guide/Information Officer Battle of the Boyne Visitor Centre & Meath
Cluster (Newgrange/Knowth/Loughcrew/Hill of Tara/Trim Castle)

Office of Public Works.

Closing Date: Mid Day Thursday 14 June 2018

Tá Oifig na nOibreacha Poiblí tiomanta do bheartas comhdheiseanna.

The Office of Public Works is committed to a policy of equal opportunity.

LEABHRÁN EOLAIS D'IARRTHÓIRÍ

INFORMATION BOOKLET FOR CANDIDATES

Tá an t-eolas seo cruinn ag am dul i gcló.

Information correct at time of going to Press.

CLÁR

TABLE OF CONTENTS

	Leathanach		Page
(A) An Post	3	(A) The Position	3
(B) Riachtanais	4	(B) Essential Requirments	4
(C) Coinníollacha Seirbhíse	5	(C) Conditions of Service	5
1. Ráta Pá	5	1. Rate of Pay	5
2. Seachtain Oibre	5	2. Working Week	5
3. Pá Domhnaigh	5	3. Sunday Pay	5
4. Teidlíocht Saoire	5	4. Leave Entitlement	5
5. Pá Breoiteachta	5	5. Sick Pay	5
6. Uaireanta Oibre	5	6. Hours of Attendance	5
7. Obair faoin aer	6	7. Outdoor Work	6
8. Gnás Feistis	6	8. Dress Code	6
9. Aoisliúntas	6	9. Superannuation	6
(D) Liosta láithreáin le folúntais	7	(D) List of sites with vacancies	7
(E) An Próiseas Iarratais agus Roghnúcháin	8		
1. Conas Iarratas a Dhéanamh	8	(E) The Application and Selection Process	8
2. Spriocdháta	9		
3. An Próiseas Roghnaithe	9	1. How to Apply	8
4. Aiseolas	10	2. Closing Date	9
		3. The Selection Process	9
(F) Eolas Ginearalta	10	4. Feedback	10
1. Nuair a mheastar iarrthóireacht a bheith tarraingte siar	10	(F) General Information	10
2. Imréiteach Slándála	10	1. Deeming of Candidature to be withdrawn	10
3. Tábhacht Rúndacht	10	2. Security Clearance	10
4. Seirbhís Ardchaighdeán do Chustaiméirí	10	3. The Importance of Confidentiality	10
5. Cearta Iarrthóirí – Próiseas Athbhreithnithe	11	4. Quality Customer Service	10
6. Oibleagáidí na nIarrthóirí	12	5. Candidates Rights – Review Procedures	11
7. Na hAchtanna um Chosaint Sonraí 1988 & 2003	13	6. Candidates Obligations	12
		7. Data Protection Acts 1988 & 2003	13

Treoraí Séasúrach/Oifigeach Eolais

Seasonal Guide/Information Officer

(A) AN POST

Tá Seirbhísí Chuariteoirí Oifig na nOibreacha Poiblí ag lorg daoine díograiseacha chun a bheith páirteach i bhFoireann Treoraithe ag Láithreáin Séadchomhartha Náisiúnta/ Réadmhaoin Stairiúil Náisiúnta faoina gcúram.

(A) ABOUT THE POSITION

Visitor Services of the Office of Public Works currently seek enthusiastic people to join their dedicated Guide Teams at National Monument/National Historic Property Sites under their remit.

Áirithe i Ról na Treoraithe Séasúra/ Oifigigh Eolas beidh:

The role of the Seasonal Guide/Information Officer will include:

Caomhnú an Láithreáin

Protection of the Site

Stiúradh agus eagrú cuairteoirí chun ord a choimeád agus chun a chinntiú nach gcuirfear isteach ar an láithreáin

Supervising and controlling visitors so as to maintain order and prevent interference with the site

Cinntiú go gcloifear le pé rialacha atá ann do chuariteoirí.

Ensuring that any rules for visitors are observed

Bheith freagrach as slándáil agus sábháilteacht ag an láithreáin.

Being responsible for security and safety at the site

Fáiltiú Roimh Chuariteoirí & na Dualgais a Bhaineann leis

Visitor Reception & Related Duties

Fáilte a chur roimh cuairteoirí chuig an láithreán

Welcoming visitors to the site

Cuntas ar an an láithreán agus na háiseanna a thabhairt do chuariteoirí

Introducing visitors to the site and its facilities

Riarachán ticéid agus admhálacha

Administering admission tickets and receipts

Litríocht, cártaí poist agus póstaeir a dhíol

Selling literature, postcards and posters

Airgead a chomhaireamh agus na fáltais a réiteach

Counting money and reconciling receipts

Stoc a chomhaireamh

Counting stock

An oifig fáiltithe agus áiseanna eile an láithreáin a choinneáil glan agus slachtmhar

Keeping reception area and other site facilities clean and tidy

Gléas closamhairc nó fearas cuí eile a oibriú

Operating audio visual or other appropriate equipment

Déileáil le fiosrúcháin faoin gceantar agus na háiseanna do chuariteoirí ann

Dealing with enquiries about the area and its visitor facilities

Déileáil le fiosrúcháin fón	Dealing with phone enquiries
Déileáil le háirithintí don láithreán	Handling bookings for the site
Léirmhíniú & Turais Treoraithe an Láithreáin	Interpretation & Guided Tours of the Site
Tú féin a chur ar an eolas faoi gach gné de thábhacht agus cúlra an láithreáin	Familiarising yourself with all aspects of the importance and story of the site
Do thráchttaireacht turais féin a fhorbairt i gcomhairle leis an stiúrthóir agus na treoraithe eile	Developing your own tour commentary in conjunction with supervisor and other guides
Turais treoraithe a stiúradh	Giving guided tours
Turas treoraithe a chur in oiriúint do ghrúpaí ar leith	Adapting a guided tour to suit a particular group
Turais treoraithe sa Bhéarla nó teangacha eile a stiúradh, má oireann	Conducting guided tours through Irish or other languages, where applicable
Déileáil le mionfhiosrúcháin faoi ghnéithe ar leith den láithreán	Dealing with detailed enquiries about particular features of the site
Ina theannta sin, beidh ar an sealbhóir poist aon dualgas atá in oiriúint don phost, a thugtar dó/di ó am go chéile, a chomhlíonadh agus páirt a ghlacadh i bhforbairt an post an fhad agus atá sé/sí i seilbh oifige.	In addition, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.
D'fhéadfadh gníomhaíochtaí coirp a bheith i gceist le gnéithe den ról seo, dá bhrí sin ní mór don iarrthóir a bheith corpacmhainneach.	Aspects of this role may be physically demanding therefore a reasonable level of general fitness is required.

(B) RIACHTANAIS

Ní mór d'iarratasóirí na nithe seo leanas a bheith acu:

Feasacht ar an Oidhreacht agus tuiscint agus spéis sa Stair

Taithí oibre iomchuí

Cumas obair i bhfoireann

Toilteanas glacadh le treoir

Scileanna cumarsáide den scoth lena n-áirítear muinín agus cumas cuir i láthair a dhéanamh do ghrúpaí

Dea-bhreithiúnacht agus scileanna cinnteoireachta

(B) ESSENTIAL REQUIREMENTS

Candidates must have:

Heritage awareness and an appreciation & interest in history

Relevant work experience

The ability to work as part of a team

The willingness to take direction

Excellent communication skills including confidence and an ability to address groups

Sound judgement and decision making ability

Suim i leith soiléireacht agus caighdeán oibre	Concern for clarity and work quality
Taithí ar chóras agus nósanna imeachta TFC	Experience of working with ICT systems and procedures
Feasacht ar Shláinte agus Sábháilteachta	Awareness of health and safety
Feasacht ar ghá an láithreán a chaomhnú	Awareness of the need to protect the site
Tiomantas do Sheirbhísí do Chustaiméirí ar Ardchaighdeán agus	Commitment to Quality Customer Service and
Ní mór d'iarrthóirí a bheith 18 mbliana d'aois nó os a chionn ar an 1 Eanáir 2018	Candidates must be at least 18 years of age on 1st January 2018

(C) COINNIOLLACHA SEIRBHÍSE

Eolas Ginearálta um Fhostaíocht mar Threoraí Séasúrach/Oifigeach Eolais

1. Ráta Pá

Ba chóir d'iarrthóirí a thabhairt faoi deara go dtosófar ag íosmhéid an scála agus ní bheidh caibidlíocht tuarastail i gceist. D'fheadfadh an ráta íocaíocht a bheith leasaithe ó am go h-am ar aon dul le beartas rialtais. (€11.35 - €19.03 san uair).

2. Seachtain Oibre

Uaireanta ilchineálach, suas le 39 uair sa tseachtain de réir uainchláir 7 lá, 2 lá saor sa tseachtain de ghnáth, le cheile más féidir.

3. Pá Domhnaigh

Am + Am le haghaidh uaireanta a oibrítear go hiarbhír

4. Teidlíocht Saoire

1.83 lá sa mhí oibre (cothrom le 5.5 lá sa 3 mhí oibre a bheag nó a mhór). Íochtar pá in ionad saoire ag deireadh na tréimhse oibre, más cuí.

5. Pá Breoiteachta

Íocfar saoire bhreoiteachta i gcomhréir le Scéim nua Saoire Breoiteachta na Seirbhíse Poiblí, rud a tugadh isteach ar 31 Márta 2014. Tá na rialacháin in Ionstraim Reachtúil (R.I.) Uimh. 124 de 2014, agus tá cóip di seo ar fáil ag www.irishstatutebook.ie/pdf/2014/en.si.2014.0124

(C) CONDITIONS OF SERVICE

General Information for Employment as a Seasonal Guide/Information Officer

1. Rate of Pay

Candidates should note that entry will be at the minimum of the scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government policy (€11.35 - €19.03 per hour).

2. Working Week

Hours may vary, up to 39 hours per week rostered over 7 days, generally 2 days off per week, where possible together.

3. Sunday Pay

Time + Time for hours actually worked

4. Leave Entitlement

1.83 days per month worked (roughly equivalent to 5.5 days per 3 months worked). Where applicable, pay in lieu of leave is paid at the end of the working period.

5. Sick Pay

Sick leave will be paid in accordance with the new Public Service Sick Leave Scheme introduced from 31 March 2014. The regulations are contained in Statutory Instrument (S.I.) No 124 of 2014, a copy of which is available at www.irishstatutebook.ie/pdf/2014/en.si.2014.0124

6. Uaireanta Oibre

Níl uaireanta seasta ann, ach socrófar uaireanta oibre ag braith ar riachtanaisí bainistíocht áitiúil le linn thréimhse do fhostaíocht.

7. Obair faoin aer

Baineann obair lasmuigh le formhór na láithreáin

8. Gnás Feistis

Íocfar liúntas feistis sa gcás go bhfuil riachtanas bainistíochta ann go gcaithfidh treoirithe dathannaí ar leith a chaitheamh.

9. Aoisliúntas

I gcás treoraí/oifigeach eolais a earcaíodh roimh 1 Eanáir 2013, cuirtear sochair aoisliúntais ar fáil faoi réir fhorálacha na Scéime Aoisliúntais Neamh-Ranníocach le haghaidh Státseirbhísigh Neamhbhunaithe. Tá ballraíocht sa scéim éigeantach. Go ginearálta, is ag aois 65 is túisce a íocfar pinsean. D'fhéadfadh aois pinsin níos luaithe a bheith feidhmeach do cheapaithe a mheastar nach 'iontrálaithe nua' iad mar a shainítear in Acht um Aoisliúntas Seirbhíse Poiblí (Forálacha Ilghnéitheacha) 2004. Bronntar Pinsin do Chéilí agus Leanaí faoi réir forálacha na Scéime Ranníocach do Chéilí agus Leanaí le haghaidh Státseirbhísigh Neamhbhunaithe. Tá ballraíocht sa scéim éigeantach. Go ginearálta, níl aon aois scoir a shonraítear le haghaidh daoine a cheaptar chun an bpost seo. Is gá do cheapaithe, áfach, a mheastar nach 'iontrálaithe nua' iad mar a shainítear in Acht Um Aoisliúntas na Seirbhíse Poiblí (Forálacha Ilghnéitheacha) 2004 dul ar scor nuair a shroicheann siad aois 65.

I gcás treoraí/oifigeach eolais a earcaíodh ó 1 Eanáir 2013 i leith, cuirtear na sochair aoisliúntais ar fáil i gcomhréir le téarmaí Scéim Aonair Pinsean na Seirbhíse Poiblí (mar atá sainmhínithe san Acht um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile), 2012. Tá ballraíocht sa scéim seo éigeantach. Agus tú mar bhall de Scéim Aonair Pinsean na Seirbhíse Poiblí, socraítear an aois is ísle ag ar féidir pinsean a íoc, ag 66 ar dtús (agus é ag méadú i gcomhréir le méaduithe aoise an Phinsin Stáit go 67 in 2021 agus 68 in 2028). Caithfidh duine dul ar scor nuair a bhainfidh sé/sí 70 bliain d'aois amach.

Nuair a dhéanfar an ceapachán, déanfaidh an Roinn/ Oifig fostú an cinneadh, i bhfianaise stair

6. Hours of Attendance

Hours are not fixed but the actual hours of attendance will be arranged according to local management requirement during the period of your employment.

7. Outdoor Work

Outdoor work is a factor at most sites

8. Dress Code

A guide uniform allowance may be payable where it is a management requirement that guides adapt a colour coded clothing regime.

9. Superannuation

For a guide/information officer recruited before 1 January 2013 superannuation benefits are provided in accordance with the terms of the Non-Contributory Superannuation Scheme for Non-Established Civil Servants. Membership of the scheme is compulsory. In general, 65 is the minimum age at which pension is payable. However, for appointees who are deemed not to be 'new entrants' as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, an earlier minimum pension age may apply. Spouses' and children's pensions are granted under the terms of the Contributory Scheme for the Spouses and Children of non-established Civil Servants. Membership of the scheme is compulsory. In general, there is no specified retirement age for appointees to this position. However, for appointees who are deemed not to be 'new entrants' as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, retirement is compulsory on reaching 65 years of age.

For a guide/information officer recruited from 1 January 2013, the superannuation benefits are provided in accordance with the terms of the Single Public Service Pensions Scheme (as defined in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. Membership of the scheme is compulsory. As a member of the Single Public Service Pensions Scheme, the minimum age at which the pension is payable is set, initially at 66 years (rising in step with the State Pension age increases to 67 in 2021 and 68 in 2028). Retirement is compulsory on reaching 70 years of age.

At the time of being offered appointment, the

fostaíochta an té atá le ceapadh, cé acu atá sé nó sí ina '(h)iontrálaí nua' nó nach bhfuil. Moltar d'iarrthóirí breathnú ar Alt 2 den Acht Um Aoisliúntas Seirbhíse Poiblí (Forálacha Ilghnéitheacha) 2004 maidir leis an sainmhíniú ar 'iontrálaí nua'. Tá an téacs de Alt 2 agus den Acht ar fáil ar an láithreán gréasáin www.oireachtas.ie.

(D) LIOSTA LÁITHREÁIN

(De réir Contae in ord aibítire)

An Mhí – Ionad Cuairteoirí Chath na Bóinne
Láithreáin sa Mhí – Brú na Bóinne / Cnóbha / Loch
Craobh / Cnoc na Teamhrach / Caisleán Baile Átha Troim

(E) PRÓISEAS IARRATAIS AGUS ROGHNAITHE

1. Iarratais a dheanamh

Tá an foirm iarratais le fail ar www.opw.ie faoi earcaíocht treoraí.

Ba chóir an Fhoirm Iarratais a chomhlánú go leictreonach agus **dhá** chóip di a bheith curtha i gcló nuair a bheidh sí comhlánaithe go hiomlán. Ba chóir iad seo a shíniú agus a sheoladh ar aghaidh tríd an bpost chuig Seirbhísí do Chustaiméirí, Aonad 20, Páirc Miondíola Cois Locha, Clár Chlainne Mhuiris, Contae Mhaigh Eo Nó tríd an ríomhphost: guiderecruitment@opw.ie

Ní ceadmhach iarratais a sheoladh ar ais tríd an bpost nó tríd an ríomhphost, agus caithfear iad a fháil faoi mheán lae 14 Meitheamh 2018 ar a dhéanaí.

Ní ghlacfar le foirm iarratais atá míchruinn agus mar sin ní mór duit, ar mhaithe leat féin, a chinntiú go bhfuil an t-eoals a chuireann tú ar fáil i ngach cuid den bhfoirm cruinn.

D'fhéadfadh go mbeadh gearrliosta i gceist sa chomórtas seo agus mar sin ní gá go cuirfear agallamh ar gach iarrthóir. Ní thugann cead isteach iarrthóra do chomórtas, nó cuireadh chun agallaimh, le tuiscint go nglacann Oifig na n-Oibreacha Poiblí leis go gcomhlíonann an t-iarrthóir úd na riachtanais nó nach bhfuil an t-

employing Department/Office will, in the light of the appointee's employment history, determine whether he or she is a 'new entrant' or not. Candidates are advised to consult Section 2 of the Public Service Superannuation (Miscellaneous Provisions) Act 2004 in relation to the definition of "new entrant". The text of Section 2 and of the Act is available on the website www.oireachtas.ie.

(D) LIST OF SITES

(By County in alphabetical order)

Meath - Battle of the Boyne Visitor Centre
Meath Cluster - Newgrange/ Knowth, Loughcrew/Hill of Tara/Trim Castle

(E) THE APPLICATION AND SELECTION PROCESS

1. How to apply

The Application Form is only available on www.opw.ie under Guide Recruitment.

The Application Form should be completed electronically and when completed print **two** copies which should be signed and forwarded by **post** to **Visitor Services, Unit 20, Lakeside Retail Park, Claremorris, Co. Mayo** or by email: guiderecruitment@opw.ie

Applications may be returned by post or email and must be received no later than Midday 14 June 2018.

Any inaccuracy in completing the form will result in rejection; therefore it is in your own interest to ensure that the information supplied in all sections is correct.

The admission of a person to a competition is not to be taken as a guarantee of interview as shortlisting may apply. Furthermore, an invitation to attend interview is not to be taken as implying that the Office of Public Works Service is satisfied that such a person fulfils the requirements or is

iarrthóir dícháilithe ó cheapachán, de réir dlí. Ní ráthaíonn sé, ach oiread, go bpléifear a thuilleadh le d'iarratas.

not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration.

Tá de dhualgas ort a chinntiú go gcomhlíonann tú riachtanais cháilitheachta an chomórtais sula gcuirtear faoi agallamh túi. Mura gcomhlíonann tú na bunriachtanais iontrála seo agus má théann tú faoi agallamh dá ainneoin sin, cuirfidh tú costas gan ghá ort féin. Ní bheidh Oifig na n-Oibreacha Poiblí freagrach as costais ar bith a tharraingeoidh iarrthóir air/uirthi féin a aisíoc.

Therefore the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense as the Office of Public Works will not be responsible for refunding any expenses incurred.

2. Spriocdháta

2. Closing Date

Ní mór iarratais a chur isteach tríd an bpost nó tríd an ríomhphost roimh Mean Lae 14 Meitheamh 2018.

Applications must be submitted by post or email no later than Mid day 14 June 2018.

3. An Próiseas Roghnaithe

3. The Selection Process

D'fheadfadh na nithe seo a leanas a bheith áirithe sa phróiseas roghnaithe:

The methods used to select the successful candidate for this post may include:

- Gearrliostú iarrthóirí de réir an eolais atá ar fáil ar a bhfoirmeacha iarratais agus rátáil Athbhreithnithe Feidhmíochta dá mbeadh iarrthóirí fostaithe roimhe sin mar Threoraithe/Oifigigh Eolais
- Agallamh Iomaíoch

- Short-listing of candidates on the basis of the information contained in their applications and Performance Review rating in the case of applicants previously employed as Guides/Information Officers
- On merit following a competitive interview

Ba cheart d'iarrthóirí a bheith ar fáil ar na dátaí a leagann Oifig na n-Oibreacha Poiblí amach agus ba cheart dóibh a chinntiú go bhfuil na sonraí teagmhála a sholáthraítear ar an bhfoirm iarratais cruinn agus ceart. Ní bheidh Oifig na n-Oibreacha Poiblí freagrach as aon chostas a tharraingíonn iarrthóirí orthu féin.

Candidates should make themselves available on the date(s) specified by the Office of Public Works and ensure that the contact details specified on the application form are correct. The Office of Public Works will not be responsible for refunding any expenses incurred by candidates.

Má bhíonn gearrliostú i gceist, scrúdóidh bord saineolaithe na foirmeacha iarratais agus déanfar measúnú orthu de réir slat tomhais réamhcheaptha atá bunaithe ar riachtanais an phoist agus méid na folúntas is dóchúla ag aon láithreán. Is ar mhaithe leat féin, mar sin, go dtabharfá mionchuntas cruinn ort féin, idir cháilíochtaí agus taithí, ar an bhfoirm iarratas.

In the event of a shortlisting exercise being employed an expert board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position and the likely number of vacancies in any location. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

Sula moltar duine don cheapachán seo, déanfaidh Oifig na n-Oibreacha Poiblí gach fiosrúchán a cheaptar is gá chun oiriúnacht an iarrthóra a shocrú. Ní féidir socrú deiridh a dhéanamh nó ní féidir glacadh leis go bhfuil socrú

Prior to recommending any candidate for appointment to this position the Office of Public Works will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment

deiridh déanta, go dtí go mbeidh gach staid den phróiseas earcaíochta críochnaithe go hiomlán. Sa chás go ndiúltaíonn duine a mholtar do cheapachán an ceapachán sin, nó má éiríonn sé/sí as tar éis dó/dí glacadh leis an gceapachán, féadfaidh Oifig na n-Oibreacha Poiblí, mar is toil leo, duine eile a roghnú agus a mholadh le ceapadh de thoradh an chomórtais seo.

4. Aiseolas

Tabharfar aiseolas ar fáil ar iarratas tar éis gach céim den phróiseas roghnaithe.

(F) EOLAS GINEARÁLTA

1. Nuair a mheastar iarrthóireacht a bheith tarraingthe siar

Glacfar leis go bhfuil a n-iarrthóireacht tarraingthe siar ag iarrthóirí nach bhfreastalaíonn ar agallamh ag an am cuí san áit chuí nó nach soláthraíonn, má iarrtar a leithéid orthu, cibé fianaise atá de dhíth ar Oifig na n-Oibreacha Poiblí i dtaca le hábhar ar bith a bhaineann lena n-iarrthóireacht.

2. Imreiteach Slándála

Tabhair faoi deara: Is féidir go mbeidh ar iarrthóirí a bhfuiltear á meas do cheapachán, foirm Grinnfhiosrúchán an Gharda a chomhlíonadh agus a sheoladh ar ais. Seolfar an fhoirm sin chuig An Garda Síochána le haghaidh scrúdú slándála bunaithe ar gach seoladh in Éirinn agus i dTuaisceart na hÉireann a raibh sé/sí ina c(h)ónaí. Muna n-éiríonn leis an iarrthóir sa chomórtas scríosfaidh Oifig na n-Oibreacha Poiblí an t-eolas sin. Má thagann an t-iarrthóir faoi bhreithniú le haghaidh post eile is féidir go mbeidh air/uirthi an t-eolas a sholáthair arís.

3. Tábhacht Rúndacht

Ba mhaith linn a chur in iúl duit go dtugaimid tosaíocht maidir le do rúndacht a chosaint. Pléitear le gach fiosrúchán, iarratas agus gach gné de na himeachtaí le hardrúndacht agus ní thugtar aon eolas do dhuine ar bith taobh amuigh díobh siúd a bhfuil baint dhíreach acu leis an ghné sin den phróiseas.

4. Seirbhís Ardchaighdeáin do Chustaiméirí

Tá sé mar aidhm againn scothsheirbhís ar ardchaighdeán a chur ar fáil dár gcustaiméirí ar fad. Má tá iarrthóirí míshásta, ar chúis ar bith, le gné ar bith den tseirbhís a chuirtear ar fáil,

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. Should the person recommended for appointment decline, or having accepted it, relinquish it, the Office of Public Works may at its discretion, select and recommend another person for appointment on the results of this selection process.

4. Feedback

Feedback will be available on request after each stage of the selection process.

(F) GENERAL INFORMATION

1. Deeming of Candidature to be withdrawn

Candidates who do not attend for interview where and when required by the Office of Public Works, or who do not, when requested, furnish such evidence, as the Office of Public Works require, in regard to any matter relevant to their candidature, will have no further claim to consideration.

2. Security Clearance

Please note: The applicant may 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 on all Irish and Northern Irish addresses at which they resided. If unsuccessful this information will be destroyed by the Office of Public Works. If the applicant subsequently comes under consideration for another position, they may be required to supply this information again.

3. The Importance of Confidentiality

We would like to assure all applicants that protecting confidentiality is a main priority. Each applicant can expect, and we guarantee, 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 that aspect of the process.

4. Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, applicants are unhappy with any aspect of the

iarraimid orthu an t-ábhar a chur faoi bhráid an aonaid nó an chomhalta foirne i gceist. Tá sé seo tábhachtach de bhrí go gcinntíonn sé go bhfuilimid ar an eolas faoin bhfadhb agus gur féidir gníomhú chun an scéal a leigheas.

5 Cearta Iarrthóirí - Próiseas Athbhreithnithe i leith an Próiseas Roghnaithe

Tá cead ag iarrthóir athbhreithniú ag duine sa chomhlacht earcaíochta (athbhreithneoir tosaigh) a iarraidh. Má tá an t-iarrthóir míshásta go fóill tar éis an athbhreithnithe tosaigh seo, tá cead aige/aici iarraidh go ndéanadh “eadránaí cinnidh” scrúdú ar chur i gcrích an athbhreithnithe tosaigh. De rogha ar an méid thuas, tá sé de rogha ag iarrthóir iarraidh go réiteofaí an cheist go neamhfhoirmiúil, mar atá leagtha amach thíos. Má tá iarrthóir míshásta go fóill tar éis a leithéid de phlé, d’fhéadfadh sé/sí athbhreithniú foirmiúil a iarraidh.

Próiseas neamhfhoirmiúil

Tá cead ag an iarrthóir leas a bhaint as an Athbhreithniú Neamhfhoirmiúil taobh istigh de 5 lá oibre ó fhógra an chinnidh thosaigh, agus ba chóir go dtarlódh sé idir an t-iarrthóir agus an duine a chur an cinneadh in iúl (nó an duine bainteach) de ghnáth.

Má bhaineann an cinneadh atá á chur in iúl le céim eatramhach de phróiseas roghnúcháin, caithfidh an t-iarratas ar athbhreithniú neamhfhoirmiúil a bheith faighte taobh istigh de 2 lá oibre ó dháta faighte an chinnidh.

Má tá iarrthóir míshásta go fóill tar éis a leithéid de phlé neamhfhoirmiúil, tá cead aige/aici na nósanna imeachta foirmiúla atá leagtha amach thíos a leanúint.

Más mian le hiarrthóir go ndéanfaí déileáil leis an gceist trí athbhreithniú foirmiúil, caithfidh sé/sí a leithéid a dhéanamh taobh istigh de 2 lá oibre ó fhógra thoradh an athbhreithnithe neamhfhoirmiúil.

Próiseas foirmiúil

Athbhreithniú tosaigh

Caithfidh an t-iarrthóir a b(h)uarthaí maidir leis an bpróiseas a chur in iúl i scríbhinn do Phríomhoifigeach na Seirbhísí do Chuariteoirí, agus é/í ag leagan amach na ngnéithe sin den ghníomh nó den chinneadh maidir lena (h)iarrthóireacht ar ar mhaith leis/léi athbhreithniú a bheith déanta.

Caithfidh iarratas ar athbhreithniú a bheith déanta

service received from us, we urge them to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

5. Candidates' Rights - Review Procedures in relation to the Selection Process

A candidate can seek a review by a person in the recruiting body (initial reviewer). Where a candidate remains dissatisfied following this initial review, he/she may seek to have the conduct of the initial review examined by a “decision arbitrator”.

As an alternative to the above, it is open to a candidate to seek to have the matter resolved on an informal basis, as set out below. If a candidate remains dissatisfied following any such discussion it is open to him/her to seek a formal review.

Informal process

The candidate can avail of the Informal Review within 5 working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or relevant person).

Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.

Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.

If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Formal process

Initial review

The candidate must address his/her concerns in relation to the process in writing to the Principal Officer Visitor Services, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.

A request for review must be made within 10 working days of the notification of the initial decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.

taobh istigh den 10 lá oibre ó fhógra an chinnidh thosaigh. I gcás go mbaineann an cinneadh le céim eatramhach de phróiseas roghnúcháin, caithfidh an t-iarratas ar athbhreithniú a bheith faighte taobh istigh den 4 lá oibre.

Ní thabharfar síneadh i gcás na dteorainneacha ama seo ach i gcásanna fioreisceachtúla agus beidh sé faoi rogha Phríomhoifigeach na Seirbhísí do Chustaiméirí amháin. Is gnách gur gá an cinneadh a chur in iúl don iarrthóir taobh istigh den 20 lá oibre tar éis don ghearán nó don iarratas ar athbhreithniú a bheith faighte.

Gheobhaidh an t-iarrthóir torthaí an athbhreithnithe mar thuairisc scríofa.

Má tá iarrthóir míshásta le toradh an athbhreithnithe thosaigh, tá cead aige/aici athbhreithniú ag eadránaí cinnidh a iarraidh ar chur i gcrích an athbhreithnithe thosaigh.

Athbhreithniú ag an eadránaí cinnidh Bíonn an t-eadránaí cinnidh ceaptha ag Príomhoifigeach na Seirbhísí do Chustaiméirí. Níl aon bhaint ag an eadránaí cinnidh leis an bpróiseas roghnúcháin agus déanfaidh sé/sí eadránú ar iarratais ar athbhreithniú i gcásanna nach bhfuil iarrthóir sásta le toradh an athbhreithnithe thosaigh. Níl dul thar chinneadh an eadránaí cinnidh maidir lena leithéid de chúrsaí. Caithfidh iarratas a sheoltar chuig an eadránaí cinnidh a bheith faighte taobh istigh de 7 lá oibre ó fhógra thoradh an athbhreithnithe thosaigh. Caithfidh toradh an imscrúdaithe a bheith curtha in iúl don iarrthóir i bhfoirm tuairisce scríofa taobh istigh de 10 lá oibre.

6. Oibleagáidí na nIarrthóirí

Ní foláir d'iarrthóirí a thuiscint go ndícheallófar iarrthóirí de bharr canbhasála agus go ndéanfar iad a eisiamh ón bpróiseas dá dheasca.

Níl sé ceadmhach ag iarrthóirí:

- eolas bréagach a sholáthar go feasach nó go meargánta
- duine ar bith a chanbhasáil, le mealladh nó gan mhealladh
- pearsanú ar iarrthóir ag aon céim den phróiseas
- cur as nó baint den bpróiseas ar aon bhealach

Aon duine a sháróidh na forálacha thuas, nó a chuideoidh le duine éigin eile na forálacha thuas a shárú, tá sé/sí ciontach i gcion. Is féidir fíneáil

Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Principal Officer Visitor Services. The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. The candidate will receive the outcome of the review by means of a written report.

Should a candidate be dissatisfied with the outcome of the initial review, he/she may request a review by a decision arbitrator of the conduct of the initial review.

Review by the decision arbitrator

The decision arbitrator is appointed by the Principle Officer Visitor Services. The decision arbitrator is unconnected with the selection process and he/she will adjudicate on requests for review in cases where a candidate is not satisfied with the outcome of the initial review.

The decision of the decision arbitrator in relation to such matters is final.

A request made to the decision arbitrator must be received within 7 working days of the notification of the outcome of the initial review.

The outcome of the investigation must be notified to the candidate in the form of a written report within 10 working days.

6. Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

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 an offence is liable to a fine/or imprisonment.

agus/nó príosúnacht, a chur ar dhuine atá ciontach i gcion.

Ina theannta sin, i gcás gur iarrthóra i bpróiseas earcaíochta a bhí nó atá sa duine a fuarthas ciontach i gcion:

- sa chás nach bhfuil sé/sí ceaptha chuig post, dícháileofar é/í mar iarrthóir; agus
- sa chás gur ceapadh é/í de thoradh an phróisis earcaíochta atá i gceist, forghéillfidh sé/sí an ceapachán sin.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

7. Data Protection Acts 1988 & 2003

7. Na hAchtanna um Chosaint Sonraí 1988 agus 2003

Nuair a thagann d'fhoirm iarratais isteach cruthaítear taifead faoi d'ainm, ina mbeidh go leor den eolas pearsanta a sholáthair tú. Ní úsáidtear an cuntas pearsanta seo ach amháin le d'iarratas a phróiseáil agus má éiríonn leat cuirfead roinnt eolais a sholáthair tú ar aghaidh chuig an eagraíocht fostaíochta. Coinnítear eolas dá leithéid faoi réir na gceart agus na ndualgas a leagtar síos sna hAchtanna um Chosaint Sonraí, 1988 & 2003. Más mian leat iarratas a dhéanamh faoi na hAchtanna um Chosaint Sonraí 1988 & 2003, cuir d'iarratas i scríbhinn chuig: Earcaíocht Treoraí, Seribhísí do Chuariteoirí, Aonad 20, Páirc Miondíola Cois Locha, Clár Clainne Mhuiris, Co Mhaigh Eo agus cinntigh go ndéanann tú cur síos cuimsitheach ar na cuntais a theastaíonn uait chun gur féidir linn an cuntas cuí a aimsiú.

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information you provide will be forwarded to the employing organisation. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: Guide Recruitment Visitor Services, Unit 20 Lakeside Retail Park, Claremorris, Co. Mayo, describing the records you seek in the greatest possible detail to enable us to identify the relevant record.

Canvassing will disqualify.

Dícháileofar iarrthóirí de bharr stocaireachta ar a son.