

## *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  
Oifig na nOibreacha Poiblí.  
Dáta Deireanach: Dé Luain 13 Samhain 2017

Open Competition for appointment to the temporary positions of  
Seasonal Guide/Information Officer  
Office of Public Works.  
Closing Date: Monday 13 November 2017

Ní mór foirm iarratais a sheoladh tríd an tSeirbhís um [www.opw.ie](http://www.opw.ie) agus ba chóir aon cheist maidir leis an bpróiseis iarratas a dhíarú ag an [guiderecruitment@opw.ie](mailto:guiderecruitment@opw.ie).

Applications must be submitted through [www.opw.ie](http://www.opw.ie) and queries regarding the applications process should be directed to [guiderecruitment@opw.ie](mailto:guiderecruitment@opw.ie)

Tá Oifig na nOibreach Poiblí freagrach as chuile gné eile den comórtas and próiseas roghnúcháin.

The Office of Public Works is responsible for all other elements of the competition and selection process.

Tá Oifig na nOibreacha Poiblí tiomanta do bheartas comhdheiseanna.

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

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

Information correct at time of going to Press.

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## Treoraí Séasúrach/Oifigeach Eolais

### (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. Úsáidfar an comórtas seo le réimse poist sealadacha/ séasúraacha a líona i mbliana, a bhfuil réimse dátaí tosaithe agus achair chonraithe ag baint leo.

Áirithe i Ról na Treoraithe Séasúraacha/ Oifigigh Eolas beidh:

Caomhnú an Láithreáin

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

Cinntiú go gcloífeair le pé rialacha atá ann do chuariteoirí.

Bheith freagrach as slándáil agus sábháilteacht ag an láithreáin.

Fáiltiú Roimh Chuariteoirí & na Dualgais a Bhaineann leis

Fáilte a chur roimh cuairteoirí chuig an láithreáin

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

Riarachán ticéid agus admhálacha

Litríocht, cártaí poist agus póstaer a dhíol

Airgead a chomhaireamh agus na fáltais a réiteach

Stoc a chomhaireamh

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

Gléas closamhairc nó fearas cúí eile a oibriú

Déileáil le fiosrúcháin faoin gceantar agus na háiseanna do chuariteoirí ann

Déileáil le fiosrúcháin fón

## Seasonal Guide/Information Officer

### (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. This competition will be used to fill a range of temporary/seasonal posts over the next year, which have a range of different start dates and contract durations.

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

Protection of the Site

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

Ensuring that any rules for visitors are observed

Being responsible for security and safety at the site

Visitor Reception & Related Duties

Welcoming visitors to the site

Introducing visitors to the site and its facilities

Administering admission tickets and receipts

Selling literature, postcards and posters

Counting money and reconciling receipts

Counting stock

Keeping reception area and other site facilities clean and tidy

Operating audio visual or other appropriate equipment

Dealing with enquiries about the area and its visitor facilities

Déileáil le háirithintí don láithreán	Dealing with phone enquiries
Léirmhíniú & Turais Treoraithe an Láithreáin	Handling bookings for the site
Tú féin a chur ar an eolas faoi gach gné de thábhacht agus cúlra an láithreáin	Interpretation & Guided Tours of the Site
Do thráchtairacht turais féin a fhorbairt i gcomhairle leis an stiúrthóir agus na treoraithe eile	Familiarising yourself with all aspects of the importance and story of the site
Turais treoraithe a stiúradh	Developing your own tour commentary in conjunction with supervisor and other guides
Turas treoraithe a chur in oiriúint do ghrúpaí ar leith	Giving guided tours
Turais treoraithe sa Bhéarla nó teangacha eile a stiúradh, má oireann	Adapting a guided tour to suit a particular group
Déileáil le mionfhiosrúcháin faoi ghnéithe ar leith den láithreán	Conducting guided tours through Irish or other languages, where applicable
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.	Dealing with detailed enquiries about particular features of the site
D'fhéadfadh gníomhaíochtaí coirp a bheith i gceist le gnéithe den ról seo, dá bhrí sin ní mór don iarrthóir a bheith corpacmhainneach.	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.
<b>(B) RIACHTANAIS</b>	<b>(B) ESSENTIAL REQUIREMENTS</b>
Ní mór d'iarratasóirí na nithe seo leanas a bheith acu:	Candidates must have:
Feasacht ar an Oidhreacht agus tuiscint agus spéis sa Stair	Heritage awareness and an appreciation & interest in history
Taithí oibre iomchuí	Relevant work experience
Cumas obair i bhfoireann	The ability to work as part of a team
Toilteanas glacadh le treoir	The willingness to take direction
Scileanna cumarsáide den scoth lena n-áirítear muinín agus cumas cuir i láthair a dhéanamh do ghrúpaí	Excellent communication skills including confidence and an ability to address groups
Dea-bhreithiúnacht agus scileanna cinnteoireachta	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. Is é 70 bliain d'aois an uasteorainn aoise.	Candidates must be at least 18 years of age on 1st January 2018. The upper age limit is 70 years of age.

### **(C) COINNÍOLLACHA 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. (€10.75 - €17.43 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**

Dearbhófar Saoire Bliantiúil na Treoraithe Séasúracha le suim pro-rata den uasmhéad 25 lá. 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](http://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 (€10.75 - €17.43 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**

Seasonal Guides will have their annual leave allowance determined by a pro-rata amount of the 25-day maximum. 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](http://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 Leanáí faoi réir forálacha na Scéime Ranníocach do Chéilí agus Leanáí 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

## 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

Roinn/ Oifig fostú an cinneadh, i bhfianaise stair fostaíochta an té atá le ceapadh, cé acu atá sé nó sí ina '(h)iontrálaí nua' nó nach bhfuil. Moltar d'iarthóirí 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](http://www.oireachtas.ie).

#### **(D) LIOSTA LÁITHREÁIN LE FOLÚNTAIS**

(De réir Contae in ord aibítire)

Cnuasach Láithreáin An Chláir – Mainistir na hInse/Inis Cathaigh

An Longfort – Ionad Cuairteoirí Chonair na Coirre Léithe

An Mhí – Ionad Cuairteoirí Chath na Bóinne

Láithreáin sa Mhí – Brú na Bóinne / Cnóbha / Loch

Craobh / Cnoc na Teamhrach / Caisleán Baile Átha Troim

Baile Átha Cliath – An Casino, Marino

Baile Átha Cliath – Caisleán Baile Átha Cliath

Baile Átha Cliath - Farmleigh

Baile Átha Cliath – Ionad Cuairteoirí Pháirc an

Fhionnuisce Cnuasach Láithreáin Bhaile Átha Cliath

Theas - Músaem na bPíarsach/Caisleán Ráth Fearnáin/  
Eaglais Naomh Audeon

Baile Átha Cliath - Príosún Chill Mhaighneann

\*\*Baile Átha Cliath – Príosún Chill Mhaighneann I Treoraí Gaeilge

\* Cnuasach Láithreáin Bhaile Átha Cliath/Cill Mhantáin –  
Garraithe Náisiúnta na Lus/ Garraithe Náisiúnta na Lus,  
Crannlann Kilmacurragh

\*\* Ciarraí – Ionad an Bhlascaoid Mhóir

Ciarraí – Teach Dhoire Fhíonáin, Páirc Náisiúnta Staire

Ciarraí – Caisleán an Rois

Cnuasach Láithreáin Chiarraí/Luimnigh – Caisleán Lios

Tuathail/ Halla Deasmhumhan (an Caisleán Nua)

Cill Chainnigh – Caisleán Chill Chainnigh

Cnuasach Láithreáin Chill Chainnigh – Mainistir

Sheireapúin/ Eaglais Mhuire, Gabhrán/ Prióireacht  
Cheanannais

Cill Dara – Teach Baile an Chaisleáin

Cill Dara – Caisleán Mhaigh Nuad

Cill Mhantáin – Ionad Cuairteoirí Ghleann Dá Loch

Corcaigh – Oileán an Chuillinn (Garinis)

Cnúasach Chorcaigh – Daingean Shéarlais/Caisleán  
Deasmhumhan

Dún na nGall – Teach agus Gailearaí na Gléibe

\*\* Gaillimh – Dún Aonghasa

Cnuasach Láithreáin Gaillimh – Caisleán Achadh na nlúr/

Caisleán Bhaile Átha an Rí/ Caisleán Phort Omna

\*\* Gaillimh – Teach an Phiarsaigh

Loch Garman – Crannlann John F Kennedy

Cnuasach Láithreáin Loch Garman – Caisleán Bhaile Hac

/ Caisleán Fhearna / Mainistir Thinteirn

Maigh Eo – Achaidh Chéide

Port Láirge – Caisleán Dhún Gharbhán

Port Láirge – Túr Raghnaill

Cnuasach Láithreáin Sligeach/Liatroim/Ros Comáin –

Reilig Mheigiliteach na Ceathrún Móire/Caisleán

Parkes/Mainistir na Búille

Tiobraid Árann – Carraig Phádraig

Tiobraid Árann – Caisleán Urumhan

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](http://www.oireachtas.ie).

#### **(D) LIST OF SITES WITH VACANCIES**

(By County in alphabetical order)

Clare Cluster - Ennis Friary/Scatterly Island

Cork Cluster - Charles Fort/Desmond Castle

Cork - Garnish Island

Donegal - Glebe House & Gallery

Dublin - Casino Marino

Dublin - Dublin Castle

Dublin - Farmleigh

Dublin - Kilmainham Gaol

\*\*Dublin - Kilmainham Gaol Irish Language Guide

Dublin - Phoenix Park Visitor Centre

Dublin South Cluster - Pearse Museum/Rathfarnham

Castle/St Audoen's Church

\*Dublin/Wicklow Cluster - National Botanic Gardens/  
National Botanic Gardens, Kilmacurragh

\*\*Galway - Dún Aonghasa

Galway Cluster – Athenry Castle/Aughnanure

Castle/Portumna Castle

\*\*Galway – Teach an Phiarsaigh

\*\* Kerry - Ionad an Bhlascaoid Mhóir

Kerry - Derrynane House, National Historic Park

Kerry - Ross Castle

Kerry/Limerick Cluster – Listowel Castle/Desmond Hall,  
(Newcastle West)

Kildare - Castletown House

Kildare – Maynooth Castle

Kilkenny Cluster - Jerpoint Abbey/St Mary's Church,

Gowran/Kells Priory

Kilkenny - Kilkenny Castle

Longford - Corlea Trackway Visitor Centre

Mayo - Céide Fields

Meath - Battle of the Boyne Visitor Centre

Meath Cluster - Newgrange/ Knowth/Loughcrew/Hill of

Tara/Trim Castle

Offaly - Clonmacnoise

Sligo/Leitrim/Roscommon Cluster - Carrowmore

Megalithic Cemetery/Parke's Castle/Boyle Abbey

Tipperary - Rock of Cashel

Tipperary - Ormond Castle

Tipperary Cluster- Cahir Castle/Swiss Cottage

Tipperary/Laois/Kilkenny Cluster - Roscrea Heritage

Centre/ Emo Court/Dunmore Cave

Waterford - Dungarvan Castle

Waterford - Reginald's Tower

Wexford – John F Kennedy Arboretum

Wexford Cluster -Ferne Castle/Tintern Abbey

Wicklow – Glendalough Visitor Centre

Cnuasach Láithreáin Thiobraid Árann – Caisleán na Cathrach / Teach Eilvéiseach  
Cnuasach Láithreáin Thiobraid Árann/Laoise/ Cill Chainnigh – Ionad Oidhreacht Ros Cré / Cúirt Ioma/Dearc Fhearna  
Uíbh Fhailí – Cluain Mhic Nóis

\*A knowledge of nature conservation/natural heritage/habitats & Species is desirable

**\*\* Fluent Irish is essential at this site**

\* Tá eolas ar chaomhnú an dúlra/ oidhreacht/nádúrtha/gnáthóga & speiceas inmhianaithe

**\*\* Tá líofacht sa Ghaeilge riachtanach ag an láithreán seo**

## **(E) PRÓISEAS IARRATAIS AGUS ROGHNAITHE**

### 1. Conas iarratais a dhéanamh

Tá an foirm iarratais le fail ar [www.opw.ie](http://www.opw.ie) amháin.

Ní mór an Foirm Iarratais a líona agus a sheoladh go leictreonach ar [www.opw.ie](http://www.opw.ie)

**Ní ghlacfar le iarrataisí ón posta nó ó facs.**

### **Conas Iarratas a Dhéanamh**

Ní mór an fhoirm iarratais a chomhlíonadh agus a chur isteach in aon seisiún amháin ar do bhrabhsálaí. Níl aon deis d'fhoirm a shábháil agus filleadh ar an leathanach idirlín chun í a chríochnú sula gcuirtear isteach í. Ná déan athnuachan agus ná brúigh an cnaipe siar ar do bhrabhsálaí sula gcuireann tú an fhoirm chomhlíonta isteach – ní dhéanfar aon eolas atá curtha isteach ag an bpointe sin a shábháil. Cinntigh, le do thoil, go dtuigeann tú riachtanais na foirme sula dtosaíonn tú.

Ba chóir iarratas a dhéanamh ar líne tríd [www.opw.ie](http://www.opw.ie) Ní mór gach cuid den fhoirm a chomhlíonadh.

## **(E) THE APPLICATION AND SELECTION PROCESS**

### 1. How to apply

The Application Form is **only** available on [www.opw.ie](http://www.opw.ie)

The Application Form must be completed and submitted electronically on [www.opw.ie](http://www.opw.ie)

**Applications will not be accepted by post or Fax**

### **How to Apply**

The application form must be completed and submitted during a single session on your browser. There is no facility to save your form and return to the web page to complete before submitting. Do not refresh or use the back button on your browser before submitting your completed form, any data entered at that point will not be saved. Please familiarise yourself with the form requirements before commencing

Applications should be made **online** through [www.opw.ie](http://www.opw.ie) All sections of the form must be fully completed.



Ní ghlacfar ach le hiarratais a chuirtear faoi bhráid go hiomlán ar líne san fheachtas. **Ní ghlacfar le hiarratais tar éis an dáta dúnta.**

Only applications fully submitted online will be accepted into the campaign. **Applications will not be accepted after the closing date**

## Teagmháil

Mura bhfaigheann tú admháil ar d'iarratas taobh istigh de 24 lá oibre ó lá diarratais, cuir glaoch ar **guiderecruitment@opw.ie**

D'fhéadfadh go mbeadh gearrliosta i gceist sa chomórtas seo agus mar sin ní gá go cuirfeadh 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-iarrthóir dícháilithe ó cheapachán, de réir dlí. Ní ráthaíonn sé, ach oiread, go bpléifear a thuilleadh le d'iarratas.

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/uirthe féin a aisíoc.

### 2. Spriocdháta

Ní mór do's na Foirm Iarratais a bheith líonta roimh 5i.n. 13 Samhain 2017

### 3. An Próiseas Roghnaithe

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

- Gearrliostú iarrthóirí de réir an eolais atá ar fáil ar a bhfoirmeacha iarratais
- Agallamh lomaíoch

Ba cheart d'iarrthóirí a bheith ar fáil ar na dátaí a

## Contact

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact: **guiderecruitment@opw.ie**

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

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. Closing Date

The Application Form must be completed no later than 5pm, 13 November 2017.

### 3. The Selection Process

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

- Short-listing of candidates on the basis of the information contained in their applications
- On merit following a competitive interview

Candidates should make themselves available on the date(s) specified by the Office of Public Works

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.

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.

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 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/di 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. Imréiteach 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

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.

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.

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 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

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 Ardchaighdeán 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, 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 ndéanfaidh “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.

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 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.

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 Chualrteoirí, 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 taobh istigh den 10 lá oibre ó fhógra an chinidh 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 fíoreisceachtúla 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 tosaigh, tá cead aige/aici athbhreithniú ag eadránaí cinnidh a iarraidh ar chur i gcrích an athbhreithnithe tosaigh.

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 tosaigh. 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 tosaigh. 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

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.

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

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

Níl sé ceadmhach ag iarrthóir:

- 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 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.

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.

**Dícháileofar iarrthóirí de bharr stocaireachta ar a son.**

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.

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

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.**

