

An  
Bord  
Pleanála

**INFORMATION BOOKLET**

**Open Competition for Appointment to the Position  
of Administrative Assistant**

**Closing date for receipt of applications:**

**Friday 29 September 2023 at 3.00 p.m.**

**AN BORD PLEANÁLA IS AN EQUAL OPPORTUNITIES EMPLOYER**

**September 2023**

<b>TITLE OF POSITION</b>	Administrative Assistant
<b>NATURE OF POST</b>	Permanent, full-time office-based positions
<b>LOCATION</b>	64 Marlborough Street, Dublin 1 D01 V902

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## 1.0 Background:

An Bord Pleanála plays a critical role in the Irish planning system deciding appeals of planning decisions made by local authorities and direct applications for major housing, infrastructure and other categories of development. Our role is to carry out independent assessments of cases and make decisions which respect the principles of proper planning and sustainable development in a fair, equitable and timely manner. In carrying out its functions, An Bord Pleanála operates within a legislative framework that interfaces with EU legislation and policy and is constantly evolving particularly in the areas of environmental protection and sustainable development.

Further details on the role and work of An Bord Pleanála can be found at [www.pleanala.ie](http://www.pleanala.ie)

An Bord Pleanála is also continuing with the Implementation of the Plean-IT project which has provided both a new case management and new GIS system for the organisation. The project will also provide an enhanced on-line service to the public going forward.

## 2.0 Role of the Administrative Assistant:

The duties of an Administrative Assistant in An Bord Pleanála are varied and can involve assignment to different parts of the organisation for

example the Planning Operations Division or the Corporate Affairs Division. See organogram at end of booklet (Appendix 1). Duties may vary from processing of planning cases, preparing letters, data entry, communicating with the public on the telephone, in person and by email, reception duties, oral hearing attendance outside the office and other general administrative duties as set out below. Teamwork and co-ordination with colleagues are essential to the role as Administrative Assistants will generally work as part of a team with an Executive Officer and a Senior Executive Officer.

**General duties may include but are not limited to the following:**

- General administrative duties for example filing, photocopying, answering/making telephone calls, dealing with e-mails and other tasks
- Reception desk duties
- Administrative Support at Oral Hearings (large public meetings) outside the Greater Dublin area (for which appropriate Travel & Subsistence rates will be paid)
- Supporting line-managers and colleagues
- Working as part of a team in meeting goals and objectives and delivering an important service to the public and internal customers
- Communicating with the public/customers for example responding to queries and providing information
- Use of Information Technology for example word processing, spreadsheets, database, e-mail, outlook calendar, power point, graphs and internet research
- data entry/accounts work

## 3.0 Qualifications and Experience

### Essential Requirements

Candidates **must** on or before 29 September 2023;

(a) be educated to Leaving Certificate standard or have a National Framework Qualification (NFQ) level 4 Qualification (Leaving Certificate equivalent) or greater **and**; have a minimum of 6 months previous relevant work experience, in a customer service role preferably in an office environment;

**or**;

(b) 1-year relevant work experience **and**;

(c) have appropriate ICT Skills, for example proficiency in Microsoft Office products such as Word, Excel, Outlook, SharePoint and knowledge of smart technologies etc, **and**;

(d) All applicants must demonstrate the competencies as outlined in the application form.

## 4.0 Person Specification

### The ideal candidate should be;

- reliable and punctual
- able to plan and organise their own work
- able to communicate effectively with senior management, internal and external customers, and peers
- be able to demonstrate strong interpersonal skills,
- thorough and accurate in their work

- self-motivated, with a proven ability to get things done and work to deadlines
- able to demonstrate they work well as part of a team
- flexible in their approach to work
- able to take direction / follow instructions

## 5.0 Selection Process

Normally, the number of applications received for a position exceeds that required to fill existing and future posts. While candidates may meet the eligibility criteria of the competition, if the numbers applying for a post are such that it would not be practical to progress all candidates to the interview stage, An Bord Pleanála may decide that only a certain number may be called for interview.

In this respect, a short-listing process will take place to select a group who appear to be the most suitable for the position. This will consist of an examination of the application forms based on the essential requirements and person specification for the post. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications and experience meet the essential requirements of the post and person specification.

The Selection Process may include some or all the following:

- A shortlisting of candidates based on the information contained in their application
- A competitive interview which may be done remotely
- If Candidates are required to attend for interview, it is at their own expense. It is not possible to alter the allocated interview date or time.

**Candidates who do not attend for interview, when and where required, will have no claim for further consideration and their candidature will be deemed to be withdrawn.**

- Any candidate who supplies false or misleading information in their application may be disqualified or have their employment terminated.
- We will endeavour to keep candidates informed of the progress of their application at the earliest possible date.

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

## **6.0 Application Process**

The 'Administrative Assistant Application Form' must be completed and submitted correctly to the specified e-mail address. Incorrectly submitted application forms will not be accepted, so please note the following information carefully:

**The application form must be in an editable Word document or in PDF format. Upon completion, please save the document as "Administrative Assistant - your name.docx". You will be required to attach it to an e-mail for submission once completed.**

### **Submitting the form:**

On completion, you are required to submit the form to the following address [recruitment@pleanala.ie](mailto:recruitment@pleanala.ie)

Only applications fully completed in the appropriate format and submitted online will be accepted into the competition process.

If you have difficulty completing or accessing the application form, please email [recruitment@pleanala.ie](mailto:recruitment@pleanala.ie)

**Please Note**

We acknowledge receipt of all applications. If you do not receive an acknowledgement within 3 working days of applying, please email [s.byrne@pleanala.ie](mailto:s.byrne@pleanala.ie)

You can expect to receive emails at relevant stages of the competition.

**Please do not submit a Curriculum Vitae with your application as it will not be considered.**

**Closing Date: Friday 29 September 2023 at 3.00p.m.**

**Reasonable Accommodation:**

Candidates with special needs, for example, any person whose mobility, hearing or sight is impaired or those with neurodiverse conditions, should specify on your application form so any necessary accommodations can be put in place if called for interview. Please contact [s.byrne@pleanala.ie](mailto:s.byrne@pleanala.ie) if you have any queries regarding accommodations.

**References:**

Please start considering names of people who you feel would be suitable referees that we might consult (2 names and contact details). The referees should include your current employer. Please be assured that we will only collect the details and contact referees should in the event come under consideration after interview stage.

## 7.0 Principal Conditions of Service

### 1. General:

The appointment is to an established position in the Public Service. A probationary period of one year from the date of appointment will apply. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances. During the period of probation, the appointee's performance will be subject to review by a Senior Executive Officer/Line Manager to determine whether the appointee:

- (i) has performed in a satisfactory manner;
- (ii) has been satisfactory in general conduct and reliability; and
- (iii) is suitable from the point of view of health with particular regard to sick leave.

Prior to completion of probation a decision will be made as to whether or not the appointee will be retained. This decision will be based on the appointee's performance being assessed against the criteria set out in (i) to (iii) above.

The detail of the probationary process will be explained to the appointee and the appointee will be given a copy of An Bord Pleanála's guidelines on probation. The principles of equity, effectiveness and accountability underpin the probation process. The objective of probation from the staff members perspective is the opportunity to adapt to the job and they can demonstrate and maintain satisfactory standards of job performance and behaviour with adequate supports.

### 2. Salary:

All new entrants to the public service will be required to commence employment at the minimum point of the scale.



€27,132	€28,838	€29,271	€30,117	€31,365	€32,611	€33,856	€34,763
€35,791	€36,985	€37,825	€39,007	€40,181	€42,014 (Max)	€43,455 <sup>1</sup> (LSI <sup>1</sup> )	€44,115 <sup>2</sup> (LSI <sup>2</sup> )

*1<sup>st</sup> March 2023 Scale*

The maximum point of this scale is point 14. Long Service Increments (LSI<sup>1</sup>) - LSI<sup>1</sup> is payable after 3 years satisfactory service at the maximum (point 14) and LSI<sup>2</sup> is payable after a further 3 years at the LSI<sup>1</sup>

Candidates should note that the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded annually subject to satisfactory performance.

**Important Note:**

Different pay and conditions may apply, if, **immediately prior to appointment** the appointee is already a serving Civil Servant or Public Servant.

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of an officer's choice. Payment cannot be made until bank details have been supplied.

**3. Tenure**

This position is permanent and pensionable. The employment may be terminated at any time by whichever is the greater of three months' notice in writing on either side, or as set out in the Minimum Notice and Terms of Employment Acts, 1973 to 2005. In the event of misconduct, employment may be terminated at any time without notice or payment in lieu of notice. In

any other case, any termination of employment by the Board must be for stated reasons.

#### **4. Duties**

The officer will be required to perform any duties appropriate to the position which may be assigned from time to time.

#### **5. Organisation of the Working Time Act 1997**

The terms of the Organisation of Working Time Act 1997 will apply, where appropriate, to this appointment.

#### **6. Hours of Attendance:**

Hours of attendance will be fixed from time to time but will amount to not less than 37 hours gross per week – 35 hours net of lunch breaks.

**Flexitime and blended working are available to staff subject to the requirements of the role and section you are assigned to.**

#### **7. Annual Leave:**

22 rising to 23 after 5 years' service 24 after 10 years' service, 25 after 12 years' service and 26 after 14 years' service.

#### **8. Absence due to illness**

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the An Bord Pleanála's Absent Management Policy and relevant sick leave circulars as amended from time to time.

Appointees, who will be paying the Class A rate of PRSI, will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to An Bord Pleanála. Payment of salary during illness will be subject to the terms and conditions of sick leave in respect of the civil service and/or public service generally and the appointee making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

#### **9. Assignment/Location:**

The successful candidate will be based in the Offices of An Bord Pleanála, 64 Marlborough Street, Dublin 1 D01 V902.

#### **10. Retirement:**

Successful candidates will be offered the appropriate pension terms and retirement age conditions as prevailing in the public service and An Bord Pleanála at the time of being offered an appointment.

#### **11. Superannuation**

The successful candidate will be offered the appropriate pension terms and conditions as prevailing in An Bord Pleanála at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, (please see important note below) this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January

2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme's minimum pension age will be linked to the State Pension age (currently 66 years, but will change going forward in line with the state old age pension age). Retirement for most members will be compulsory on reaching age 70. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see: <http://www.per.gov.ie/pensions>.

### **Pension Accrual**

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

### **Additional Superannuation Contribution (ASC)**

This appointment is subject to the ASC in accordance with the Public Service Pay and Pensions Act 2017 which is chargeable on pensionable income only.

### **Important Note**

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment, which will be set out in the employment contract to be agreed with the successful candidate at the time of being offered an appointment, An Bord Pleanála will, in the light of the appointee's employment history, determine whether he or she is a "new entrant". Appointees will be required to disclose their full public service history.

**Declaration:**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment).

**For further information in relation to the pension scheme for Established State Employees please see the following website:**

<http://www.cspensions.gov.ie>

**12. Citizenship Requirement**

*Citizens of non-European Economic Area (EEA) States will not be eligible to compete. The EEA consists of the member states of the European Union along with Iceland, Liechtenstein and Norway. Special conditions may apply to citizens of Bulgaria and Romania with regard to their entitlement to be employed and work in Ireland. A candidate who is in doubt in this regard should consult the Department of Jobs, Enterprise & Innovation.*

**13. Health and Character**

Those under consideration for a position will be required to complete a health and character declaration. Candidates should be of good character and two references will be required. The positions will require completion of a form for Garda vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts.

**14. Staff Requirements:**

All employees are required to comply with policies and procedures in place and as may be laid down by the Board from time to time.

## 15. GDPR Privacy Statement- Recruitment Process

### Purpose of Processing Personal Information

An Bord Pleanála conducts a competency-based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit an application form for assessment by an interview panel. For the successful candidate, some of the personal information provided will form the basis of the contract of employment (e.g. name and address) and their personnel file.

### Legal Basis for Processing Personal Information

- Necessary for performance of a contract or to enter into such a contract

### Terms of Employment (Information) Acts 1994 - 2014

#### Recipients

The following shall receive your personal information for reasons outlined below:

Recipient	Reason
HR	Storing application, acknowledging responses and corresponding with applicants
Interview Panel	The Interview Panel will receive your applications to conduct shortlisting and assessing of applicants
Referees	Successful candidates will be asked to provide referees who can be contacted to validate work records and comment on suitability of the applicant for the post applied for. They shall be contacted to complete a form and the applicants name/address will need to be provided to receive the reference.
An Bord Pleanála's Medical Advisor	We may use your personal details to refer you to our medical advisor if any issues are highlighted in your Self-Assessment Health form. A copy of the declaration form will also be sent to CMO in the event of referral.

## Details of Data Transfers Outside the EU

No data is processed outside the EU.

## Automated Decision Making

This does not apply to this process.

## Retention Period for Personal Data

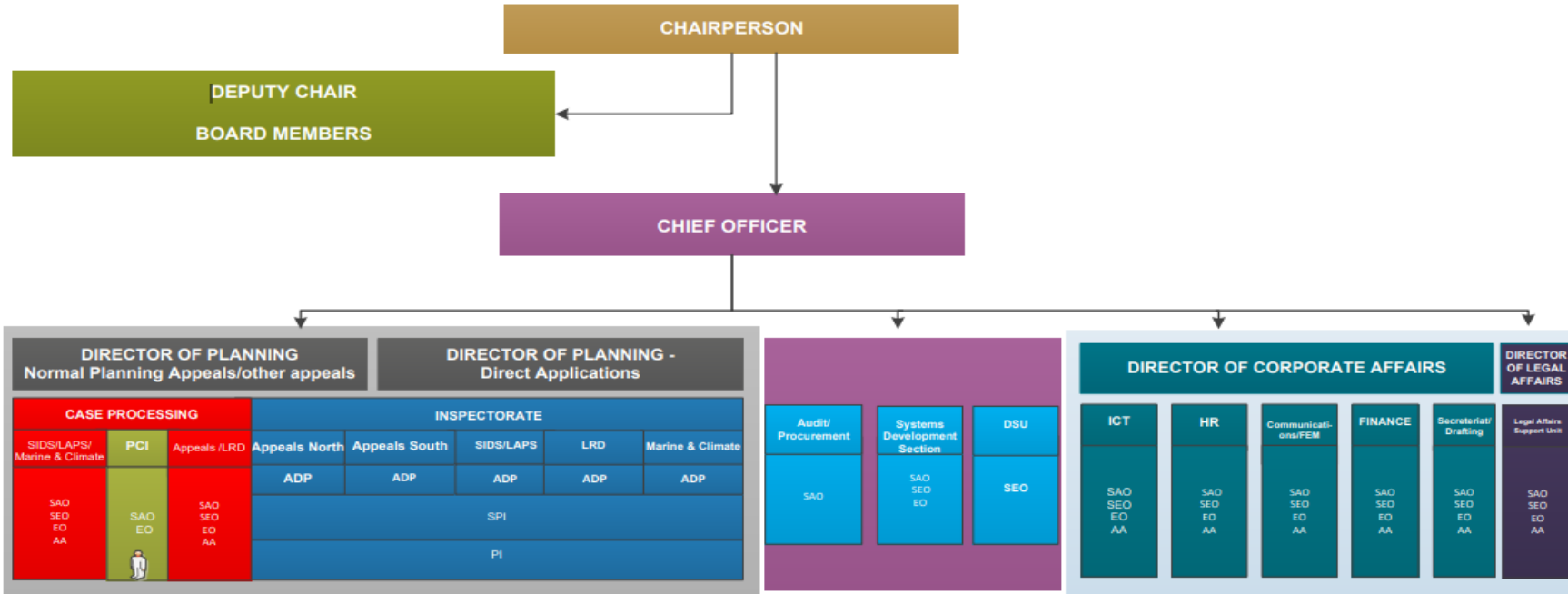
Applications shall be retained for 12 months for unsuccessful candidates. A successful candidate will have their application placed on their employee file and retained during their employment and for an appropriate period thereafter.

## Your GDPR Rights in Relation to this Process

Right	Explanation
Access	You can request and receive access to the information requested in the process at any time.
Portability	You can request and receive a copy of this data, in electronic/transferrable format, at any time
Erasure	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can have any incorrect information, due to this being updated or otherwise, to be corrected. It should be noted that deadlines for applications still apply so no information except for contact information can be changed after the closing date for applications.
Objection	You can object to this information being processed and ask for your application to be removed from process.
Complain	You can make a complaint to our internal Data Protection Officer (contact details outlined below) and/or make a complaint to the relevant supervisory authority – Data Protection Commission in Ireland.

**Contact Details: Email:** [dataprotection@pleanala.ie](mailto:dataprotection@pleanala.ie)


# Appendix 1 - An Bord Pleanála organogram



**Legend:**

ADP = Assist Director Planning  
 SPI = Senior Planning Inspector  
 PI = Planning Inspector

SAO = Senior Administrative Officer  
 SEO = Senior Executive Officer  
 EO = Executive Officer  
 AA = Administrative Assistant

 Made up of existing staff



## Appendix 2 - Key Competencies for effective performance

<b>Administrative Assistant Level</b>
<b>Delivery of Results &amp; Teamwork</b>
<ul style="list-style-type: none"><li>• Takes responsibility for work and ensures it is completed to a high standard</li><li>• Adapts quickly to new ways of doing things</li><li>• Identifies and appreciates the urgency and importance of different tasks</li><li>• Demonstrates initiative and flexibility in ensuring work is delivered in a timely manner</li><li>• Is self-reliant and uses judgment on when to ask manager or colleagues for guidance</li><li>• Shows respect for colleagues and co-workers</li><li>• Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate</li><li>• Offers own ideas and perspectives</li><li>• Understands own role in the team, making every effort to play their part</li></ul>
<b>Customer Service &amp; Communication Skills</b>
<ul style="list-style-type: none"><li>• Actively listens to others and tries to understand their perspectives/ requirements/ needs</li><li>• Understands the steps or processes that customers must go through and can clearly explain these</li><li>• Is respectful, courteous and professional, remaining composed, even in challenging circumstances</li><li>• Communicates clearly and fluently when speaking and in writing</li></ul>