

Job Title & Grade	Clerical Officer - Telephonist Grade 3
Campaign Reference #	101158
Closing Date	Sunday August 2 nd 2026 at 11:45pm
Proposed Interview Date	August 10th, 2026
Proposed start date	September 07, 2026
Duration of Post	Specified Purpose Contract
Advertisement Type	External / Expression of Interest
Specific T&C's of post	Switchboard operates between two locations at CHI Crumlin, Monday to Sunday on a 24/7, 365 day per year period. A standard working week will entail day/ evening/ night and weekend cover when required. You may be required to work Public Holidays including Christmas etc. 18 hours weekly - Shift work required 20 days Annual Leave Pro Rata Remuneration is in accordance with the salary scale approved by the Department of Health: Current salary scale with effect from 1st June 2026: Grade, Code 0655, starting at Point 1 €31,934 and rising annually in increments: €49,416 LSIS.
Garda Vetting	Garda Vetting Required
Location of post	CHI at Crumlin
Reporting Arrangements	This post will report to the Switch Manager
Key Working Relationships	The post holder will work closely with: • Switch Manager and telephonists • Internal stakeholders across a multidisciplinary team • Service users and general members of the public.

	<i>Please note that this list is not exhaustive and key working relationships will change as the project moves from service development, construction completion, commissioning & transitioning to steady state.</i>
Purpose of the Role	The purpose of this post is to provide Telephonist services to the hospital's switchboard
Principal Duties and Responsibilities	Professional Duties and Responsibilities: - The post holder will be expected to live CHI values and be child-centered, compassionate, progressive and will act with respect, excellence and integrity. <u>Switch Telephonist Duties:</u> - Operate the hospital switchboard in an efficient, prompt and courteous manner. - Confidently operate the switchboard in a professional and timely manner and must be proficient in the use of switchboard equipment, i.e. franking machine, Bleep system, Bleep Analogue Console etc. - Promptly answer, resolve and transfer calls in a timely manner. - Engage in any required detailed handovers with the evening and morning Telephonists. - Understand the importance of confidentiality and treat all forms of communication with discretion. - Carry out daily administration duties assigned by the Switch Manager /designated person in charge. - Accurately record important information and communicate to the appropriate stakeholders when required. - Monitor the switchboard email when on shift for on-call updates and other information. - Maintain and record all telephone records in line with the departmental practices. - Act as a point of contact for dealing with queries from internal and external sources. - Ensure adherence to the operation of the staff paging system code of procedures. - Co-operation with new equipment, technology, methods and techniques for the provision of an enhanced service. - Must be flexible to meet business needs when requested by management. - Cross-cover duties front of house at main reception when required. - Postal duty (when needed). - Adhere to hospital policies and standard operating procedures. - Be familiar and updated with hospital visiting arrangements and policies and be comfortable providing such information to service users. - Educate and direct internal and external clients to their destinations in a clear and concise manner. - Assist in the continual monitoring and recording of the working condition of hospital bleeps. - Work closely with and support a cohort of multidisciplinary night teams i.e. Nursing Administration, Security, Emergency Department, and ward staff etc. - Receive and process deliveries out of hours at main reception when required.

	- Assist and support in shadow training new staff where required. <u>Emergency Procedures</u> - Be educated and knowledgeable in the relevant emergency procedures as outlined by the department Supervisor. - Adhere to local department procedures if there is a priority/crash or emergency calls or warning systems. - Liaise with designated personnel in responding to all emergency calls. i.e. cardiac arrest calls, major emergency plan, fire management plan. - Be knowledgeable with the procedures outlined in the major emergency plan. - Have an understanding of the NIMS (National Incident Management System). <u>Alarms and Security</u> - Reporting alarms e.g. gases, fire alarms, and liaising with the relevant teams, i.e. Security, Technical Services, and hospital management etc., as the need arises. <u>General</u> - Liaise with staff who are involved in the provision of an after-hours on-call service for the hospital. - Ensure that all mandatory training is undertaken. - Any other duties as assigned from time to time from the Switch Manager. <i>The above is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.</i>
Eligibility criteria, qualifications and experience	<u>Essential Criteria:</u> - Have obtained a minimum of Leaving Certificate at Level 4/5 of the QQI Framework or equivalent qualification in line with the framework. - Experience of working in a busy customer/patient service environment. - Must be available to work a variety of shift patterns including weekends, evenings, nights (Including Public Holidays) The Switchboard Department operates 24/7, 365 days a year within a hospital environment. - You must be flexible. - Demonstrates satisfactory experience, which encompasses demonstrable similar skills to the position. - Excellent communication skills both verbally and written. - Experience with Microsoft package, i.e. Outlook and Excel etc. - Experience of working within a fast paced and busy environment <u>Desirable Criteria:</u> - Previous experience in a healthcare environment is desirable. - Previous experience of using a telephony/busy switchboard. - Be enthusiastic and self-motivated and work well under pressure.

	• Good communication and interpersonal skills, coupled with the ability to keep pace with an ever change and demanding environment. • Have a high level of commitment and the capacity for responsibility and individual initiative. • Experience operating digital franking machines
Competition Specific Selection Process How to Apply & Informal Enquiries	Applications for this post <u>must be accompanied by a cover letter</u>, setting out relevant experience that illustrates how the essential criteria listed above is met. The criterion for short listing is based on the requirements of the post, as outlined in the eligibility criteria. * Please note that you must submit a cover letter with your CV, this forms part of your application and CV's will not be accepted without a detailed cover letter. The closing date for submissions of CV's and cover letter is Sunday August 2nd 2026 by 11:45pm. Applications must be completed through the advertised post on CHI.jobs by clicking 'Apply for Job'. Applications will not be accepted through direct email or any other method. For informal enquiries for this specialty/department, please contact Loveth Owbor, Switch Manager at Loveth.owbor@childrenshealthireland.ie . For other queries relating to this recruitment process, please contact Talent Acquisition Specialist – Taurai Machuwe via Taurai.Machuwe@childrenshealthireland.ie PLEASE NOTE: CHI has transitioned to a process of a one commencement day per month for all new employees, CHI internal transfers and Secondments. This update to our Onboarding process is aligned to changes in our monthly/fortnightly payroll and with the launch of our new corporate induction program. This process enhancement ensures that we can thoroughly prepare for your arrival and facilitate a smooth transition in your onboarding journey. It is important for you to note that if you do not have your pre-employments and mandatory training completed in time, your commencement date will be deferred to the next available date. Below, you'll find the list of commencement dates for 2026 for your information.

- September 7th, 2026
- October 5th 2026
- November 2nd 2026
- December 7th 2026

Information on “Non-European Economic Area Applicants” is available from <https://dbei.gov.ie/en/>

Children’s Health Ireland is legally required to verify that all staff **have the right to work in Ireland before they begin employment**, regardless of nationality or immigration status. This right-to-work check is also necessary when an individual re-joins CHI or when their immigration permission or employment permit is due to expire.

Permit holders can change their permit employer to CHI after a period of nine months has passed since commencing their first employment permit in the State. The change of employer applies to the [General Employment Permit \(GEP\)](#) and to the [Critical Skills Employment Permit \(CSEP\)](#). The change is required to be completed as part of pre-employment clearance.

All Permits and Change of Employer applications are processed on the [Employment Permits Online](#).

Some recruitment campaigns may be open to candidates who are not citizens of the EEA, Switzerland, or United Kingdom. You can consult the [Critical Skills Occupational List](#) see if your profession is currently eligible under this route.

The programme outlined for Children’s Health Ireland may impact on this role and as structures change the job description may be reviewed.

Children’s Health Ireland is an equal opportunities employer.