



**Clerical Officer Staff Bank
Oifigeach Cléireachais Banc Foirne
HSE Dublin and South East Region
Job Specification & Terms and Conditions**

Job Title and Grade	Clerical Officer – Staff Bank Oifigeach Cléireachais – Banc Foirne (Grade Code 0609)
Remuneration	The salary scale for the post is: (as at 01/06/2026) €31,934 €33,702 €34,137 €35,020 €36,311 €37,602 €38,895 €39,835 €40,897 €42,130 €43,004 €44,225 €45,458 €47,771 €49,416LSI New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. As per HR Circular 012/25 Please note that previous experience working in the public service counts only where the individual was employed directly by the relevant Civil Service/Public Body. It does not apply for temporary assignments with those bodies while engaged as an agency worker and employed by a private sector employment agency. Exemptions can be found at the following link
Campaign Reference	DSESB061026
Closing Date	20th of October 2026 at 12.00pm Noon
Proposed Interview Date (s)	Proposed interview dates will be indicated at a later stage. Candidates will normally be given at least two weeks' notice of interview. Additional Campaign Information provides more detail on how interviews will occur.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	HSE Dublin and South East Region FSS Bhaile Átha Cliath agus an Oirdheiscirt There are currently indefinite duration ,hours as required vacancies available in the Staff Bank HSE Dublin and South East Region. The role of a clerical Officer is a key role in both community and acute health services in Ireland. All applicants will be given the opportunity, at the time of application, to indicate a county preference area.
Informal Enquiries	We welcome enquiries about the role. Email: RecruitmentStaffBankDSE@hse.ie for further information about the role and recruitment process.
Reasonable Accommodations	Candidates who require a Reasonable Accommodation/s to support their participation, at any stage, in the recruitment and selection process, should email Robert Burch. Campaign Lead Robert.burch@hse.ie
Details of Service	HSE Dublin and South East Region Staff Bank employees can choose a flexible work contract- Hours as Required, Indefinite Duration.

	The HSE Staff Bank gives you the opportunity to work shifts that fit around your lifestyle, providing greater control and flexibility over when, where and how often you work, while contributing to high-quality patient care and supporting services across the DSE. As a DSE/HSE Staff Bank employee, you can support services when they need it most, contribute to patient care across the health service, and enjoy the freedom to choose when and where you work. Benefits of Joining the Staff Bank Boost Your Earnings • Top up your income at your convenience • Hours worked through the HSE Staff Bank count towards reckonable service for pension purposes, subject to scheme rules Flexibility to suit your lifestyle • Choose when you work • Select shifts that fit your lifestyle and commitments • Enjoy the freedom to increase or reduce your hours as needed Expand Your Experience • Choice of working across HSE services and Health Regions • Gain valuable experience in different healthcare settings • Support your career development and progression opportunities HSE Dublin and South East was established as part of the Sláintecare program, combining South East Community Healthcare, Community Healthcare East and the Ireland East Hospital Group with three hospitals from the South/South West Hospital Group: University Hospital Waterford, Tipperary University Hospital, and Kilcreene Orthopaedic Hospital. The new regional health region confidently takes on the responsibility of providing acute and community healthcare services across the counties of South Dublin, Wicklow, Wexford, Waterford, Carlow, Kilkenny, and South Tipperary to a population of 971,093, 18.9% of the population (2022 Census).
Reporting Relationship	To a designated supervisor, assigned at job offer stage.
Purpose of the Post	To support the administration process in a busy work environment.
Principal Duties and Responsibilities	The position of Clerical Officer encompasses both administrative and service delivery responsibilities in line with employer policies, procedures and best practice standards which include the following: Administration • Provide office support, answer queries and provide a reception / telephone service. • Keep themselves apprised of the relevant documentation / procedures as relevant. • Manage data - including maintaining, correcting, collating, interrogating, validating and processing data. • Maintain accurate up to date records filing systems and records (computerised / paper copy). • Assist in and / or prepare reports as necessary. • Provide required information and support to Service Managers and teams, team members, clients, patients, members of the public etc. • Action all communications in a timely manner. • Undertake any other administrative support and assignments as directed. • Represent the Service in a positive manner. Customer Service • Promote and maintain a customer focused environment. • Ensure that service users are treated with dignity and respect. • Act on feedback from service users / customers and report same to Line Manager.

	Service Delivery and Improvement • Actively participate in innovation and support change and improvement initiatives within the service. • Identify potential problems / inconsistencies in a timely manner and consult with Line Manager as appropriate. Standards, Policies, Procedures and Legislation • Maintain own knowledge of relevant employer policies, procedures, guidelines and practices, to perform the role effectively. • Ensure compliance with General Data Protection Regulation (GDPR) and Record Keeping/Retention • Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. • Adequately identifies, assesses, manages and monitors risk within their area of responsibility. • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. • Staff will work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020. The above Job Specification 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.
Eligibility Criteria Qualifications and/ or experience	1. <u>Professional Qualifications, Experience, etc</u> (a) <u>Eligible applicants will be those on the closing date for the competition:</u> (i) Have obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied. Or (ii) Have passed an examination of at least equivalent standard Or (iii) Have satisfactory relevant experience which encompasses demonstrable equivalent skills And (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability and administrative ability), for the proper discharge of the office. Health A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. Character Each candidate for and any person holding the office must be of good character.

Post Specific Requirements	• Demonstrate experience as relevant to the role. • Demonstrate good computer skills including experience in Excel, Microsoft Word and Outlook.
Other requirements specific to the post	• Access to appropriate transport to fulfil the requirements of the role.
Additional eligibility requirements:	Citizenship requirements Eligible candidates must be: (i) EEA, Swiss, or British citizens OR (ii) Non-European Economic Area citizens with permission to reside and work in the State Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status. To qualify candidates must be eligible by the closing date of the campaign.
Skills, competencies and/or knowledge	Professional Knowledge & Experience • Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role. • Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc. • Demonstrates the ability to work in line with policies and procedures. • Demonstrate evidence of ability to empathise with patients, relatives and colleagues with dignity and respect. • Demonstrates the ability to work in line with policies and procedures. • Demonstrate ability to embrace change and adapt local work practices accordingly. Planning and Managing Resources • Demonstrates the ability to plan and organise own workload in an effective and methodical manner. • Flexibility and adaptability in a changing complex work environment • Demonstrate ability to multi-task without losing focus and manage competing and changing priorities and deadlines • Delivers within timescales and to a quality standard. • Takes responsibilities for work and sees it through to completion. Commitment to a Quality Service • Demonstrates a commitment to providing a quality service e.g. pays close and accurate attention to detail in their work. • Demonstrate ability to maintain confidentiality in relation to client/ patient information etc. • Demonstrates awareness and appreciation of the service user. • Embraces the change agenda; demonstrates the ability to be flexible and adaptable in a changing work environment. • Commitment to promoting and maintaining high work standards • Commitment to providing a professional service to internal and external stakeholders. Evaluating Information, Problem Solving & Decision Making • Demonstrates strong analytical and numeracy skills, including the ability to analyse data to inform decisions. • Thinks through decisions to make sure they are in line with policy and local practice. • Gathers information from enough sources and other people to make well-founded decisions. Team working • Demonstrates the ability to work on own initiative as well as part of a team.

	• Contributes to a positive team spirit. • Demonstrates a willingness to become involved and help team members if they are under pressure. Communication & Interpersonal Skills • Effective communication skills including the ability to present information in a clear and concise manner. • Strong written communication skills. • Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect. • Demonstrate effective communication and interpersonal skills including the ability to collaborate with colleagues, families etc.
Campaign Specific Selection Process Ranking / Shortlisting / Interview	The selection process may involve multiple stages, including short-listing, ranking exercises and psychometric testing based on the post's requirements as outlined in the eligibility criteria, skills, competencies and knowledge sections of the job specification. Successful applicants will be placed in order of merit, and called for interviews in bands / groups based on the service needs of the organisation. <u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u>
Diversity, Equality and Inclusion	The HSE is an equal opportunities employer. Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at https://www.hse.ie/eng/staff/resources/diversity/
Code of Practice	Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. The CPSA Code of Practice can be accessed via https://www.cpsa.ie/.
The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.	

This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.

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Tenure	The current vacancy available is Indefinite Duration and Hours as required. The post is pensionable (Pro Rata.) Appointment as an employee of the Health Service Executive is governed by the Health Act 2004, the Public Service Management (Recruitment and Appointments) Act 2004, and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
Working Week	The standard working week applying to the post is 'if and when required'.
Annual Leave	The annual leave associated with the post will be confirmed at Contracting stage.
Superannuation	This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004
Age	The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants. <u>* Public Servants not affected by this legislation:</u> Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age. Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.
Probation	Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.
Protection for Children Guidance and Legislation	The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities. For further information, guidance and resources please visit: HSE Children First webpage.
Infection Control	Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated employer protocols for implementing and maintaining these standards as appropriate to the role.

Health & Safety	It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include: • Developing a SSSS for the department/service¹, as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. • Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. • Consulting and communicating with staff and safety representatives on OSH matters. • Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. • Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures². • Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. • Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.
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