



Rialtas na hÉireann
Government of Ireland

Candidate Information Booklet

Services Officer

Location: Dublin 2, Balbriggan, Cork, Limerick

Department: Foreign Affairs and Trade

Closing Date: 12 noon, Thursday 12 November 2026

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1. ABOUT THE CIVIL SERVICE

The Civil Service is at the heart of Irish society. Everything we do impacts our country and our people. We are a robust and trusted institution, which has served the people of Ireland since the foundation of the State. Civil servants and Civil Service organisations play a crucial role in providing and supporting the delivery of necessary front-line services to help meet the needs of our people and implement government policy. Our experience dealing with national and international issues has shown the tremendous commitment, resilience and ability of the Civil Service to respond with innovation and determination to any challenge.

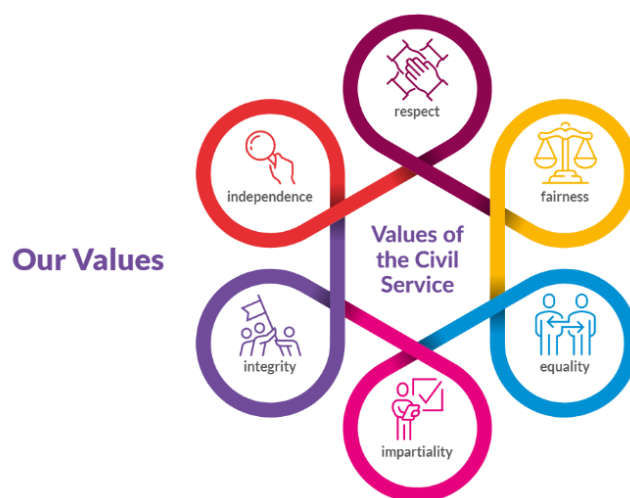


Climate change and sustainability, geopolitical and demographic changes, housing and healthcare add complexity to the environment in which the Civil Service operates. We therefore need agile and resilient staff to support the Government in managing the breadth of complex issues and in preparing for the future.

While the challenges which face the Civil Service today are different to those faced at the foundation of the State, our core values remain the same.

The Irish Civil Service employs people in over 40 Government Departments and Offices with a diverse set of responsibilities. We support the Government by developing policy options and legislation to address major national issues, co-ordinating the broader public service, helping to manage the economy and delivering services to the public.

[Civil Service Renewal 2030](#) is an ambitious 10-year strategy of reform for the Civil Service. Aligned to it, [Better Public Services](#), the Public Service Transformation Strategy, aims to deliver for the public and build trust. Together, both programmes aim to deliver a diverse and high performing Civil Service that is more inclusive, engaged and agile. By implementing these plans and demonstrating an enduring commitment to public service values, the Civil Service can create a more diverse yet unified, professional, responsive, open and accountable organisation that inspires confidence in Ireland and internationally.



The Civil Service can offer suitable candidates a very satisfying and varied career, with competitive terms and conditions. All civil service employers are committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where all staff have equal access to opportunity and feel comfortable and empowered to be themselves at work.

2. ABOUT THE DEPARTMENT

The mission of the Department of Foreign Affairs and Trade is to serve Ireland, promote our values and interests abroad, and to provide the Government with the capabilities and influence to ensure that Ireland derives the maximum benefit from all areas of its external engagement. Further information about the Department's priorities and goals can be found in the Department's Statement of Strategy 2025-2028.

The Statement of Strategy focuses on commitments in the programme for government and current international challenges. It notes six high-level goals which guide the work of the Department as follows:

- Support peace and reconciliation at home;
- Serve our citizens and strengthen our communities abroad;
- Lead and shape the European agenda;
- Respond to a changing geopolitical context;
- Deepen our global engagement and drive our trade and prosperity; and,
- Build our capacity to innovate and deliver.

The Department provides advice and support to the Minister for Foreign Affairs and Trade, the Ministers of State assigned to the Department, and the government on all aspects of foreign policy including international development and Ireland's international development programme, known as Irish Aid.

With over 3,500 staff serving in over 100 locations worldwide, the Department of Foreign Affairs and Trade attaches the highest priority to ensuring equality, diversity and inclusion in its workforce and in its policies as it strives to be an organisation that reflects the diversity of the people it serves.

Detailed information about the work of the Department of Foreign Affairs and Trade is available on www.gov.ie/dfat.

3. ABOUT THE ROLE

Applications are invited for the post of Services Officer at the Department of Foreign Affairs and Trade.

The Services Officer role is a key one within the Department, supporting the functions of the various Business Units and the smooth and secure operation of services. The Services Officer is often the first point of contact with the Department for the public and representatives of other States.

The pay rate applicable is the first point of the Services Officer salary scale.

The Department of Foreign Affairs and Trade is committed to a policy of equal opportunity.

Main duties and responsibilities:

- Provide front-of-house Reception services and ensure security precautions are observed in a professional manner. Demonstrating good judgment when responding to varied queries raised while on duty.
- Be familiar with functions/business of the Department.
- Collect, sort and deliver incoming and outgoing post.
- Frank post, as appropriate. (Allowance payable)

- Security duties, e.g. closing windows/doors, set alarms, monitoring CCTV and managing visitors at Reception desk, as appropriate.
- Demonstrate sound judgement and be capable of dealing with difficult situations where the course of action can be unclear.
- Key Holding duties, as appropriate. (Allowance payable)
- Wear the uniform supplied and maintain a clean and tidy appearance at all times.
- Control entry to the car park and arrangements for the parking of vehicles.
- Perform such other duties as may be directed by the Head Services Officer, Deputy Head Service Officer or Property Management Unit as appropriate.
- Compiling incident reports after they occur and forwarding to the Deputy or Head Service Officer.
- Familiarise themselves with Health & Safety Statement and procedures therein, especially those in relation to Service Officer Duties.

Please note that the above list of responsibilities is not exhaustive.

Note: Hours of attendance will be as fixed from time to time but will amount to on average not less than 41 hours and 15 minutes' gross including lunch breaks or 35 hours' net per week. Where extra attendance is necessary, payment or time off in lieu may be allowed in accordance with the Civil Service regulations.

4. LOCATION

If you are successful in this competition, you will be placed on a panel in order of merit. As vacancies arise, candidates will be drawn from the panel in order.

The posts are located in:

- Dublin 2
- Balbriggan
- Cork
- Limerick

This panel will expire two years after it is formed.

5. WHO WE ARE LOOKING FOR

The person we are looking for will meet the following **essential** requirements by the closing date of the competition.

General requirements and qualifications:

- Ability to communicate effectively in English.
- Strong customer focus and experience of dealing with the public in a front of house role.
- Ability to work effectively individually and as part of a team.
- Familiarity with basic IT applications (e.g. email, Word).
- Ability to write incident reports.

- Flexibility is a key element of the role and Services Officers may be assigned to various buildings at any given time to perform general duties, depending on the operational requirements of the Department.
- A general standard of physical fitness, which would allow for the collection and delivery of correspondence both internally and externally, and the operation, maintenance and movement of office machinery and equipment.
- Flexibility regarding overtime would also be an advantage.

Competencies Required:

- **Teamwork**
- **Initiative and Problem Solving**
- **Delivery of Results**
- **Customer Service & Communication Skills**
- **Drive and Commitment**
- **Specialist Knowledge, Expertise and Self Development**

See [Appendix B](#) for further information.

6. WHAT WE OFFER

The Principal Terms and Conditions of Service for this competition can be found [HERE](#). The main points are summarised as follows:

- A permanent position following an initial probationary contract in the Civil Service
- A competitive salary. Services Officer. The current gross rate for this position, effective from 1 June 2026.

Personal Pension Contribution (PPC) rate from 1st June 2026

€580.89 – €609.76 – €620.70 – €643.68 – €664.28 – €676.59 – €690.99 – €708.29 – €737.93 – LSI 1 €752.58 – LSI 2 €787.39

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 or is newly recruited to the Civil Service and is required to make a personal pension contribution.

A different rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who is NOT required to make a Personal Pension Contribution.

Long service increments may be payable after three (LSI-1) and six (LSI-2) years' satisfactory service at the maximum of the scale.

Note:

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government policy.

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

Subject to satisfactory performance increments may be payable in line with current Government policy.

Appointees will agree that any overpayment of salary, allowances or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Formers Staff Members/Pensioners.

Payment will be weekly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until you supply a bank account number and bank sort code to the Personnel Section.

- **Annual Leave:** 22 days

Important Note

Entry will be at the minimum of the pay scale, and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if you are a currently serving civil or public servant.

All offers are for immediate appointment.

In applying for this competition, you accept that, if offered a post, you will be able to commence duties within a reasonable timeframe. Start dates are determined by business needs, and appointees will be expected to take up duty within this period once an offer is made. Requests for deferral will only be considered in exceptional circumstances and remain entirely at the discretion of the Department.

7. THINGS YOU NEED TO KNOW

7.1 Eligibility

Eligibility:

Eligible candidates must be:

- (a) A citizen of Ireland; or
- (b) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (c) A citizen of the United Kingdom (UK); or
- (d) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (e) A non-EEA citizen who has a stamp 4 permission¹ or a Stamp 5 permission.

¹ Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

Fulfil Health & Character, Garda Vetting and Security Clearance and Reference Check requirements and meet the criteria regarding Public and Civil Service Redundancy/Ill Health Retirement Schemes ([CLICK HERE](#) for further information).

It is important that you list any previous civil or public service employment, if you have availed of a voluntary redundancy or retirement scheme and/or are in receipt of an ill-health retirement pension. Failure to do so could lead to disciplinary action.

IRISH PROFICIENCY

As part of our ongoing commitment to support the Irish language, our leadership on the Gaeilge365programme and to comply with the Official Languages (Amendment) Act 2021, we are gathering information on candidates' capacity to speak Irish.

Under this legislation, public bodies are required to ensure that 20% of new recruits can perform their duties through Irish by 2030. While this position is not an Irish language speaking role, we are asking all applicants to indicate their current level of Irish language ability.

This information will be used for workforce planning purposes only and will not form part of the selection process for this competition.

PLEASE NOTE

Qualifications/eligibility may not be verified until the final stage of the process. Therefore, those candidates who have not met the specified eligibility requirements and proceed with their application are putting themselves through unnecessary effort/expense and will not be offered a position from this campaign. An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

7.2 Selection Process

7.2.1 How to Apply

Applications should be made on the online application form via the Rezoomo platform. Further information including details on how to apply can be found [here](#).

Please note: if you do not already have an account on the Rezoomo platform you will be required to create one in order to apply.

All applications will be acknowledged. If you do not receive an acknowledgment within three working days after the closing date of the competition, please contact the Department's Competitions Team.

All queries should be submitted in writing in the first instance to competitions@dfa.ie.

The **closing date** for completed applications is 12 noon, Thursday 12 November 2026.

7.2.2 Selection Process

The selection process for this role may include the following stages:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary competency-based interview to reduce the numbers of candidates to a more manageable number for the final interview board.
- a final competitive interview.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Department of Foreign Affairs and Trade may decide that a number will only be called to interview.

In this respect, the Department of Foreign Affairs and Trade provide for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements of the position and decide if you will be shortlisted, relative to the other candidates applying for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more

relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

Interviews

Interviews will focus on each applicant's experience to date with a view to eliciting evidence of their level of preparedness, compared with that of the other candidates, for appointment to the role of Services Officer.

The interview board will be asked to rank the candidates in order of merit.

Admission to the competition:

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the Department is satisfied that such a person fulfils the requirements.

Non-Refund of Expenses:

Any expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded.

Candidates deemed to be withdrawn:

Candidates who do not attend for interview, or who not, when requested, furnish such evidence as the Department may require in regard to their candidature, will have no further claim to consideration.

Candidates' Obligations

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; &
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Canvassing

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

7.2.3 Right to Review

This selection process will be conducted in accordance with the [Code of Practice for Appointment to Positions in the Civil and Public Service](#) (2022) published by the Commission for Public Service Appointments.

The Code reflects the following core principles:

- Probity
- Merit
- Best Practice
- Consistency
- Transparency
- Appointments promoting equality, diversity and inclusion

Candidates are advised to familiarise themselves with the contents of the Code of Practice including, inter alia, the provisions in relation to the responsibilities placed on candidates.

Complaints and Requests for Review

Complaints/requests for review will be considered by Human Resources in accordance with the procedures set out in the Code of Practice. The Code of Practice may be accessed by visiting www.cpsa.ie or by contacting the Commission.

7.2.4 Department's Application, Selection and Right to Review Process

An outline of the review process is included as [Appendix C](#).

7.3 Working for the Civil Service

The [Civil Service Code of Standards and Behaviour](#) sets out the standards of behaviour expected of Civil Servants. If successful in this competition you must behave according to the code's principles and live by its values.

The Civil Service embraces diversity and is an equal-opportunities employer. We are committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where all staff have equal access to opportunities and feel comfortable being themselves.

The Department of Foreign Affairs and Trade will run this competition in compliance with the [Code of Practice for Appointment to Positions in the Civil Service and Public Service](#), prepared by the Commission for Public Service Appointments (CPSA).

7.4 Data Protection Policy

The General Data Protection Regulation (GDPR) came into force on the 25 May 2018, replacing the existing data protection framework under the EU Data Protection Directive. Information submitted with this job application is used in processing your application. All applications are treated with the strictest of confidentiality and all necessary precautions will be taken to ensure the security of your data.

7.5 Accessibility, Disability and Reasonable Accommodation for the Selection Process

We are committed to promoting equality of opportunity and to ensuring that our recruitment processes are accessible and inclusive for all candidates.

If you have a disability or if you think you may require a reasonable accommodation at any stage of the selection process, we strongly encourage you to make this known at the earliest opportunity so we can ensure you get the support you need. Such accommodations may include adjustments to the format or delivery of assessments, additional time, or other tailored supports.

All requests for reasonable accommodations will be considered on a case-by-case basis, having regard to the individual circumstances, in line with best practice and current legislation. Having a disability or requiring adjustments will not impact your progress in the selection process, and you will not be disadvantaged by disclosing your disability or requirements. All information provided in this context will be treated as strictly confidential.

Candidates who wish to discuss or request a reasonable accommodation should:

- Indicate this on their application form, or
- Contact the recruitment team at competitions@dfa.ie as early as possible.

Candidates should provide sufficient detail regarding the nature of the accommodation required to assist in making appropriate arrangements. Where necessary, we may seek supporting medical or professional documentation to facilitate the assessment of the request.

We are committed to engaging with candidates to ensure, insofar as practicable, that appropriate supports are put in place to enable equitable participation in the recruitment process for all candidates.

Secrecy, Confidentiality and Standards of Behaviour - Official Secrecy and Integrity

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Ethics in Public Office Acts

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Political Activity

During the term of employment the officer will be subject to the rules governing public servants and politics.

All circulars are available on the website www.circulars.gov.ie or from the Personnel Section.

Important Notice

The foregoing 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 probationary contract to be agreed with the successful candidate.

Appendix A: Flexible and Family Friendly Policies¹

List of available Family Friendly policies:

- [Shorter Working Year](#)
- [Career Break](#)
- [Enhanced Parental Leave](#)
- [Adoption Leave](#)
- [Special Leaves](#)
- [Paid Sick Leave](#)

Learning and Development

We are committed to supporting you to develop and grow in your career, providing:

- Training and further continuous education, including Study Leave
- Leadership Development Programme
- Mobility: This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.
- [Refund of Fees](#)

[Civil Service Employee Assistance Service](#) (CSEAS) provides a wide range of free and confidential supports to staff designed to assist employees to manage work and life difficulties which, if left unattended, could adversely affect work performance and/or attendance and quality of life.

Schemes

- [Cycle to Work Scheme](#)
- [VDU Eye Test Scheme](#)
- [Travel Pass Scheme](#)

¹ Subject to Business Needs of Department

Appendix B: Services Officer Competency Framework

SERVICES OFFICER COMPETENCIES	
Teamwork	
<ul style="list-style-type: none"> Shows respect for and builds good working relationships with colleagues and co-workers Plays a full and constructive part in the team Is supportive and helpful to colleagues 	
Initiative and Problem Solving	
<ul style="list-style-type: none"> Comes up with practical solutions to work problems Is willing to be flexible within the context of the job profile and finds ways to work around a problem 	
Delivery of Results	
<ul style="list-style-type: none"> Approaches and carries out all work in a thorough and organised manner Completes work on time consistently and to a high standard 	
Customer Service & Communication Skills	
<ul style="list-style-type: none"> Listens to customers and is respectful, courteous and professional Tries to calm down difficult situations when dealing with people who are unhappy/angry Communicates clearly and fluently 	
Drive and Commitment	
<ul style="list-style-type: none"> Takes pride in a job well done, even if work is routine or less pleasant Is interested in work and doing the job well 	
Specialist Knowledge, Expertise and Self Development	
<ul style="list-style-type: none"> Develops and maintains the skills and expertise required to perform in the role effectively Understands the importance of Health & Safety in the workplace and follows safety guidelines 	

Appendix C: Appeals Process Outline

Information regarding review procedures is set out in Sections 7 and 8 of the [Code of Practice for Appointment to Positions in the Civil and Public Service](#) (2022) published by the Commission for Public Service Appointments.

There is no obligation on the Department of Foreign Affairs and Trade to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

- **Informal Review:** The informal review/complaint process allows a candidate to receive additional relevant information on how the decisions were made in their case and the selection process was carried out.
- **Section 7** review procedures apply in cases where a candidate is unhappy with an action or decision in relation to his/her candidature (but does not believe there was a breach of the Code of Practice).
- **Section 8** review procedures apply where a candidate believes that an aspect of the process breached the CPSC's Code of Practice.

Requests for Review

Requests for informal and formal reviews should be submitted to competitions@dfa.ie. Candidates should determine which procedure is appropriate to their circumstances, i.e. Section 7 or Section 8, clearly setting out the grounds for review and specifying the relevant Section of the Code. *A request for a review may be refused if the candidate cannot support their request.*

Timelines for review requests are as follows

SECTION 7 Review	SECTION 8 Review
Interim stage of competition <i>Request for Informal Review</i> – 5 working days after receipt of decision <i>Request for Formal Review</i> – 5 working days after receipt of decision	Interim stage of competition <i>Request for Informal Review</i> – 5 working days after receipt of decision <i>Request for Formal Review</i> – 5 working days after receipt of decision
Final stage of competition <i>Request for Informal Review</i> – 5 working days after receipt of decision <i>Request for Formal Review</i> – 5 working days after receipt of decision <u>or</u> 5 working days after notification of informal review	Final stage of competition <i>Request for Informal Review</i> – 5 working days after receipt of decision <i>Request for Formal Review</i> – 5 working days after receipt of decision <u>or</u> 5 working days after notification of informal review