



**Tithe an  
Oireachtais  
Houses of the  
Oireachtas**

## **CANDIDATE INFORMATION BOOKLET**

Open competition for the appointment to the position of

### **Catering Administrator in the Houses of the Oireachtas Service**

**Closing Date: Monday, 27 November 2023 at 1 p.m.**

The Houses of the Oireachtas Service is committed to a policy of equal opportunity.

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# Catering Administrator

## Background Information

The Houses of the Oireachtas Commission (the 'Commission') is the statutory corporate body responsible for the running of the Houses of the Oireachtas, (Dáil Éireann, Seanad Éireann and Oireachtas Committees), and the administration and management of the Houses of the Oireachtas Service (the 'Service'). The Houses of the Oireachtas Service (the Service) is the Public Service body which provides administrative services to the Houses of the Oireachtas and their Members.

The Service is headed by the Secretary General/Clerk of the Dáil. The role of the Service is to provide professional advice, services and facilities to the Commission, to the Houses of the Oireachtas and their Committees and to Members of the Houses. The Service is staffed by approximately 600 civil servants of the State and 50 State industrial staff who are employed by the Commission.

The Houses of the Oireachtas Service (Service) comprising over 600 staff is the independent civil service agency which supports the running of both Houses and provides administrative services on behalf of the Commission as the governing authority. Apart from the civil service element, business supports are provided to 220 Members and to over 500 political staff employed by Members and political parties. A description of a Day in the Life of staff in Leinster House – Catering, can be found [here](#).

The mission of the Service is to be an innovative and responsive parliamentary service that proudly supports the Houses of the Oireachtas in effectively discharging their constitutional functions, supports members as parliamentarians and representatives of the People, and promotes an accessible and engaged Parliament. The values of the Service are built around Impartiality, Accountability, Collegiality, Innovation, Focus on People, and Inclusivity.

The key strategic outcomes and goals of the Service are:

- An Effective Parliament.
- An Inclusive and Well-Supported Parliamentary Community
- An Open, Engaged and Sustainable Parliament.
- A Digitally Transformed Parliament.
- Towards a Bilingual Parliament.

There are currently four divisions each headed by an Assistant Secretary

1. Corporate and Members' Services
2. Parliamentary Services
3. Parliamentary Information and Research Service
4. Office of Parliamentary Legal Advisors

# The role of Catering Administrator in the Houses of the Oireachtas Service

Administration duties, inclusive of:

- Accounts processing for the food, beverage and catering department
- Office duties including rostering administration, printing and publication to intranet of menus and maintaining accurate function sheets
- Reservations (telephone, email, online) and diary management
- Filing and records management
- Provision of monthly Management Information (till discrepancy reports/sales reports/debtors lists/financial accounts/ Holiday reports/Absent reports, etc)

Operational duties, inclusive of:

- Communicate effectively and plan for the week ahead
- Prepare customer letters and hospitality booking sheets and seek/track confirmation of details contained; ensure customers are made aware of all aspects of booking terms (cost, invoicing, payment etc.)
- Organise documentation for weekly group and reservation activity
- Complete and circulate the function sheets and rosters information each Friday to all departments
- Maintain accurate sick leave, holiday request records for staff and associated communications
- Follow up daily on any outstanding sales enquiries or provisional reservations
- Assist Catering Manager with stocktake processes and process monthly onto accounts system for reporting
- Ensure correct filing and sign off processing for all HACCP paper works and documentation
- Process stationery orders and ensure sufficient stocks are held as required

EPOS duties, inclusive of:

- Responsible for the administration and function of the EPOS system
- Financial reporting, stock control and the management of customer accounts
- Updating new menu items and price points onto EPOS live system daily
- Update any contracted supplier changes or stock price movements and report on same to the manager
- Processing of online purchases, delivery dockets and invoices through a computerised system in liaison with the Kitchen and Front of House teams
- Administration and management of EPOS system with regards to financial reporting, stock control and the management of customer accounts
- Update our Finance team on any debtor's information needed for EPOS in order to effectively manage live position of customer balances

## Reporting relationship:

The principal reporting relationship is with the Catering Manager.

## Panel:

A panel may be formed from this competition from which future permanent, part-time and temporary positions, should they arise, may be filled for candidates who successfully meet the requirements of the role.

## Essential Qualifications and Experience

1. Previous experience in a busy catering or food and beverage department
2. EPOS knowledge and previous administration experience
3. Excellent communication and interpersonal skills including a proven track record in working with other people in a co-operative environment.
4. Strong numerical abilities with a focus on accuracy and analysis of data.
5. Excellent judgement and decision-making abilities.
6. Strong organisational and time management skills and ability to operate with precision in pressurised situations and to tight deadlines.
7. Strong attention to detail
8. Possess and be able to demonstrate the effective performance indicators for the role of Catering Administrator ([Appendix A](#))
9. Eligible candidates must by the date of any job offer be:
  - A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
  - A citizen of the United Kingdom (UK); or
  - A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
  - A non-EEA citizen who has a stamp 4 visa; or
  - A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
  - A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

To qualify candidates must be eligible by the date of any job offer.

## Desirable requirements

1. Fluency in the Irish language or an active interest in developing such fluency

### **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure, NDP Delivery and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure, NDP Delivery and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

### **Incentivised Scheme for Early Retirement (ISER):**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

### **Career Breaks**

Subject to satisfying the eligibility requirements, the competition is open to staff who are on a career break, provided their career break conforms to the provisions of the Department of Finance Circular (4/13), or on secondment arrangements. Staff who are on career break under the Incentivised Career Break Scheme 2009 are not eligible to apply.

## **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

## **Department of Health and Children Circular (7/2010)**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

## **Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)**

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

### **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 or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

## **Principal Conditions of Service**

### **General**

The appointment is to a State Industrial post which is subject to the section 23(3) of the 1990 Industrial Relations Act. By virtue of their designation under the 1990 Industrial Relations Act industrial employees are covered by a range of general employment legislation. State industrial staff are represented by the Joint Industrial Council for State Employees. The appointee will be subject to standards in line with the Civil Service Code of Standards and Behaviour. The appointment is to a non-established whole time state Industrial post.

## **Catering Administrator (Personal Pension Contribution (PPC))**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>		
678.42	720.62	761.67	797.41	831.7	866.96		
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	
900.77	935.05	968.38	1,003.62	1,026.37	1,060.14	1,094.15	
				NMAX	LSI1	LSI2	

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years satisfactory service at the maximum of the scale.

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.

Statutory deductions from salary will be made as appropriate by the Service.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with State Industrial rates, in line with the Wages Act 1991(as amended).

### **Tenure and Probation:**

It is envisaged that initial appointments will be to permanent positions on a probationary contract in the Civil Service. (Further vacancies including temporary positions may be filled from this panel, should the need arise).

The probationary contract will be for a period of one year (pro rata if assigned to a part-time role) from the date specified on the contract. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you:

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

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the Houses of the Oireachtas Service and you will be given a copy of the Department of Public Expenditure, NDP Delivery and Reform's guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended and your probation period suspended.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation.
- Probation may be suspended in cases such as absence due to a non-recurring illness, and
- Any other statutory provision providing that probation shall -
  - (i) stand suspended during an employee's absence from work, and
  - (ii) be completed by the employee on the employee's return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

All appointees will serve a one-year probationary period. If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

### **Unfair Dismissals Acts 1977-2015**

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

### **Organisation of Working Time Act 1997**

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

### **Headquarters**

Office headquarters will be in Dublin. When absent from home and headquarters on duty, an officer will be paid appropriate travelling expenses and subsistence allowances subject to normal civil service regulations.

### **Hours of attendance**

Hours of attendance will be as fixed from time to time under section 23 of the Staff of the Houses of The Oireachtas Act, 1959. At present they amount to 39 hours net per week.

### **Annual Leave**

The annual leave for this position is 25 working days, including Good Friday. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays

### **Sick Leave**

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 sick leave arrangements. The appointee 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 the Houses of the Oireachtas Service and payment during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection directly within the required time limits.



## Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at <https://singlepensionscheme.gov.ie/>

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

## Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

## Ill-Health-Retirement

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

### Appointment post Ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

#### Appointment post Ill-health retirement from public service:

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to the HR Unit.

### **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 pre-existing public service pension scheme (i.e., non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

### **Additional Superannuation Contribution**

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. Note: ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website: <https://singlepensionscheme.gov.ie/>

## **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 standards in-line with 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.

## **Prior approval of publications**

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

## **Political Activity**

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

**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**

## **Competition Process**

### **How to Apply and closing date**

Applications should be made by Monday, 27 November 2023 at 1PM. All sections of the application form must be fully completed.

Only applications fully submitted via email to [recruitment@oireachtas.ie](mailto:recruitment@oireachtas.ie) with “Catering Administrator” as a subject heading can be accepted. All applications must be submitted on the official application form and only the official application form will be accepted into the campaign.

Applications will not be accepted after the closing date and time.

If you do not receive an acknowledgement of receipt of your application within 48 hours of applying, please contact: [Pauliina.jokinen@oireachtas.ie](mailto:Pauliina.jokinen@oireachtas.ie)

**The interviews for these posts are likely to be held in December 2023/January 2024.**

## **Selection Methods**

The Selection method may include.

1. Shortlisting of candidates on the basis of the information contained in their applications.
2. Remote interviewing.
3. 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 Oireachtas Service may decide that a number only will be called to interview.

In this respect, an expert board will examine the application forms against a pre-determined criterion based on the requirements of 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.

## **Confidentiality**

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

## **Security Clearance**

Security clearance will be sought in respect of individuals who come under consideration for appointment. The applicant will 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 all relevant security checks on all Irish and Northern Irish addresses at which they resided. Enquiries may also be made with the police force of any country in which the applicant under consideration for appointment resided. If unsuccessful this information will be destroyed by the Oireachtas Service. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

## **Other important information**

The Oireachtas Service will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that the Oireachtas Service are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that 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.

Prior to recommending any candidate for appointment to this position the Oireachtas Service 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 or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled from this campaign.

**Should similar type vacancies arise elsewhere in the Civil Service candidates may be drawn from this competition.**

## **Procedures where a candidate seeks a review of a Decision taken in relation to their application**

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Service. When making a request for an informal or formal review, the candidate must submit their request in writing. Candidates must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request with evidence.

The review will be conducted by an independent reviewer, external to the organisation, who is independent of the selection Board. The decision of the independent reviewer is final.

## **Procedure for Informal Review**

- A request for Informal Review must be made within 5 working days of notification of the decision and should normally take place between the candidate and a representative of the office holder who had played a key role in the selection process.

- 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.
- Where a candidate remains dissatisfied following any such informal discussion, they may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, they must do so within 2 working days of the notification of the outcome of the informal review.

### **Procedure for Formal Review of Selection Process**

- The candidate must address his/her concerns in relation to the process in writing to the Assistant Secretary, Members' and Corporate Services, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection 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 Assistant Secretary, Members' and Corporate Services.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

### **Complaints Process**

A candidate may submit a complaint where they believe there was a breach of the process that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint to the Assistant Secretary, Members' and Corporate Services, Houses of the Oireachtas Service in the first instance.

The complainant must outline the facts that they believe show that the process followed was wrong and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Service has compromised the integrity of the decision reached in the appointment process

On receipt of a complaint the Assistant Secretary, Members' and Corporate Services may determine to engage with the complainant on an informal basis.

There is no obligation on the Service 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, a complainant may not seek a further review of the same process, other than in the most exceptional circumstances that will be determined by the Service at its sole discretion.

### **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

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g., through social media or any other means, may result in you being disqualified from the competition.

A third party must not impersonate a candidate at any stage of the process.

### **Use of Recording Equipment**

The service does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this competition process.

### **Specific candidate criteria**

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of character.
- Be suitable in all other relevant respects for appointment to the post concerned.  
and if successful, they will not be appointed to the post unless they:
  - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed
  - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other test when and where required by the Oireachtas Service, or who do not, when requested, furnish such evidence as the Oireachtas Service require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to the Oireachtas Service, including all forms issued by the Oireachtas for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

### **Quality Customer Service**

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you 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.

Feedback will be provided on written request. A request for feedback does not impact on the timeframe set out for seeking a review.

### **General Data Protection Regulation (GDPR)**

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with the Oireachtas Service or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes. To make a request to access your personal data please submit your request by email to: [Dataprotection@oireachtas.ie](mailto:Dataprotection@oireachtas.ie) ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

## Appendix A:

<b>CATERING ADMINISTRATOR COMPETENCIES</b>
<b>Analysis and Decision Making</b>
<ul style="list-style-type: none"> <li>Effectively deals with a wide range of information sources, investigating all relevant issues Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc</li> <li>Identifies and understands key issues and trends</li> <li>Correctly extracts &amp; interprets numerical information, conducting accurate numerical calculations</li> <li>Draws accurate conclusions &amp; makes balanced and fair recommendations backed up with evidence</li> </ul>
<b>Delivery of Results</b>
<ul style="list-style-type: none"> <li>Takes ownership of tasks and is determined to see them through to a satisfactory conclusion Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation</li> <li>Constructively challenges existing approaches to improve efficient customer service delivery</li> <li>Accurately estimates time parameters for project, making contingencies to overcome obstacles</li> <li>Minimises errors, reviewing learning and ensuring remedies are in place</li> <li>Maximises the input of own team in ensuring effective delivery of results Ensures proper service delivery procedures/protocols/reviews are in place and implemented</li> </ul>
<b>Interpersonal &amp; Communication Skills</b>
<ul style="list-style-type: none"> <li>Modifies communication approach to suit the needs of a situation/ audience</li> <li>Actively listens to the views of others</li> <li>Liaises with other groups to gain co-operation.</li> <li>Negotiates, where necessary, in order to reach a satisfactory outcome</li> <li>Maintains a focus on dealing with customers in an effective, efficient and respectful manner Is assertive and professional when dealing with challenging issues</li> <li>Expresses self in a clear and articulate manner when speaking and in writing</li> </ul>
<b>Specialist Knowledge, Expertise and Self Development</b>
<ul style="list-style-type: none"> <li>Displays high levels of skills/ expertise in own area and provides guidance to colleagues</li> <li>Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team</li> <li>Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team</li> </ul>
<b>Customer Service Focus</b>
<ul style="list-style-type: none"> <li>Is committed to the role, consistently striving to perform at a high level</li> <li>Demonstrates flexibility and openness to change</li> <li>Is resilient and perseveres to obtain objectives despite obstacles or setbacks</li> <li>Ensures that customer service is at the heart of own/team work</li> <li>Is personally honest and trustworthy</li> <li>Acts with integrity and encourages this in others</li> </ul>