

Office of the Revenue Commissioners  
Corporate Services Division  
Recruitment Unit  
Dublin Castle  
Dublin 2.

## 2022 Revenue Competition for Appointment as Administrative Officer (AO), Information and Communications Technology (ICT) in Dublin, Limerick or Castlebar

### 1 Introduction

[Revenue](#) is the Irish Tax and Customs administration and is a large decentralised organisation, with offices in over 30 locations nationwide. Revenue’s mission is “To serve the community by fairly and efficiently collecting taxes and duties and implementing customs controls”.

In 2021, Revenue collected total gross receipts of c.€97 billion. Revenue is also responsible for trade facilitation and frontier control. Our workforce of almost 7,000 people supports compliance for 2.9 million employees, 0.2 million employers, 0.8 million businesses, 0.3 million VAT traders, 0.1 million customs traders and 1.4 million property owners.

To successfully deliver on our mandate, we rely on the skills, capability and professionalism of our people, the flexibility of our structures, and our ability to harness and support innovation in technology and business practices.

## 2 Job Description

These positions offer ICT graduates including recent graduates, those due to graduate shortly and graduates with established ICT careers, an excellent opportunity to build a career in Revenue or switch to a very exciting, challenging and fulfilling career in Revenue, one of Ireland's top Public Sector ICT environments embracing a wide range of sophisticated technologies.

An Administrative Officer (ICT) will be engaged in a range of functions which may include some or all of the following:

- Analysis and business process re-engineering to determine solutions for complex business problems
- Software development on complex bespoke frameworks and business applications including Revenue's award-winning Revenue On-Line Services (ROS), using Rich Internet applications and mobile apps, a fusion of 'commercial off the shelf' and open source components within these frameworks
- Service-oriented architecture development, systems and database administration, enterprise management, platform consolidation, virtualisation, cloud computing and hosted services, sophisticated middleware and messaging systems
- Network and telecommunications management with opportunities in ICT security, network monitoring technologies, large-scale Voice-over-IP implementation
- Information management including data modeling, document and content management, collaborative systems, data warehousing, predictive analytics and data mining, business intelligence and risk analysis
- The application of Automated testing and Quality assurance techniques to ensure that quality is embedded into all that we design, build, deliver and operate, adopting new techniques and methodologies as appropriate.

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- Research and advice on ICT best practice, methodologies and emerging approaches, business process improvement, standards certification such as ISO, ITIL and CMMI
- Support for the development of ICT strategic and operational policy including input to the overarching eGovernment, information sharing and shared services agenda, conformance to international standards and benchmarks.
- Play an active role as part of the team involved in designing, developing, testing and supporting end-to-end business solutions for use internally and by customers of your organisation

More detailed information about the role is available in [Appendix 1](#).

A commitment to ongoing training and development and a keen general interest in ICT will be essential for roles which are typically focused on ongoing technological service improvement and delivery.

### **2.1 Training**

Revenue has an established culture of personal development including ongoing industry training and on-site coaching/mentoring in IT analysis, design, and software development skills. Administrative Officers (ICT) will be expected to participate in intensive training and upskilling programmes as required. This training takes place during working hours and is specifically aimed at providing the technical skills required to undertake the wide range of information technology roles available within Revenue. Currently, Revenue has a Continuous Professional Development programme in place, which is designed to provide dedicated training, as well as a development path for an ICT career in Revenue.

You will be expected to manage day to day work commitments in conjunction with undertaking any relevant training.

### 3 Locations

Existing teams are currently based in Dublin, Limerick and Castlebar. It is expected that successful applicants will be based in one of these locations. You must only select a location where you would be prepared to take up a position. You may select up to 3 locations and must indicate your order of preference. Please also note you may not change your location preferences after the closing date of this competition.

Revenue has many flexible and family-friendly working policies which include opportunities for blended working. In blended working arrangements, some office attendance will be required in all roles, in line with business needs.

### 4 The Applicant

Applicants should have all the abilities required of an Administrative Officer. In particular, applicants must demonstrate, by reference to specific achievements in their work or academic career to date, that they possess or have the capacity to quickly acquire and assimilate the skills and knowledge required for the role of an Administrative Officer as identified by the Public Appointments Service Administrative Officer level competency framework. A description of the competencies is set out in [Appendix 2](#).

### 5 Essential Entry Requirements

#### 5.1. There are two possible commencement periods:

**March 2023:** Candidates who are available to start working in Revenue from March 2023 must meet the essential entry requirements on or before the closing date of 15 December 2022.

**September 2023:** Candidates who are available to start working in Revenue from September 2023 must meet the essential entry requirements on or before 30 August 2023.

**Please be advised candidates must have obtained the relevant qualification by the time of any job offer by Revenue.**

**Essential Entry Requirements, candidates must have:**

- Obtained a recognised first or second-class honours degree in a relevant computing or computational discipline (for example, computer science, data science, engineering, maths, digital technologies etc.) at Level 8 of the [National Framework of Qualifications](#)

OR

- Obtained a recognised first or second-class honours degree at Level 8 of the [National Framework of Qualifications](#), with relevant computing/computational modules taken in the final year.

Candidates who have obtained equivalent qualifications in other countries will also be considered eligible.

Determination of candidates' eligibility will be considered by Assessment Boards in the first instance and will also be subject to paragraph 8.2.

There are some restrictions on eligibility and appointments. Please see paragraph 15.

## 6 Application Process

### 6.1. Format

The application form must be fully completed. The application form should be submitted correctly to the specified e-mail address. Submitted application forms which are incorrectly completed will not be accepted, so please note the following information carefully:

- The application form is an editable MS Word document. Upon completion, please save the document as "AO ICT 2022 - Your name". You will be required to

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attach it to an email for submission once completed. Please return in MS Word format only.

- Please do not alter the layout, format or text alignment within the boxes on the first three pages of this application form, as changes to formatting will not be captured and will prevent the processing of your application in full.

## **6.2. Submitting the Form**

On completion, you are required to submit the application form with the subject line “AO ICT 2022 – Your Name” to the following address:

[Revenue\\_Open\\_Recruitment@revenue.ie](mailto:Revenue_Open_Recruitment@revenue.ie). This email address is for completed applications only.

**It is not advisable to submit more than one version of your application form. If, for any reason, you require to provide an updated version of your application form please note that you must do so in advance of the closing date and time and that only the most recent version of your form will be used in the competition process. Incomplete forms or forms submitted in the incorrect format will not be processed. No extensions will be given, and for this reason, it is crucial that you submit your application form well in advance of the closing date and time. Do not send a link to a file-sharing platform.**

## **6.3. Deadline for Receipt of Applications**

Closing date and time: **Thursday, 15 December 2022, at 13:00**. Applications cannot be accepted after this date and time.

## **6.4. Photograph**

A passport style photograph must be inserted into the application form, please see our instructions [How To Insert A Photo](#).

## **6.5. Queries**

Please forward any queries to [CSDOpenRecruitment@revenue.ie](mailto:CSDOpenRecruitment@revenue.ie).

## 6.6. Curriculum Vitae/ Cover Letter

A curriculum vitae and cover letter are not required and **should not** be submitted.

## 6.7. Proficiency in Irish

Candidates are asked on the application form to indicate if they are interested in an Irish speaking role, should such a role arise during the lifetime of the panel. Revenue will note the interest declared by a candidate and if a role requiring fluency in Irish is available, the candidate's competency will be tested when coming under consideration for assignment.

## 7 Selection Methods

### 7.1. These may include some or all of the following:

- An eligibility sift
- Shortlisting of candidates based on the information contained in their application form
- A video assessment whereby candidates will be asked to submit answers to questions based on the essential requirements for the post, relevant to the role. The assessment board member(s) will also be provided with Section A and B of the candidate's application form, to inform their assessment
- Additional selection tools, e.g. completion of online questionnaire, cognitive tests/preliminary interview
- A competitive interview (final stage) based on the essential requirements for the post and the information contained in the applicant's application form. This may include a presentation relevant to the role (topic will be identified when candidates are scheduled for interview).

**Candidates are not permitted to use any type of recording equipment at any stage of the selection process. 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.**

## **7.2. Assessment Boards**

An assessment board, or boards, will be set up by Revenue to conduct any interim selection processes and interviews.

## **7.3. Selection Stages**

It is important to note that candidates must reach the required standard in any interim selection stage, to be considered suitable for progression to the next stage of the selection process. The interview stage will consist of a competitive interview which will take place using remote video interviewing. Candidates progressed to final interview stage must meet a minimum standard of 55% in each scoring area, to be considered for inclusion on the panel.

## **7.4. Panels**

A panel will be established from this competition to fill positions that may arise over the lifetime of the panel. This panel will expire one year from the date of its establishment.

It is important to note that:

- Once an offer is accepted, the candidate will not be considered for any other appointment from the panel.
- If an offer of a post in a location is declined, the candidate will not be considered for the declined location again; but may remain on the panel in consideration for offers of posts arising in other locations applied for.

## **7.5. Job Posts**

Candidates who are successful in this competition may be offered posts in other government departments in accordance with business needs.

## **7.6. Reasonable Accommodations**

If a candidate requires reasonable accommodations to be made at any stage of the selection process, the candidate should set out the requirement on the application form and Revenue will make the necessary arrangements. Alternatively, a candidate can email [CSDOpenRecruitment@revenue.ie](mailto:CSDOpenRecruitment@revenue.ie).

## **7.7. Application Forms**

During any shortlisting exercise that may be employed, a board will examine the application form and assess it against pre-determined criteria based on the requirements of the position. It is, therefore, in a candidate's interest to provide a detailed and accurate account of his/her qualifications and achievements on the application form.

## **8 Availability and Admission**

### **8.1. Availability**

During the selection process, the onus is on all applicants to make themselves available on the date(s) specified by Revenue and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified on their application form. Revenue will not be responsible for refunding any expenses incurred by candidates. 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 Revenue is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

### **8.2 Suitability for a Post (or Admission)**

Prior to recommending any candidate for appointment from this panel, Revenue will make all such enquiries as 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.

## **9 Canvassing**

### **9.1 Disqualification**

Canvassing will disqualify and will result in exclusion from the process. Candidates must not:

- Knowingly or recklessly provide false information

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- 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.

## **9.2 When a Person Contravenes**

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 such offence is liable to a fine/or imprisonment. In addition, where a person found guilty of such offence was or is a candidate at a recruitment process, then, where a candidate:

- Has not been appointed to a post, they will be disqualified as a candidate
- Has been appointed subsequently to the recruitment process in question, they shall forfeit that appointment.

## **10 Confidentiality**

Protecting confidentiality is a priority. Revenue guarantees that all enquiries, applications, and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in the competition process. Revenue will not contact referees, employers, or previous employers without a candidate's consent and then only if the candidate concerned comes under consideration for appointment.

## **11 Code of Practice**

This competition is being organised in accordance with the Code of Practice entitled *Appointment to Positions in the Civil Service and Public Service* published by the Commission for Public Service Appointments (CPSA). Revenue will consider any requests for review in accordance with the provisions of this code which may be accessed at [www.cpsa.ie](http://www.cpsa.ie).

Revenue is an equal opportunity employer. Assignments will be made on the basis of qualifications and the ability to carry out the responsibilities of the grade or post.

## 12 Quality Customer Service

We aim to provide an excellent service to all our customers. If, for any reason, a candidate is unhappy with any aspect of the service received from us, Revenue will fully consider the matter when it is brought to our attention.

Feedback will be provided to candidates on written request. Candidates may wish to familiarise themselves with the guidance on feedback in the [CPSA Casebook](#). In its casebook, the CPSA encourages candidates who are keen to learn from their participation in an appointment process to reflect on the manner in which they demonstrated the competencies. Following an interview, it can be helpful to note down the key questions asked as well as a brief summary of the responses provided.

## 13 Data Protection Acts 1988-2018

When an application form is received, Revenue creates a record in the name of the applicant, which contains much of the personal information supplied in the application. This personal record is used solely in processing the person's candidature. Such information held is subject to the rights and obligations set out in the [General Data Protection Regulation](#) and the [Data Protection Act 2018](#) (the Data Protection legislation). To make a request under the Data Protection legislation, please submit your request in writing to: The Data Protection Unit, Corporate Services Division, Dublin Castle, Dublin 2. Further information on Data Protection in Revenue is available at the following links: [Revenue Data Protection](#) and [Candidate and Assignment Data Protection Statements](#).

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

## 14 Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview or complete other assessments when and where required by Revenue, or who do not, when requested, furnish such

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evidence, as Revenue require in regard to any matter relevant to their candidature, will have no further claim to consideration.

## **15 Eligibility to Compete and Certain Restrictions on Eligibility**

### **Citizenship Requirements**

Eligible Candidates must be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- (e) A person awarded international protection under the International Protection Act 2015 (including any person holding an official letter confirming that they have been granted Temporary Protection in Ireland under the EU Temporary Protection Directive 2001/55/EC) or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- (f) 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.**

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

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure 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

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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).

**15.2 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.

**15.3 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).

**15.4 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.

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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).

**15.5 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.

**16 Terms and Conditions of Service**

**General:**

The appointment is to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

**16.1 Salary: Personal Pension Contribution (PPC Rate)**

The salary for the position of Administrative Officer in Revenue with effect from 1 October 2022 is as follows:

€35,406   €37,998   €38,739   €41,985   €46,140   €49,302   €52,488   €55,719  
€58,947   €62,164   €64,394(LSI1)   €66,619 (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.

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

**16.2 Important 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 pay policy.

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

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

You 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/Former Staff Members/Pensioners.

**16.3 Tenure and Probation**

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year 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.

At the discretion of the Head of Office a person may be assigned to other work depending on the business needs and capability development of the office and that person's career development needs.

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During the probationary contract period, a person's performance will be subject to review by their supervisor(s) to determine whether the person:

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

Prior to completion of the probationary contract, a decision will be made as to whether or not a person will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956-2005*. This decision will be based on performance assessed against the criteria set out in (i) to (ii) above. The detail of the probationary process will be explained to the person by Revenue and the person will be given a copy of the Department of Public Expenditure and Reform 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 certain circumstances a person's contract may be extended, and the probation period suspended. The extension must be agreed by both parties.

- The probationary period stands suspended when a person is absent due to Maternity or Adoptive Leave
- In relation to a person absent on Parental Leave or Carers Leave, the person 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.

The person may, in these circumstances, make an application to Revenue for an extension to the contract period.

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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.

#### **16.4 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 [www.singlepensionscheme.gov.ie](http://www.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:

- 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 the CPI)
- Post retirement pension increases are linked to the CPI.

#### **16.5 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-

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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.

**16.6 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).

### **16.7 Ill-Health Retirement**

Any person who previously retired on ill health grounds under the terms of a superannuation scheme is 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.

### **16.8 Appointment Post Ill-Health Retirement from Civil Service**

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

- If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases
- 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
- 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.

### **16.9 Appointment Post Ill-Health Retirement from Public Service**

- 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
- 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

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- 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](#).

**16.10 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.

**16.11 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: [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie).

**16.12 Official Secrecy and Integrity**

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.

### **16.13 Codes of Ethics, Standards and Behaviour**

The officer will be subject to the Revenue Code of Ethics (a copy of which will be made available on assignment) and the [Civil Service Codes of Standards and Behaviour](#).

The [Ethics in Public Office Act 1995](#) will apply, where appropriate, to this employment.

### **16.14 Unfair Dismissals Acts 1977-2005**

The Unfair Dismissals Acts 1977–2005 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

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

The terms of the [Organisation of Working Time Act, 1997](#) will apply, where appropriate, to your employment.

### **16.16 Headquarters**

Headquarters will be such as may be designated from time to time by Revenue. When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

### **16.17 Duties**

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict with his/her role.

### **17 Hours of Attendance**

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net per week.

## **18 Annual Leave**

The annual leave allowance will be 25 working days a year, rising to 29 after 5 years' service and 30 after 10 years' service. 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.

## **19 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 circulars. Officers who will be paying Class A rate of PRSI will be required to sign a mandate, authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to Revenue. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

## **20 Security Clearance**

Applicants 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 security checks using all addresses at which they resided.

## **21 Flexible Working Policies**

As an Employer of Choice, the Civil Service has many flexible and family-friendly working policies including some opportunities for remote working which, in the civil service is on a blended basis. Please note, successful candidates may request flexible working opportunities, however, granting of such arrangements is at the discretion of the employer and decided in line with the business needs of the organisation, and on a case by case basis.

### 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 employment contract to be agreed with the successful candidate.**

## Appendix 1: Administrative Officers in Information Technology

### **The Job, Graduate with ICT-Related Qualification**

Revenue's key goals are to maximise customers' compliance with their tax and duty obligations, minimise the need for customer contacts, contribute effectively to economic and social development at a national and international level and deliver this with a highly capable workforce. Revenue's ICT & Logistics Division is supporting the achievement of these strategic goals by maintaining and enhancing our existing ICT systems and engaging in new ICT developments to support business goals.

The role of an AO (Graduate with ICT-Related Qualification) is to grow and develop their skillset to support these goals and maximise the value from Revenue's ICT architecture and infrastructure in order to contribute to improving Revenue's operational results and delivery of targeted business benefits. Candidates are expected, in due course, to fulfil roles such as technical architect, application architect, enterprise architect, designer/developer, and also a potentially wide range of other roles as required by Revenue including inter alia infrastructure architect, information/data architect and ITIL/CMMI functions.

Candidates are not expected to have specific knowledge of Revenue's architecture and technologies. Revenue requires candidates with relevant qualifications and aptitude to have the ability to grow into the required roles with the necessary support. In this regard, you will be expected to absorb and assimilate skills via a formal skills transfer programme and on the job working with experienced Revenue staff and external ICT resources drawn from Revenue's multi-sourcing framework.

### **Skills & Experience Profile**

Though candidates are not expected to have specific knowledge of Revenue's architecture and technologies, they must clearly demonstrate the ability to grow into the required roles. Candidates should be able to demonstrate the following:

- Keen interest in and knowledge of emerging technologies

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- Appreciation of technologies that will impact on the IT industry in future years
- Ability to keep pace with changing technology
- Ability to quickly absorb new information and learn new techniques that extend technological capability
- Technical skills acquired through work experience (e.g. college or post-graduation) such as service-oriented approach, software design and development, use of relational databases and open source products
- Ability to work both independently and as a team player
- Effective communication skills including in writing and the ability to communicate credibly, persuasively and authoritatively in areas of own expertise
- Effective customer service skills
- Capability to manage multiple complicated assignments simultaneously.

**Work Environment**

Software and architecture developments are carried out by flexibly resourced teams (sourced internally and externally as required) with access to technical support teams and best-practice standards and advice. Revenue uses the Civil Service Performance Management and Development System (PMDS) to manage the scheduling of individual staff member's work assignments, the identification and timely delivery of appropriate ICT and soft skills training, and the monitoring, rating and recognition of work performance.

**Personal Development**

Revenue has an established culture of personal development including ongoing industry training and on-site coaching/mentoring in IT analysis, design & software development skills. This is incorporated within the Continuous Professional Development for all staff in the ICT&L Division.

Administrative Officers (ICT) will be expected to participate in intensive training and upskilling programmes as required. This training takes place during working hours

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and is specifically aimed at providing the technical skills and knowledge required to undertake the wide range of ICT roles available within Revenue.

Revenue also sponsors and supports many additional training courses including those leading to recognised qualifications. Our staff may receive paid study and exam leave. Revenue may also provide assistance with books, equipment and project work.

Revenue has a wide range of operational and research roles across a wide range of disciplines with a commitment to mobility and development. We operate a specially developed modern performance measurement framework aimed at building skills and maximising potential focused on individual needs and preferences.

## Appendix 2: Administrative Officer Level Competencies

### **Leadership Potential**

- Is flexible and willing to adapt, positively contributing to the implementation of change
- Contributes to the development of policies in own area and the broader Department/ Organisation
- Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way
- Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others
- Formulates a perspective on issues considered important and actively contributes across a range of settings.

### **Analysis & Decision Making**

- Is skilled in policy analysis and development, challenging the established wisdom and adopting an open-minded approach
- Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral)
- Uses numerical data skilfully to understand and evaluate business issues
- Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions
- Sees the logical implications of taking a particular position on an issue
- Is resourceful and creative, generating original approaches when solving problems and making decisions.

### **Delivery of Results**

- Assumes personal responsibility for and delivers on agreed objectives/ goals
- Manages and progresses multiple projects and work activities successfully

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- Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these
- Maintains a strong focus on meeting the needs of customers at all times
- Ensures all outputs are delivered to a high standard and in an efficient manner
- Uses resources effectively, at all times challenging processes to improve efficiencies.

**Interpersonal & Communication Skills**

- Communicates in a fluent, logical, clear and convincing manner verbally and in writing
- Is able to listen effectively and develop a two-way dialogue quickly
- Maintains a strong focus on meeting the needs of internal and external customers
- Effectively influences others to take action
- Works to establish mutual understanding to allow for collaborative working
- Works effectively.

**Specialist Knowledge, Expertise and Self-Development**

- Clearly understands the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation.
- Develops the expertise necessary to carry out the role to a high standard and shares this with others
- Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service
- Consistently reviews own performance and sets self challenging goals and targets
- Has significant expertise in his/her field that is recognised and utilised by colleagues.

**Drive & Commitment to Public Service Values**

- Consistently strives to perform at a high level
- Maintains consistent effort under pressure and is resilient to criticism or setbacks at work
- Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency
- Is personally trustworthy and can be relied upon
- Places the citizen at the heart of all processes and systems
- Upholds the highest standards of honesty, ethics, and integrity.

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