

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

Open competition for appointment to the position of Services Officer in Revenue Location – Cork, Limerick and Ennis

1 Introduction

Revenue is the Irish Tax and Customs administration. Our mission is “To serve the Community by fairly and efficiently collecting taxes and duties and implementing customs controls”.

Revenue has 6,959 staff, supports 3.2 million employments, 0.2 million employers, 1 million businesses, 0.3 million VAT traders and 1.4 million property owners. We collected €58.3 billion in taxes and duties for the Exchequer in 2019. Revenue is also responsible for trade facilitation and frontier control. It is a highly decentralised organisation with offices in all parts of the country.

2 Job Description

The duties of a Services Officer include, but are not restricted to, the following:

- Facilitate the smooth running of reception areas - the Services Officer may be required to carry out reception desk duties that involve dealing with queries and deliveries from colleagues and visitors, both in person and by telephone, in a prompt and courteous manner;
- Facilitate security of reception areas, entrance gates, car parks, doors, alarms, etc. Additional security as required;

- Collection, sorting and delivery of internal and external mail to include letters, parcels, boxed files, newspapers, periodicals etc.;
- Office support activities, including photocopying, franking, scanning, documentation preparation and basic stock keeping;
- Facilities upkeep – monitoring upkeep of the building and applicable surrounding environs and report items for maintenance or attention;
- Van driving and/or warehouse duties may be a requirement;

Other duties may be assigned by line management from time to time, as appropriate to the role. A full valid unendorsed (minimum Class B) driving licence is desirable but not essential.

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 their role in Revenue.

A panel will be formed from which candidates may be called in order of merit as critical posts arise. The panel created from this competition will expire two years after its establishment.

3 Person Specification

3.1 Given the nature of the work, candidates must be fully competent, capable and available to undertake the duties of the position, including manual work. Officers must advise the relevant line manager in the event of an endorsement or loss of their driving licence or of any pending legal proceedings, against the officer which could be deemed to compromise the integrity of the post. In addition, candidates must:

- Have good communication skills – both oral and written;
- Be flexible and be capable of using own initiative;
- Have the ability to work well as part of a team;
- Be willing to take responsibility for tasks and complete work in a timely manner;
- Have an awareness of Crime Prevention; Health and Safety Legislation and Regulations and General Security Procedures;
- Have basic computer skills.

4 Eligibility

There are some restrictions on eligibility and appointments. Please see paragraph 14.

5 Application Process

5.1. The application form must be completed together with a curriculum vitae. The curriculum vitae should be at least **two** pages long but no longer than three pages. Both documents should be submitted to the specified e-mail address. Incorrectly submitted application forms and curriculum vitae will not be accepted, so please note the following information carefully:

- The application form is an editable Word document. Upon completion, please save the document as **“Your name”**. You will be required to attach it to an email for submission once completed.

5.2. Submitting the form:

- On completion, you are required to submit the application form **and** curriculum vitae by **email** with the title "Services Officer Cork Limerick Ennis - your name" to the following address: revenue_open_recruitment4@revenue.ie . This e-mail address is for completed applications only.

5.3. Deadline for receipt of applications:

Closing Date and Time: **Wednesday, 21 October 2020 at 13:00**. Applications cannot be accepted after this date and time.

Please note you will not receive an automatic reply from the mailbox following submission. Confirmation of receipt of your application form and curriculum vitae will be sent to you by e-mail, no later than Wednesday, 28 October 2020.

6 Selection Methods

6.1. The methods to be used to form a panel from which candidates may be selected for posts will include some or all of the following elements:

- Shortlisting of candidates on the basis of the information contained in their Application Form and Curriculum Vitae.
- Additional selection tools, e.g. completion of an on-line Assessment questionnaire, assessment/aptitude test(s) and/or exercise(s), a preliminary interview.
- An interview based on the specific attributes and experience required for the post of Services Officer.

6.2. During any shortlisting exercise that may be employed, a board will examine the Application Form and Curriculum Vitae and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your attributes and experience on the Application Form and Curriculum Vitae.

6.3. A board or boards will be set up by Revenue to conduct any interviews.

6.4. Candidates who are successful in this competition may be offered posts in other Government Departments.

6.5. Candidates should indicate on the application form if they require any additional requirements, if invited to attend for interview.

6.6. Officers appointed from this competition may be required to undertake training as required for the role. Training may include, but not be limited to, Health and Safety; Manual Handling; Forklift Duties and other lifting equipment (specific to the area's requirements).

7 Availability and Admission

7.1. 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.

7.2. Prior to recommending any candidate for appointment from this panel, Revenue 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.

8 Canvassing

8.1. Canvassing will disqualify and will result in exclusion from the process. 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.

8.2. 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 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.

9 Security Clearance

An 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 security checks on all addresses at which they resided.

10 Deeming of Candidature to be Withdrawn

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

11 Confidentiality

Protecting confidentiality is a priority. You can expect, and we guarantee, 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. We will not contact

referees, employers or previous employers without your consent and then only if you come under consideration for appointment.

12 Quality Customer Service

We aim to provide an excellent 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 our attention.

Feedback will be provided to candidates on written request.

13 Data Protection Acts 1988-2018

When your application form is received, Revenue creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the [Data Protection Acts, 1988 & 2003](#) and [Data Protection Act 2018](#). To make a request under the Data Protection Acts 1988, 2003 & 2018, please submit your request in writing to: **THE DATA PROTECTION UNIT, CORPORATE SERVICES DIVISION, DUBLIN CASTLE, DUBLIN 2**. Further information on Revenue's Data Protection 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 Eligibility to Compete and Certain Restrictions on Eligibility

Citizenship Requirements

Eligible Candidates must be:

- (a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (c) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- (d) 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
- (e) 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 Switzerland and has a stamp 4 visa

To qualify, candidates must meet one of the citizenship criteria above by the date of any job offer.

14.1 Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure 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 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)

14.2 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.

14.3 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).

14.4 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. 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).

14.5 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.

15 Terms and Conditions of Service

15.1 General:

The appointment is subject to the Civil Service Regulation 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.

15.2 Salary: Personal Pension Contribution (PPC Rate)

The weekly salary for the position of Services Officer in Revenue with effect from 1 October 2020 is as follows:

€442.99 €469.40 €479.37 €500.44 €519.26 €530.52 €543.70 €559.55
€586.64 €600.04 (LSI1) €621.36(LSI2)

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

This rate will apply to new entrants who are members of the Single Scheme and will also apply where the appointee is a civil or public servant appointed on or after 6th April 1995 and is making a personal pension contribution.

A different rate may apply where the appointee is an existing civil or public servant appointed on or before 6 April 1995 and is not required to make a personal pension contribution.

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

Different terms and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

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.

15.4 Tenure

The appointment is to a full-time post in the Civil Service. The appointee must serve a probationary period, which normally will last for 12 months. At the discretion of the Head of Office and in line with Revenue Staff Mobility policy, you may be assigned to other work depending on the business needs and capability development of the office and your career development needs.

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
- (iii) Are 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 you will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956-2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (ii) above. The detail of the probationary process will be explained to you by your employing Department and you will be given a copy of the Department of Finance guidelines on probation.

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.

15.5 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

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 66 (rising to 67 in 2021 and 68 in 2028 in line with changes in State Pension age).
- 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

15.6 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.

15.7 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).

15.8 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.

15.8 (a) Appointment Post Ill-Health Retirement from Civil Service

If successful in their application through the competition, the applicant should to 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.

15.8 (b) 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
- 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 PAS.

15.9 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.

15.10 Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

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

15.11 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 third parties any confidential information either during or subsequent to the period of employment.

15.12 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 Acts 1995](#) will apply, where appropriate, to this employment.

15.13 Organisation of Working Time Act 1997:

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

16 Hours of Attendance:

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross or 37 hours net per week.

17 Annual Leave:

The annual leave allowance is currently 22 working days a year, rising to 23 days after 5 years service and rising to 24 days 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.

18 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.

19 Health and Fitness Declaration:

A Health and Fitness self-declaration form must be completed on offer of assignment. The Manager reserves the right to seek a medical report for health and safety/duty of care purposes post assignment. Should you wish to declare any medical history in confidence, we can arrange for you to bring the matter directly to the attention of the Chief Medical Officer (CMO) for the Civil Service.

The appointee may 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 Revenue Commissioners and 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.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment.