



## PSA SERVICES OFFICER INFORMATION BOOKLET

### Recruitment of Service Officer

In the Private Security Authority, Tipperary Town

Closing date: 3pm Friday May 21<sup>st</sup> 2018

The Private Security Authority is committed to a policy of equal opportunity.

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Email: [info@psa.gov.ie](mailto:info@psa.gov.ie)

Web: [www.psa.gov.ie](http://www.psa.gov.ie)

### **Introduction:**

The Private Security Authority (PSA) is the statutory body with responsibility for licensing and regulating the private security industry in Ireland. The PSA is an independent body under the aegis of the Department of Justice and Equality. Established following the passing of the Private Security Services Act in 2004, the PSA started licensing security contractors in 2006 and security employees in 2007. The PSA's head office is in Tipperary Town with inspectors operating nationwide.

Staff of the Private Security Authority are civil servants of the State.

### **Service Officer Job Description**

- Key-holder duties including opening and locking of office in the morning/evening, open at 8 and close at 7. 7 hours 24 minutes gross per day.
- Responding to alarm callouts

- Facilitate the smooth running of reception areas - the Services Officer will 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.
- Security Duties – facilitate security of reception areas, entrance gates, doors, alarms, etc. Facilitate additional security as required.
- Collection, sorting and delivery of internal and external mail to include letters, parcels, newspapers, periodicals, etc.
- General maintenance and moving duties.
- Stock inventory
- Other duties as assigned by line management from time to time as appropriate to the role.

**Salary**

Salary is paid weekly. The current scale is

The current pay scale for Service Officer as of 01/01/2018 is as follows:

1	2	3	4	5	6	7	8	9	10	11
416.34	441.17	450.53	470.35	488.03	498.61	511.01	525.90	551.37	569.56*	589.83
								NMAX	LSI1*	LSI2*

\* The first Long Service Increment (LSI 1) is payable after 3 years, satisfactory service on the “Max”. LSI 2 is payable after 3 years, satisfactory service on LSI 1

The rate of remuneration is weekly. Candidates should note that the salary quoted will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

**Location of vacancy**

The Service Officer vacancy to be filled will be located in the PSA, Davis Street, Tipperary Town.

**Filling of vacancy**

The successful candidate will be selected in order of merit.

## **Essential Qualifications and Personal Requirements:**

Given the nature of the work, the candidate must be capable of physical work.

In addition candidates must demonstrate the competencies outlined below:

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

## SELECTION PROCESS

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### 1. Making an Application:

To apply, submit a **C.V. providing details of your education, employment and any other relevant information with a recent passport sized photograph and two recent references** to “Service Officer Applications, Corporate Affairs, The Private Security Authority, Davis Street, Tipperary Town, Co. Tipperary”. Shortlisted candidates may be called for an interview and the appointment will be made in July 2018. The successful applicant will be subject to garda vetting checks.

**CLOSING DATE FOR RECEIPT OF APPLICATIONS IS 3 P.M. MAY 21<sup>ST</sup> 2018.**

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

Any enquires relating to this post must be made by email to [info@psa.gov.ie](mailto:info@psa.gov.ie). **Phone enquires or personal enquiries will not be accepted.**

Only complete applications will be accepted for this vacancy. The admission of a person to a this competition, or invitation to attend an interview, is not to be taken as implying that the PSA 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 applying and attending to interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense as the PSA will not be responsible for refunding any expenses incurred.

### 2. Closing Date:

The completed application form must be submitted to “Service Officer Applications, Corporate Affairs, The Private Security Authority, Davis Street, Tipperary Town, Co. Tipperary” by **3pm May 21<sup>st</sup> 2018**.

### 3. Selection Process:

The methods used to select the successful candidate for this post may include:

- Short-listing of candidates on the basis of the information contained in their application;
- A competitive interview.

Candidates should make themselves available on the date(s) specified by the PSA and ensure that the contact details specified on the application form are correct.

It is envisaged that interviews will be held in June 2018.

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

In the event of a shortlisting exercise being employed the PSA will examine the application forms and assess them against pre-determined criteria based on the requirements of the position in order to reduce the list of candidates to a more manageable number for interview. It is therefore in your own interest to provide a detailed and accurate account of your qualifications, experience, and how you fulfill the specific requirements.

Prior to appointment to this position, the PSA 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, the PSA may at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates who do not attend for interview at the time and place required by the PSA or who do not, when requested, furnish such evidence as the PSA require in regard to any matter relevant to their candidature, will have no further claim to consideration.

#### **4. Security Clearances**

You will be required to complete and return a Garda Vetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided.

## PRINCIPAL CONDITIONS OF SERVICE

### Part I: Conditions which apply to this particular position

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.

#### Tenure:

The appointment is to an established position in the Civil Service. This appointment is subject to the satisfactory completion of a one year probationary period. 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 your duties in a satisfactory manner,
- (ii) have been satisfactory in general conduct, and are capable of working effectively with others
- (iii) are suitable from the point of view of attendance and health with particular regard to sick leave

#### Salary:

The current pay scale for Service Officer as of 01/01/2018 is as follows:

1	2	3	4	5	6	7	8	9	10	11
416.34	441.17	450.53	470.35	488.03	498.61	511.01	525.90	551.37	569.56*	589.83
								NMAX	LSI1*	LSI2*

\* The first Long Service Increment (LSI 1) is payable after 3 years, satisfactory service on the "Max". LSI 2 is payable after 3 years, satisfactory service on LSI 1

The rate of remuneration is weekly.

Salary is payable weekly in arrears by Electronic Funds Transfer (EFT) into a bank account of the appointee's choice. Payment cannot be made until the appointee supplies a bank account number and bank sort code to the Human Resources Unit. Statutory deductions will be made from salary as appropriate by the PSA.

**Candidates should note that the salary quoted will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.**

**Important Note:**

In certain circumstances, different conditions may apply for existing civil or public servants.

**Annual leave:**

Annual Leave for this position will be 22 working days per year. This leave is on the basis of a five-day week and is exclusive of the usual public holidays.

**Unfair Dismissals Act 1977 – 2005**

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

**Hours of attendance**

Hours of attendance will be as fixed from time to time but will amount to on average not less than 43 hours and 15 minutes gross per week.

Candidates should note that hours of attendance may be adjusted from time to time in line with Government policy. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

**The Organisation of Working Time Act 1997**

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

**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 provision of the sick leave circulars and regulations.

Officers, who will be paying the 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 directly to the PSA. Payment of salary 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.

**Superannuation and retirement**

Successful candidates will be offered the appropriate pension terms and retirement age conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of

the Single Public Service Pension Scheme (“Single Scheme”). Key provisions attaching to membership of the Single Scheme are as follows:

- **Pensionable Age:**  
The Scheme’s minimum pension age will be linked to the State Pension age (66 years initially, rising to 67 in 2021 and 68 in 2028).
- **Retirement Age:**  
Scheme members must retire at the age of 70.
- **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 will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. **This may have implications for any appointee who has acquired pension rights in a previous public service employment.**
- **Pension Abatement**  
The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree’s public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. Furthermore, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which, as indicated above, render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment. Special arrangements will, 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.
- **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, 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 cesser 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).



- **Ill-Health Retirement**

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

- **Prior Public Servants**

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. This would mean that the abatement provisions outlined above would apply, and in addition there are implications in respect of pension accrual as outlined above.

- **Pension Related Deduction:**

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act 2009.

For further information in relation to public service superannuation issues please see the following website: <http://per.gov.ie/pensions>

### **Official Secrecy and integrity**

You will, during the term of your appointment, be subject to the provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act, 1997 and 2003. You will agree not to disclose to third parties any confidential information especially that with commercial potential either during or subsequent to the period of employment. You will also be subject to the Civil Service Code of Standards and Behaviour.

### **Civil Service Code of Standards and Behaviour**

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

### **Ethics in Public Office Act 1995**

The Ethics in Public Office Act, 1995, will apply, where appropriate, to your employment.

### **Prior approval of publications**

You will agree not to publish material related to your official duties without prior approval by the Chief Executive Officer of the PSA.

### **Political activity**

During the term of your employment you will be subject to the rules governing Civil Servants and politics.

### **Personnel code**

All circulars are available on the website [www.circulars.gov.ie](http://www.circulars.gov.ie).

## OTHER IMPORTANT INFORMATION

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### **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.

### **Data Protection Acts 1988 & 2003:**

When your application form is received, we create 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 and should you be successful certain information you provide will be forwarded to the employing organisation. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003.

### **Candidates' obligations:**

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way.

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

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment. In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment

### **Confidentiality**

Applications will be treated in strict confidence.

### **Canvassing will disqualify**

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

### **Review procedures**

The PSA will consider requests for review in respect of those elements of the competition for which it is responsible, in accordance with the provisions of the codes of practice for the appointment to positions in the Civil and Public Service published by the Commission for Public Service Appointments (CPSA). The codes of practice are available on the website of the CPSA [www.cpsa.ie](http://www.cpsa.ie).