

# **Clerical Officer (Operations)**

## **Competition and Information Booklet**

Please read carefully

<b>Job Title:</b>	Clerical Officer (Operations)
<b>Contract Type:</b>	Permanent full-time contract
<b>Location:</b>	Blended work model with office in Mullingar, Co. Westmeath
<b>No. of Hours:</b>	35 hours per week
<b>Starting Salary:</b>	€29,021

### **Closing Date for receipt of Applications**

**12.00 noon on Thursday 6<sup>th</sup> March 2025**

Contact: [recruitment@locallinklwr.ie](mailto:recruitment@locallinklwr.ie)

### **About Longford Westmeath Community Transport CLG**

Longford Westmeath Community Transport CLG trading as TFI Local Link Longford Westmeath Roscommon is a not-for-profit organisation managed by a voluntary board of directors and acts as agents for the National Transport Authority (NTA) with responsibility for managing TFI Local Link (Rural Transport) services in counties Longford, Westmeath and Roscommon.

South Westmeath Rural Transport Association was formed in July 2002 as part of the Rural Transport Initiative, services commenced in February 2003 with 9 routes. In 2007 services were extended to cover the whole county and in 2015 Westmeath amalgamated with Longford and changed its name to Longford Westmeath Community Transport CLG. In 2019 the geographical area was extended to include Longford Westmeath and Roscommon following a procurement process for the management of TFI Local Link services by the National Transport Authority.

### **Background to TFI Local Link**

TFI Local Link services are funded by Government to secure, through a number of mechanisms, public transport services in rural Ireland. In 2019 Local Link total patronage was 2.5m and the budget to provide services was €24.1m. There has been significant growth over recent years that reflects a growing awareness of the importance of public transport in supporting and enhancing the quality of life of those living in rural Ireland. The pandemic has seen a reduction in passenger numbers travelling during the restrictions however there has

been a steady return as restrictions are lifted with over 225,000 passengers' journeys undertaken in 2024 in counties Longford Westmeath Roscommon.

The Rural Transport Programme through Transport Co-ordination Units (TCUs) such as Longford Westmeath Community Transport CLG manage the rural transport services locally. TFI Local Link services are delivered through the procurement of licenced passenger transport operators via public tendering competitions.

Two types of services are provided:

- Demand Response services provide the opportunity for customers to pre-book trips on designated days, some are door-to-door and most of these services now use wheel-chair accessible vehicles.
- Scheduled services (rural regular services as they are referred to) provide timetabled services connecting communities to local amenities and to longer distance coach transport hubs and trains stations for onward travel to regional centres.

Services under the rural transport programme are constantly reviewed to ensure they continue to meet the objectives of the programme and the needs of those of the service users and the communities they serve.

### **Role Overview**

The duties of the Clerical Officer (Operations) are to support the Operations Co-ordinator in scheduling and co-ordinating appointments, meetings along with assisting with administrative tasks such as managing and filing paperwork, preparing and editing correspondence, contracts and reports, answering phone calls and making bookings for passengers. Included in this role will be taking part in community engagement events and meetings.

### **Duties and responsibilities**

- Assisting with Administrative Tasks – under the direction of the Operations Co-ordinator and other staff members assist with administrative tasks such as:
  - Managing and organising paperwork, documents, and files.
  - Preparing and editing correspondence, contracts, reports, and other documents.
  - Ensuring accurate and up-to-date records of various information, such as contract, customer and supplier details, and or inventory.
- Filing and Organisation - responsible for maintaining organised and easily accessible files and documents. This includes sorting and filing paperwork, both physically and digitally.

- Confidentiality – handling sensitive information with discretion and maintaining confidentiality.
- Communications – when required, handling incoming calls, emails, and other correspondence and be responsible for routing these communications to the appropriate personnel within the company.
- Customer Service – interacting directly with customers, clients and or suppliers to assist in answering queries or directing to the appropriate personnel within the company, answering phone and taking passenger bookings when required.
- Adherence to Policies and Procedures – ensuring compliance with Company policies and procedures.
- Scheduling and Coordination – Organising and scheduling appointments, meetings, and events which may involve coordinating with different departments or external parties.
- Assist the Manager, Operations Co-ordinator and Finance Administrator when required.
- Assisting with health and safety matters pertaining to the TFI Local Link Longford Westmeath Roscommon operations.
- Carry out services inspections as required.
- Take part in other projects and initiatives as required.

**Please Note:** The functions and responsibilities initially assigned to this position are based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the organisation.

### **Essential Criteria**

**Please Note:** In order to satisfy the shortlisting panel that you meet the criteria of this role, you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.

Each candidate must meet the following requirements at the time of the competition closing:

- a) Have a recognised qualification at NFQ level 5 or above.
- b) Have effective written and verbal communication skills.
- c) Have excellent administration skills.
- d) Be proficient in the MS Office suite, in particular Word and Excel.
- e) Ability to multitask and manage time effectively.
- f) Have the legal right to work in Ireland (e.g., Irish citizen, EU/EEA citizen, employment permit holder, etc.).

## **Desirable Criteria**

***Please Note:*** Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.

The ideal candidate will also:

- g) Have previous clerical experience.
- h) Understanding of TFI Local Link services especially services pertaining to the Longford Westmeath Roscommon region.
- i) Have good interpersonal and influencing skills; and
- j) Have strong organisational skills
- k) Have access to transport and licence to drive

## **Additional Considerations for the Role**

***Funding:*** It must be understood that all posts within Longford Westmeath Community Transport CLG are subjected to continued funding and if discontinued any post holder's contract may be terminated.

***Annual Leave:*** Annual Leave entitlement will be 25 days per annum plus public holidays. The needs of the position must be considered when applying to take annual leave.

***Hours of Work:*** The normal hours of work are 09:00 to 17:00 with 1 hour for lunch. These hours will vary depending on position requirements, flexibility is required in regard to start, finish and break times, while overall the employment will be on the basis of a 35-hour working week

***Salary:*** Incremental Pay Scale starting at €29,021 with 6% employers' contribution to Pension (after 6 months' probation).

***Location:*** The employment base for this role will be Mullingar. An application can be submitted to work from home for a maximum of 2 days per week (after 6 months' probation).

***Probation:*** There is a 6-month probationary period which may at the discretion of the Manager be extended to 10 months.

***Travel:*** This position may involve some travel within Ireland and occasional meetings. Travel and expenses will be paid in accordance with approved civil service rates

***Closing Date:*** The deadline for receipt of Application is 12 noon, Friday 7<sup>th</sup> March 2025.

## **How to Apply**

Please submit your application in one single word or PDF attachment (both 1 and 2 below as one single document) referencing **Clerical Officer (Operations)** in the subject of the email to [recruitment@locallinklwr.ie](mailto:recruitment@locallinklwr.ie) with the following:

1. A comprehensive cover letter outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Clerical Officer (Operations) and
2. A comprehensive CV (not to exceed 3 pages).

**Please Note:** The omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

## **Closing Date**

The closing date and time for applications is strictly **12.00 (noon)** on **Thursday 6<sup>th</sup> March 2025**. Applications received after the specified deadline cannot be accepted.

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email [recruitment@locallinklwr.ie](mailto:recruitment@locallinklwr.ie)

**Longford Westmeath Community Transport CLG is an equal opportunities employer**

## Key Competencies

Please note that all or some of the competencies will be examined on your application form and at interview.

<b>Information Management &amp; Processing</b>	<ul style="list-style-type: none"> <li>• Demonstrates Organisational Skills</li> <li>• Ability to understand and adhere to procedures and processes</li> <li>• Demonstrates proficiency in the use of Information Technology</li> <li>• Collating Data and information processing</li> <li>• Analytical and reporting skills</li> </ul>
<b>Team Working</b>	<ul style="list-style-type: none"> <li>• Interpersonal skills and ability to communicate effectively with a wide range of stakeholders</li> <li>• Develop and maintain good working relationships with teams</li> <li>• Demonstrate dignity and respect for colleagues</li> <li>• Understand own role and personal contribution within a team</li> </ul>
<b>Delivering Results</b>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering quality work in a timely manner</li> <li>• Assess and prioritise workloads</li> <li>• Ensure accuracy and high standards in work delivered</li> <li>• Flexibility in approach to work</li> <li>• Adapt quickly to change and new ways of doing things</li> <li>• Use initiative and self-motivate when required</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Communicates clearly</li> <li>• Actively listens</li> <li>• Demonstrates positive customer service attitude</li> </ul>
<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>• Clear knowledge and understanding about the services TFI Local Link provide</li> <li>• Commitment to self-development and improving skills and knowledge.</li> <li>• Strives to perform at a higher level</li> <li>• Enthusiastic and energetic about the role</li> <li>• Acts with honesty and integrity</li> <li>• Treats others in a fair and consistent manner</li> <li>• Possess resilience and ability to work in a demanding environment</li> </ul>