



## Clerical Officer (Operations)

### Competition and Information Booklet

#### Job Details

- Job Title: Clerical Officer (Operations)
- Contract Type: Permanent, full-time
- Location: Blended work model (office base in Mullingar, Co. Westmeath)
- Hours: 35 hours per week (09:00–17:00, 1-hour lunch)
- Starting Salary: €29,021 (incremental scale)
- Pension: 6% employer contribution
- Annual Leave: 25 days plus public holidays
- Closing Date: 12:00 noon, Thursday 8<sup>th</sup> January 2026
- 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 acting as an agent for the National Transport Authority (NTA). We manage rural transport services across Longford, Westmeath, and Roscommon, delivering scheduled bus routes and demand-responsive services to improve connectivity and social inclusion.

#### Role Overview

The Clerical Officer (Operations) will support the Operations Coordinator in scheduling, coordinating appointments, and handling administrative tasks. Responsibilities include managing paperwork, preparing correspondence, answering calls, booking passengers, and participating in community engagement events.

#### Key Duties

- Organise and maintain physical and digital files
- Prepare and edit correspondence, contracts, and reports
- Maintain accurate records (contracts, customer details, inventory)
- Handle incoming calls, emails, and passenger bookings
- Provide customer service and liaise with subcontractors



- Assist with scheduling meetings and events
- Support social media and website updates
- Assist with health and safety compliance
- Participate in inspections and community events
- Other duties as required

### Essential Criteria

- NFQ Level 5 qualification or higher
- Strong written and verbal communication skills
- Excellent administration skills
- Proficiency in MS Office (Word, Excel)
- Ability to multitask and manage time effectively
- Legal right to work in Ireland

### Desirable Criteria

- Previous clerical experience
- Knowledge of TFI Local Link services
- Strong organisational and interpersonal skills
- Experience managing social media and websites
- Capability to engage in written and verbal communication in Irish
- Access to transport and a valid driving licence

### Additional Information

- Funding: All posts are subject to continued funding
- Probation: 6 months (may extend to 11 months)
- Travel: Occasional travel within Ireland; expenses paid at civil service rates
- Remote Work: Up to 2 days per week after probation

### Application Process

Submit one combined Word or PDF document containing:

- Cover Letter – Explain why you wish to be considered and how your skills meet the role requirements
- CV – Maximum 3 pages



Email to [recruitment@locallinklwr.ie](mailto:recruitment@locallinklwr.ie) with subject line: Clerical Officer (Operations).  
Incomplete applications will not be considered.

### **Selection Process**

- Shortlisting based on essential and desirable criteria
- Interview assessing competencies and experience
- Reference checks

### **Key Competencies**

- Information Management & Processing: Organisational skills, IT proficiency, data handling
- Team Working: Effective communication, collaboration, respect for colleagues
- Delivering Results: Accuracy, prioritisation, flexibility, initiative
- Communication Skills: Clear, professional, customer-focused
- Personal Effectiveness: Knowledge of services, integrity, resilience, commitment to development

Longford Westmeath Community Transport CLG is an equal opportunities employer  
committed to diversity and inclusion.