

Dublin South Citizens Information Service: Senior Information Officer (<https://www.activelink.ie/node/115296>)



Senior Information Officer

Full time, Permanent, 35hrs per week, Dublin South CIS

Dublin South Citizens Information Service is currently seeking to recruit a Full-time, Permanent Senior Information Officer for its Dun Laoghaire and Dundrum offices

Key tasks for the post include the direct delivery of information, advice, advocacy and referral services at a senior level, and liaison with other service providers, both statutory and voluntary, and the coaching and mentoring of an Information Provider team in the delivery of these services to the general public.

This role requires excellent communication, advocacy, coaching and mentoring, research and IT skills. Candidates are required to have a relevant recognised qualification at degree level or a combination of a relevant recognised diploma qualification & equivalent professional experience in relevant field of study (e.g. social policy, human rights, social work/social care practice, legal qualification, coaching & mentoring, etc.).

- This is a permanent position, subject to completion of a 6-month probationary period.
- **Salary scale:** €38,773 - €52,302 (including 2 x Long Service Increments, LSIs). Pro rata for part-time staff.
- **Pension:** There is a pension scheme in place where 5% is contributed by the employee and 7% by the employer. Membership of the pension scheme is mandatory.
- **Annual Leave entitlement:** 23 - 25 days (after 5 years' service) pro rata for part-time work.
- **Incremental Credit:** It is expected that all new entrants to Dublin South Citizens Information Service will be appointed at point one of the salary scale. However, Dublin South Citizens Information Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into the Citizens Information Service. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment. The decision on whether or not to award an incremental credit is a decision made by the Board and is subject to the availability of funding.

Applications must be made on the relevant application form and sent to:
DublinSouthRecruit@citinfo.ie (<mailto:DublinSouthRecruit@citinfo.ie>)

Closing date: 5pm, Thursday 15th May 2025

A detailed job description and application form together with further information on CIS can be accessed at:

[Download the Application Form \(docx\)](https://www.citizensinformationboard.ie/downloads/jobs/20250424_SIO_AppForm.docx)

[\(\[https://www.citizensinformationboard.ie/downloads/jobs/20250424_SIO_AppForm.docx\]\(https://www.citizensinformationboard.ie/downloads/jobs/20250424_SIO_AppForm.docx\)\)](https://www.citizensinformationboard.ie/downloads/jobs/20250424_SIO_AppForm.docx)

[Download the Candidate Pack\(pdf\)](https://www.citizensinformationboard.ie/downloads/jobs/20250424_SIO_CandidatePack.pdf)

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For details on how your personal data will be used as part of this process our Data Protection Notice for Job Applicants is available at: http://www.citizensinformationboard.ie/en/data_protection/cib.html
(http://www.citizensinformationboard.ie/en/data_protection/cib.html)

Dublin South Citizens Information Service is an equal opportunities employer

Dublin South Citizens Information Service is funded by the Citizen Information Board

Region

Dun Laoghaire & Dundrum, Dublin

Date Entered/Updated

28th Apr, 2025

Expiry Date

15th May, 2025

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