

**CANDIDATES’ INFORMATION BOOKLET**

 **PLEASE READ CAREFULLY**

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| **Competition for Appointment to** **Service Officers with the** **Probation Service****Probation Service, Haymarket, Smithfield, Dublin 7****Probation Service, St. Nicholas Church, Cove Street, Cork****And Probation Service, Mulgrave Street, Limerick****Closing date: 8th of May 2025** |

The Department of Justice/Probation Service is committed to a policy of equal opportunity.

The Department of Justice/Probation Service will run this campaign in compliance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA).

Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie/)

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**Introduction**

An opportunity now exists for suitably qualified and committed individuals to take up the role of Service Officer with the Department of Justice/Probation Service. Successful applicants will be placed on a panel, in order of merit. The panel will remain in place for up to 2 years.

The Service Officers vacancies to be filled from this panel will be in Dublin, Cork and Limerick.

Successful candidates will be placed on the panel in order of merit and, as vacancies arise, will be offered a post in order of merit.

Vacancies of a closely similar nature arising elsewhere in the Civil Service may be filled from the panel established on foot of this competition.

**1. The Probation Service**

The Probation Service is a national service with offices in over 35 locations nationwide The Probation Service, is an agency of the Department of Justice and is a national service, with a remit to contribute to safer communities and fewer victims through offender rehabilitation. This is achieved by the effective assessment and management of offenders, challenging offending behaviour and facilitating the integration of ex-offenders.

The Service provides probation supervision, community service, community return, offending behaviour programmes and specialist support services to both adult and young offenders. It also provides a probation service to prisons and places of detention to rehabilitate offenders and facilitate prisoner re-integration. The Service has responsibility for the supervision of 15,000 offenders each year in the community nationally.

See the Probation Service website [www.probation.ie](http://www.probation.ie) for further information.

# 2. The Role

Duties carried out by Service Officers include, but are not limited to:

* Facilitate the smooth running of reception areas - the Service 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, car parks, doors, alarms, etc. Facilitate additional security as required;
* Collection, sorting and delivery of internal and external mail to include letters, parcels, newspapers, periodicals, etc.;
* Key-holder duties including opening and locking of office in the morning/evening\*
* Other duties as assigned by line management from time to time as appropriate to the role.

\*A key-holding allowance may be payable where the full range of key-holding duties are undertaken.

**3. Benefits**

As well as a rewarding and challenging career, some of the benefits of this role in the Civil Service are:

* An incremental salary scale starting at €29,219 (for candidates making a Personal Pension Contribution (PPC)).
* A generous State-funded pension.
* 22 days annual leave entitlement.
* Paid sick leave.
* Excellent career development opportunities and resources to help you grow skills, capabilities, and experience for a rich, rewarding civil service career.
* Generous advance fees educational assistance and paid study and exam leave to support you while you study.
* Wellbeing supports, including an employee assistance programme, public service credit union and wage deduction facilities.
* Cycle to work Scheme and TaxSaver Travel Pass
* Trade union membership (voluntary)

# 4. Entry Requirements

**Essential Skills and Experience**

* Given the nature of the work, the candidate must be capable of physical work in line with duties outlined above:
* Candidates must have good interpersonal skills and ability to deal with clients:
* Candidates must be able to communicate clearly and fluently in the English language in both written and verbal communication.

**In addition to the above, candidates must also be able to demonstrate the Key Competencies identified for effective performance in this role (overleaf)**

**5. Competencies for performance at this level**

|  |
| --- |
| **Team work** |
| * Shows respect for and builds good working relationships with colleagues and co-workers
* Plays a full and constructive part in the team
* Is supportive and helpful to colleagues
 |
| **Initiative and Problem Solving** |
| * Comes up with practical solutions to work problems
* Is willing to be flexible within the context of the job profile and finds ways to work around a problem
 |
| **Delivery of Results**  |
| * Approaches and carries out all work in a thorough and organised manner
* Completes work on time consistently and to a high standard
 |
| **Customer Service & Communication Skills** |
| * Listens to customers and is respectful, courteous and professional
* Tries to calm down difficult situations when dealing with people who are unhappy/angry
* Communicates clearly and fluently
 |
| **Drive and Commitment**  |
| * Takes pride in a job well done, even if work is routine or less pleasant
* Is interested in work and doing the job well
 |
| **Specialist Knowledge, Expertise and Self Development** |
| * Develops and maintains the skills and expertise required to perform in the role effectively
* Understands the importance of Health & Safety in the workplace and follows safety guidelines
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# 6. Eligibility to Compete and Certain Restrictions on Eligibility

**Citizenship Requirements**

Eligible candidates must be:

 (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or

(b) A citizen of the United Kingdom (UK); or

(c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or

(d) A non-EEA citizen who has a stamp 4[[1]](#footnote-1) or a Stamp 5 permission;

**To qualify candidates must be eligible by the date of any job offer.**

**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).

**Incentivized 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.

**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).

**Department of Housing, Planning, Community and Local Government (Circular Letter LG (P) 06/2013)** The Department of Housing, Planning, Community and Local GovernmentCircular 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).

**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**.**

# 7. Employer of Choice

As an Employer of Choice the Civil Service has many flexible and family friendly policies e.g. Work-sharing, Shorter Working Year, Remote Working (operated on a ‘blended’ basis), etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

 The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.

**Principal Conditions of Service**

# 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.

# Part 1 – Conditions which particularly apply to this position.

**Pay- The weekly salary scale for this position (with effect from 1st March 2025)**

The Personal Pension Contribution (PPC) salary rate for the position is:

€559.97 – €588.25 – €598.97 – €621.52 – €641.70 – €653.78 – €667.88 – €684.86 – €713.91 – €728.27¹ – €751.11²

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

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses’ and Children’s scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution. Subject to satisfactory performance increments may be payable in line with current Government policy.

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 of the Department of Justice/Probation Service. Statutory deductions will be made from salary as appropriate.

**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. (Different terms and conditions may apply if you are a currently 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.

**Annual Leave**

The annual leave allowance for the position of Service Officer is 22 working days a year rising to 23 working days a year after 5 years’ service and to 24 days a year after 10 years’ service. There is an additional day’s entitlement after 12 years’ service and 14 years’ service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five day week and is exclusive of the usual public holidays.

**Hours of Attendance**

Hours of attendance will be fixed from time to time but will amount, on average, to not less than 41 hours 15 minutes gross or 35 hours net 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.

**Location**

The roles will be located at the **Probation Service, Haymarket, Smithfield, Dublin 7, the Probation Service, St. Nicholas Church, Cove Street, Cork and Probation Service, Mulgrave Street, Limerick**. Your headquarters may be re-designated from time to time by the Director of the Probation Service. When absent from home and headquarters on official duty the appointee will be paid appropriate travel expenses and subsistence allowances, in accordance with Civil Service regulations.

# Part 2 - Conditions which apply generally to this position

**Tenure and Probation**

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year from the date of appointment.

During the period of the probationary contract, the appointee’s performance will be subject to review by the appropriate supervisor(s) to determine whether the officer:

1. Has performed in a satisfactory manner, and
2. Has been satisfactory in general conduct, and
3. Is suitable from the viewpoint 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 the appointee will be retained pursuant to *Section 5A (2) Civil Service Regulations Acts 1956-2005.* This decision will be based on the appointee’s performance assessed against the criteria set out in (I) to (iii) above.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended and your probation period suspended.

* The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
* In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation and
* Any other statutory provision providing that probation shall -
1. stand suspended during an employee’s absence from work, and
2. be completed by the employee on the employees return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

All appointees will serve a one-year probationary period.  If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise.  In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

**Duties**

The appointee will be required to perform any duties appropriate to their grade which may be assigned from time to time.

# Outside Employment

The position is whole-time, and the appointee may not engage in private practice or be connected with any outside business that would interfere, or be incongruent, with the performance of his/her official duties. Clarification must be sought from management where any doubt arises.

**Unfair Dismissals Acts 1977-2015**

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

**Organisation of Working Time Act 1997**

The terms of the Organisation of Working Time Act 1997 will apply to this employment.

**Official Secrecy and Integrity**

The appointee will be subject to the provisions of the Official Secrets Act 1963 as amended by the Freedom of Information Act 2014. The appointee will agree not to disclose to unauthorised third parties any confidential information especially that with commercial potential either during or subsequent to the period of employment in accordance with the provisions of the Act.

**Civil Service Code of Standards and Behaviour**

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

**Ethics in Public Office Act**

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

**Prior Approval of Publications**

The appointee will agree not to publish material related to his or her official duties without prior approval by the Head of the Department or by another appropriate authorised officer.

**Political Activity**

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

# Personnel Code

Further details and circulars regarding these terms and conditions can be found on the following website: [gov.ie/circulars.](https://www.gov.ie/circulars)

# Retirement and Superannuation

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](http://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 the same as the age of eligibility for the State Pension, currently 66.
* 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.

**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 Housing, Planning, Community and Local GovernmentCircular 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.

**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).

**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.

*Appointment post Ill-health retirement from Civil Service*

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. 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.
3. 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.

*Appointment post Ill-health retirement from public service*

1. 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.
2. 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.
3. 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 upon request.

**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.

**Additional Superannuation Contribution**

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions (main scheme and spouses’ and children’s contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website: [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie/)

## IMPORTANT NOTICE

**The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to the successful candidate(s).**

**The Application and Selection Process**

**How to Apply**

Please note that the Probation Service have engaged with an external recruitment company (Staffline Recruitment) to manage the online application process and assist with the selection process. You can apply for the Service Officer role by completing the online application form at <https://staffline.getgotjobs.ie/home>

**Closing Date**

The closing date for receipt of completed applications is:

**5pm, 8th of May 2025**

It is suggested that you apply well in advance of the closing date in case you experience any difficulties. Support will be available via email at martin.greer@stafflinerecruit.com

The onus is on the candidate to fully complete the application form. Candidates are at risk of their candidature being withdrawn should they submit a blank or partially completed application. Only fully completed applications will be accepted.

The admission of a person to the competition, or invitation to undertake any element of the selection process, or a successful result letter, is not to be taken as implying that the Probation Service is satisfied that such a person fulfils the essential requirements.

**Selection Process**

The methods used to select the successful candidates for these posts may include:

* Completion of an application form;
* Shortlisting of candidates on the basis of the information supplied in their application;
* A competitive interview which may also include a presentation and/or an additional assessment exercise(s);
* Any other tests or exercises that may be deemed appropriate.

Posts will be offered in sequence to those candidates who finish highest in the overall order of merit drawn up following the interviews, i.e. the highest-ranking candidates will, in turn, be offered a post.

**Communication**

Candidates should note that all communications relating to this competition, including the provision of results, will issue by way of email only. Candidates should ensure that a valid email address and contact details are provided on the application form and should check that email address on a regular basis.

**Shortlisting**

The number of applications received for a position generally exceeds that required to fill existing and future vacancies for the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Probation Service may decide that a smaller number will be called to the next stage of the selection process.

In this respect, the Probation Service provide for the employment of a shortlisting process to select a group who appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, appear to be better qualified and/or have more relevant experience.

**Candidates will be shortlisted for interview using the following methodology:**

|  |  |  |
| --- | --- | --- |
| **Competencies** | **Maximum Marks**  | **Minimum Required** |
| Team Work | 10 | 5 |
| Initiative and Problem Solving | 10 | 5 |
| Delivery of Results | 10 | 5 |
| Customer Service and Communication Skills | 10 | 5 |
| **Interview Total** | **40** | 20 |

A minimum mark of 5 out of a total available of 10 under each criteria heading is required for an applicant to progress to interview.

**5.4 Assessment Criteria for Interview**

Information from Sections **A & B** of the application form will be considered during the interview. Through a competency-based interview, the competencies set out below will be used by the interview board to assess candidates and form the panel.

|  |  |  |
| --- | --- | --- |
|  **Competencies** | **Maximum Marks**  | **Minimum Required\*** |
| Team Work | 10 | 5 |
| Initiative and Problem Solving | 10 | 5 |
| Delivery of Results | 10 | 5 |
| Customer Service and Communication Skills | 10 | 5 |
| Drive & Commitment  | 10 | 5 |
| Specialist Knowledge, Expertise and Self Development | 10 | 5 |
| **Interview Total** | **60** | ***30\**** |

\*A minimum mark of 5 out of a total 10 available in each competency is required for an applicant to pass the interview. It should be noted however that in order to be considered for placement on the panel, a score of at least 30 marks, from the total of 60 available, must be achieved.

**Panel**

A panel may be established from which future appointments may be made, which will expire 2 years from the date of establishment. Candidates will be advised of the outcome of the competition as soon as possible after the interview process. Candidates not appointed at the expiry of the panel will have no claim to appointment thereafter because of having been on the panel.

Vacancies of a closely similar nature arising elsewhere in the wider Civil Service may be filled from the panel established on foot of this competition.

**Confidentiality**

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

**Security Clearance**

Garda/Police vetting will be sought in respect of individuals who come under consideration for appointment. The 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 Irish and Northern Irish addresses at which they resided. The applicant will also be required to provide clearance/disclosure from the police force or equivalent authority of any country in which the applicant under consideration for appointment has resided for more than 6 months. If unsuccessful this information will be destroyed by the Department of Justice/Probation Service. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

It is your responsibility to seek security clearances in a timely fashion as they can take some time. You cannot be appointed without this information being provided and being in order.

**Health & Character**

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must be of good character. Those under consideration for a position will be required to complete a health and character declaration. References will be sought. A criminal conviction will not automatically make an individual’s application ineligible. In the event of conflicts of interest, candidates may not be considered for certain posts.

**Other Important Information**

The Department of Justice/Probation Service will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that the Department of Justice/Probation Service is 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 attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position, the Department of Justice/Probation Service 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 that such a determination was made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Interview Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

**Once a candidate has accepted or refused an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.**

**9. Review Procedures**

The selection process for this competition is being carried out in accordance with the principles set out in the Code of Practice for Appointment to Positions in the Civil Service and Public Service. This Code of Practice can be accessed through the Commission for Public Service Appointments website at [www.cpsa.ie.](http://www.cpsa.ie/)

Information regarding review procedures is set out in Sections 7 and 8 of the above Code of Practice. (The two procedures are mutually exclusive. Where a formal review has taken place under Section 7 of the Code, you may not seek a further review of the same process under

Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.)

* + **Informal Review:** Where possible, and only with the agreement of the candidate, every effort will be made to resolve any issues/complaints by way of an informal process.
	+ **Section 7** review procedures apply in cases where a candidate is unhappy with an action or decision in relation to his/her candidature (but does not believe there was a breach of the Code of Practice).
	+ **Section 8** review procedures apply where a candidate believes that an aspect of the process breached the CPSA’s Code of Practice.

## Requests for Review

Where a candidate requests a review, they should determine which procedure is appropriate to their circumstances, i.e. Informal or Formal, Section 7 or Section 8. The candidate must submit their request within the timelines specified in the Code of Practice. These timelines are restricted in order to ensure that corrective action can be taken, if necessary, without delaying the process for other candidates. Candidates must clearly set out the grounds for review and specify the relevant Section of the Code. *A request for a review may be refused if the candidate cannot support their request.*

You are entitled to acknowledgement, within 3 days, of a request for formal review, and the outcome of the review must be provided to you within 25 days of receipt of the request. If it is not possible to complete the review within this time, you will be informed of the status of the review and the reasons for the delay.

Timelines for review requests are as follows:

|  |  |
| --- | --- |
| **SECTION 7 Review** | **SECTION 8 Review** |
| **Interim stage of competition*** *Request for Informal Review* – 2 working days after receipt of decision
* *Request for Formal Review* – 4 working days after receipt of decision

**Final stage of competition*** *Request for Informal Review* – 5 working days after receipt of decision
* *Request for Formal Review* – 10 working days after receipt of decision or 2 working days after notification of informal review
 | **Interim and Final stages of competition***- Request for Informal Review* – 5 working days after receipt of decision- Request for *Formal* Review – 2 working days after notification of decision arising from informal review or without delay where candidate does not avail of informal Review*- CPSA* – 10 working days after receipt of decision arising from office holder’s review |

**Candidate Feedback**

Feedback will be provided on written request.

**Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other tests when and where required by the

Department of Justice/Probation Service or who do not, when requested, furnish such evidence as the Department of Justice/Probation Service require in regard to any matter relevant to their candidature, will have no further claim to consideration.

**Confidentiality**

Please note that all personal data shall be treated as confidential in accordance with the Data

Protection Acts 1988 and 2003 and the provisions of the EU General Data Protection Regulation.

**Candidates should note canvassing will disqualify.**

1. *Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent* [↑](#footnote-ref-1)