

Oifig an Ard-Aighne

THE OFFICE OF THE ATTORNEY GENERAL

GOVERNMENT OF IRELAND



LAW REFORM
COMMISSION/COIMISIÚN UM
ATHCHÓIRIÚ AN DLÍ

CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

Open competition for appointment to the position of:

**CLERICAL OFFICER
IN
THE LAW REFORM COMMISSION
&
THE OFFICE OF THE ATTORNEY GENERAL**

Closing date: Monday 19th of December 2022

The Law Reform Commission and the Office of the Attorney General
are committed to a policy of equal opportunity.

The Law Reform Commission and the Office of the Attorney General 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

Telephone Number: (353) 1 637-7609

Email: recruitment@lawreform.ie

Web: www.lawreform.ie & www.attorneygeneral.ie

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**Clerical Officer
in
The Office of the Attorney General
&
The Law Reform Commission**

Introduction

The Office of the Attorney General

The Attorney General is advisor to the Government in matters of law and legal opinion and a Constitutional Officer. The Office, therefore, is the central legal service of the State, providing advice and draft legislation and supervising conduct of litigation involving the State .

The Law Reform Commission

The Law Reform Commission is a statutory body established by the Law Reform Commission Act 1975. The Commission has five members - the President, the Full-time Commissioner, and three part-time Commissioners.

Its role is to keep the law under independent, objective and expert review, to make consequent recommendations for law reform and to make current law accessible for all.

The Role

The nature of the work carried out by clerical staff in the Office of the Attorney General, will vary depending on the Unit in the Office to which you are assigned. It will generally involve the carrying out of clerical/administrative tasks.

The following reflects the typical duties you may be required to undertake :

- General clerical work e.g. filing, photocopying, file maintenance, answering/making telephone calls, dealing with emails;
- Liaising with suppliers and contractors.
- Supporting line-managers and colleagues;
- Minute taking, participation in certain committees;
- Working as part of a team in delivering services;
- Using Information Technology on a daily basis e.g. word processing, spreadsheets, database, specialised IT Software, email and internet;
- Maintaining high quality records in a thorough and organised manner;
- Checking all work thoroughly to ensure it is completed to a high standard;
- Carrying out routine accounts work;
- Approaching work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine/repetitive work;
- Any other duties deemed appropriate.

Please refer to Appendix 1 for Clerical Officer level competencies and effective performance indicators.

In certain instances positions may arise where specialist skills or experience is required e.g. typing skills, Dictaphone typing etc. Suitable candidates may be selected for the purpose of filling such vacancies.

Entry Requirements and Eligibility

On the closing date of candidates must have:

- a) have the requisite knowledge, skills and competencies to carry out the role;
- b) be capable and competent of fulfilling the role to a high standard;
- c) have a good general level of education;
- d) be at least 17 years of age on the closing date 19th of December 2022.

Appointments from Panels

The AGO and the LRC will establish panels of suitably qualified individuals to fill vacancies, which may arise in either organisations. The panel will remain in place for eighteen months.

If a candidate is offered and accepts a position, they must be available to take up that position within a reasonable time frame. The AGO and the LRC has no foresight as to how many vacancies may be filled over the lifetime of the panel and potentially candidates may not be reached in the order of merit.

Qualification and placement on a panel is not a guarantee of appointment to a position. Once reached on a panel, candidate will normally be considered for one position only. Once assigned to a position, a candidate will be removed from the panel will no longer be considered for any future positions. Please note that once an offer of appointment has been accepted a candidate will be removed from the panel and no further offers of appointment will be made.

Please note that placement on a panel is not a guarantee of appointment to a position.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned.

If successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.

- Be fully competent and available to undertake, and fully capable of undertaking, the duties of attached to the position.

Other Eligibility Criteria

Health and 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. Some posts will require special security clearance and will require completion of a form for Garda vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts.

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 is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a Stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

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).

Incentivised 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 Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular 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.

Principal Conditions of Service

General

The appointment is to a permanent post in the Civil Service and is subject to the Civil Service Regulations 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.

Salary

The salary for this position, rate effective from 1 October 2022 is:

Clerical Officer (PPC)

€26,599, €28,272, €28,697, €29,527, €30,750, €31,972, €33,193, €34,082,
€35,089, €36,259, €37,084, €38,242, €39,393, €41,190, €42,602¹, €43,249²

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

A different rate will apply where the appointee **is not required** to make a Personal Pension Contribution.

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

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.

Subject to satisfactory performance increments may be payable in line with current Government Policy.

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.

Tenure and Probation

Appointments from this competition to Advisory Counsel Grade I roles in the Office of the Attorney General and will be to permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year from the date specified on the contract. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.

During the period of the probationary contract in the Office of the Attorney General your performance will be subject to review by the appropriate supervisor(s) to determine whether you:

- (i) Have performed in a satisfactory manner,
- (ii) Have been satisfactory in general conduct, and
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956 – 2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the Office of the Attorney General and you will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

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 certain circumstances your contract may be extended and your probation period suspended. The extension must be agreed by both parties.

- 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 employee may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation
- Probation may be suspended in cases such as absence due to a non-recurring illness. The employee may, in these circumstances, make an application to the employer for an extension to the contract period.

Unfair Dismissals Acts

The Unfair Dismissals Acts 1977-2007 will not apply to the termination of your employment by reason only of the expiry of this probationary contract without it being renewed.

Duties

You will be required to perform any duties appropriate to your grade which may be assigned to you. You may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

Headquarters

Successful candidates maybe appointed to the Office of the Attorney General and will be based at Government Buildings, Merrion Street or the LRC which is based in Styne House, Hatch Street Upper, Dublin 2. When absent from home and headquarters on duty, an officer will be paid appropriate travelling expenses and subsistence allowances.

The Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act 1997 will apply to your employment and the hours of attendance and leave entitlements that will apply is outlined below.

Hours of Attendance

Hours of Attendance will be fixed from time to time but will amount, on average, to not less than 41 hours and 15 minutes gross or 35 hours net per week. Where extra attendance is necessary, overtime payments, or time off in lieu, will be allowed in accordance with the Civil Service overtime regulations.

Annual Leave

The annual leave allowance will be 22 working days a year rising to 23 after 5 years' service and to 24 after 10 years' service. This allowance, which is subject to the usual conditions regarding the granting of annual leave, is on the basis of a five day week and is exclusive of the usual public holidays.

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 provisions of the sick leave circulars.

The appointee will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to your employing organisation. Payment of salary during illness will be subject to you making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Outside Employment

The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Official Secrecy and Integrity

The appointment will be subject to the provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. Successful candidates will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

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

Political Activity

The appointment will be subject to the rules governing civil servants and politics.

Ethics in Public Office Acts 1995 and Standards in Public Office Act 2001

The provisions of these Acts apply, as appropriate, to this position.

Personnel Code

Further details and circulars regarding these terms and conditions can be found in An Cod Pearsana and are available on the following web site www.circulars.gov.ie.

In applying for this position it is understood that you have consented to the above conditions.

Superannuation and Retirement

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

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 Environment, Community & Local Government Circular 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 to 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, they will be required, at the final stage when pre-employment checks are conducted, 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.

Secrecy, Confidentiality and Standards of Behaviour

Please Note

As an Employer of Choice the Civil Service has many flexible and family friendly working policies including some opportunities for remote working which, in the Civil Service is on a blended basis. Please note, successful candidates may request flexible working opportunities, however, this is at the discretion of the employer and decided in line with the business needs of the organisation, and on a case by case basis.

Important Notice

The foregoing 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 be agreed with the successful candidate

COMPETITION PROCESS

How to apply

Applications must be made by submitting the application form which can be accessed online at www.lawreform.ie or www.attorneygeneral.ie

Any inaccuracy in completing the form may result in rejection. Therefore it is in your own interest to ensure that the information supplied in all sections is correct. If it is necessary to continue on a separate sheet please set the information out in the same manner as in the application form.

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Law Reform Commission or the Office of the Attorney General 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 as the Law Reform Commission or the Office of the Attorney General will not be responsible for refunding any expenses incurred.

Closing Date: 19 December at noon.

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

The completed application form must be forwarded by e-mail to recruitment@lawreform.ie not later than 12.00 19 December 2022. If you do not receive an acknowledgement confirming receipt of your completed application form, please contact Legal and Corporate Services, Law Reform Commission – telephone: 01-6377600 (lcs@lawreform.ie)

Selection Methods

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While you 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 Law Reform Commission and the Office of the Attorney General, may decide that only a certain number of candidates will be called to interview. In

this respect, the Law Reform Commission and the Office of the Attorney General, will employ a shortlisting process to select a group for interview who, based on an examination of the application form, 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 are, prima facie, better qualified and/or have more relevant experience. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/ experience on the application form.

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

- Shortlisting (if necessary) of candidates on the basis of the information contained in their application form.
- If shortlisted, a competitive interview, which may also include a presentation and/or an additional assessment exercise(s).

It is envisaged that shortlisting will take place in December and interviews will take place in early to mid-January.

The onus is on all applicants to make themselves available on the date(s) specified by the Law Reform Commission and the Office of the Attorney General to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified on their application form (e-mail is the preferred communication medium, but regular post may be used where deemed appropriate). The Law Reform Commission or the Office of the Attorney General will not be responsible for any expenses incurred by candidates in relation to their candidature.

Confidentiality

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

Security Clearance

Garda vetting will be sought in respect of individuals who are considered for appointment. The applicant will be required to complete and return a Garda Vetting form. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided. Enquiries may also be made with the police force of any country in which the applicant resided. If unsuccessful this information will be destroyed by the Law Reform Commission and the Office of the Attorney General. If the applicant is subsequently considered for another position, he/she will be required to supply this information again.

Candidates' Rights

Guidelines for dealing with appeals/requests for review

The Law Reform Commission and the Office of the Attorney General will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA and referred to in the cover sheet at the front of this booklet. The Codes of Practice are available on the website of the Commission for Public Service Appointments (www.cpsa.ie).

Where a candidate is unhappy with an action or decision in relation to his or her application he/she can seek a review under Section 7 of the code of practice governing the recruitment process by a person in the recruiting body (initial reviewer). Where a candidate remains

dissatisfied following this initial review, he/she may seek to have the conduct of the initial review examined by a “decision arbitrator”.

As an alternative to the above, it is open to a candidate to seek to have the matter resolved on an informal basis, as set out below. If a candidate remains dissatisfied following any such discussion it is open to him/her to seek a formal review.

Informal process

- The candidate can avail of the informal review within five working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or relevant person).
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within two working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within two working days of the notification of the outcome of the informal review.

Formal Process: Internal review

- The candidate must address his/her concerns in relation to the process in writing to the Head of HR and Corporate Services, Law Reform Commission setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.
- A request for review must be made within ten working days of the notification of the initial decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within four working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Full Time Commissioner or other Designated Officer within the Commission.
- The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. The candidate will receive the outcome of the review by means of a written report.
- Should a candidate be dissatisfied with the outcome of the initial review, he/she may request a review by a decision arbitrator of the conduct of the initial review.

Review by the decision arbitrator

The decision arbitrator is appointed by the President of the Law Reform Commission and the Head of Administration in the Office of the Attorney General. The decision arbitrator will have been unconnected with the selection process and he/she will adjudicate on requests for review in cases where a candidate is not satisfied with the outcome of the initial review. The decision of the decision arbitrator in relation to such matters will be final.

- A request made to the decision arbitrator must be received within seven working days of the notification of the outcome of the initial review.
- The outcome of the investigation must be notified to the candidate in the form of a written report within 10 working days.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, he/she can have it investigated under **Section 8** of the code of practice.

Informal process

- The CPSA recommends that the candidate avail of the informal process to try to resolve the matter with the recruiting body. If the candidate is still dissatisfied he/she may resort to the formal process within two working days of receiving notification of the informal process.

Formal process

- If you are requesting a formal review you must write to the Full Time Commissioner or other Designated Officer within the Commission providing details of the breach of the code of practice and enclosing any relevant documentation that might support the allegation.
- The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. If a decision cannot be made within this timeframe, the reviewer will keep the candidate informed of the status of the review.
- Should a candidate be dissatisfied with the outcome of this review, he/she may request a further review by referring the matter to the Commission for Public Service Appointments in the form of an appeal of the review of the licence holder. He/she must write to the Commission for Public Service Appointments within ten working days of receiving the outcome of the licence holder's review.

Candidates' Obligations

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

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 personate 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 may be guilty of an offence.

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.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the Law Reform Commission or the Office of the Attorney General or who do not, when requested, furnish such evidence as the Law Reform Commission or the Office of the Attorney General, requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

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 Head of HR and Corporate Services 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 to 2018

When your application form is received, we create a computer record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held on computer is subject to the rights and obligations set out in the Data Protection Acts 1988 to 2018. You are entitled under these Acts to obtain, at any time, a copy of information about you, which is kept on computer. The Law Reform Commission charges a fee of €6.35 for each request. You should enclose a cheque or postal order and address your request to:

Head of HR and Corporate Services, Law Reform Commission, Styne House, Hatch Street, Dublin 2.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Note: This document is for information only, and is not intended as a legal interpretation of any other documents, guidelines, or legislation.

APPENDIX I – CIVIL SERVICE COMPETENCY FRAMEWORK

EXTRACTS FROM CLERICAL OFFICER LEVEL

Team work	Shows respect for colleagues and co-workers
	Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
	Offers own ideas and perspectives
	Understands own role in the team, making every effort to play his/her part
Information Management / Processing	Approaches and delivers all work in a thorough and organised manner
	Follows procedures and protocols, understanding their value and the rationale behind them
	Keeps high quality records that are easy for others to understand
	Draws appropriate conclusions from information
	Suggests new ways of doing things better and more efficiently
Delivery of Results	Takes responsibility for work and sees it through to the appropriate next level
	Completes work in a timely manner
	Adapts quickly to new ways of doing things
	Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
	Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
	Identifies and appreciates the urgency and importance of different tasks
	Demonstrates initiative and flexibility in ensuring work is delivered
Customer Service & Communication Skills	Actively listens to others and tries to understand their perspectives/ requirements/ needs
	Understands the steps or processes that customers must go through and can clearly explain these
	Is respectful, courteous and professional, remaining composed, even in challenging circumstances
	Can be firm when necessary and communicate with confidence and authority
	Communicates clearly and fluently when speaking and in writing
	Actively listens to others and tries to understand their perspectives/ requirements/ needs
Specialist Knowledge, Expertise and Self Development	Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
	Clearly understands the role, objectives and targets and how they fit into the work of the unit
	Is committed to self development and continuously seeks to improve personal performance
Drive & Commitment to Public Service Values	Consistently strives to perform at a high level and deliver a quality service
	Serves the Government and people of Ireland
	Is thorough and conscientious, even if work is routine
	Is enthusiastic and resilient, persevering in the face of challenges and setbacks
	Is personally honest and trustworthy
	At all times, acts with integrity