

Job Title: Services Officer/Receptionist

Reporting to: Senior Administrative Officer

Scope of Post: Reception and general Front of House duties, including switchboard duties, dealing with visitor queries, receiving deliveries, despatch and distribution of post, assisting with preparation for events and meetings, transferring book deliveries to bookstores and retrieval of books from onsite and offsite bookstore. Other general support as appropriate to the level of the post.

Main Responsibilities:

- Reception duties, including switchboard, signing in visitors/contractors and assisting with enquiries.
- Arranging taxis as required and maintaining records.
- Distributing incoming post. Collecting, franking and despatching of outgoing post, arranging couriers and maintaining records of transactions
- Checking, recording and distributing deliveries. Transfer of book deliveries to on-site bookstore.
- Undertake photocopying and shredding as required.
- Assisting with retrieval of books from on-site and off-site store as required.
- Lecture Hall/Room preparation for lectures/meetings.
- Getting tea/coffee supplies for staff kitchens/meetings.
- Checking and replenishing water dispensers.
- Undertake photocopying and shredding as required.
- Assisting with moving furniture/other items throughout the building.
- Assisting with routine Health & Safety activities as required.
- Monitoring use of car park and ensure front of building area is clear of litter.
- Other ad hoc duties and general assistance as appropriate to the post.

Requirements:

Candidates will require a high standard of spoken English and have previous experience in Reception/public-facing roles. Good communication and computer skills are also required. A working knowledge of the Irish language is desirable. Given the nature of some of the duties, the appointed candidate must be capable of physical work (manual handling training will be provided).

General Eligibility:

Candidates will be required to provide evidence of right to work in Ireland. Persons who were previously employed under the public sector and who left/retired under the terms of certain incentivised schemes/severance agreements, with restrictions on re-employment in the

public sector may not be eligible to apply. Applicants who have previously worked in the public sector will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement/redundancy.

Front of House Services Officer

General Terms and Conditions of Employment

1. Status

The appointment will be on a full-time, pensionable basis. The person appointed will be required to serve a probationary period of one year and if his/her service is satisfactory his/her appointment will be confirmed by Council at the end of the probationary period. If it becomes clear that the person is unsuitable for permanent appointment owing to his/her failure to satisfy Council as regards attendance, conduct or general efficiency, his/her appointment may be terminated. The appointee will not be finally appointed to a permanent post until he/she is specifically certified by the Council on the recommendation of the Head of Section as having, during the period of probation, proved suitable for permanent appointment as regards health, conduct and general efficiency and as regards his/her oral and written proficiency in Irish.

2. Duties

The appointee will be required to perform any duties assigned to him/her, from time to time, by the Council of DIAS as appropriate to the post.

3. Location of Post

The post is based at 10 Burlington Road but the person may be required to serve at any of DIAS' other premises. Travelling expenses and subsistence allowances will be payable at rates fixed, from time to time, by the Minister for Further & Higher Education, Research, Innovation & Science, on the recommendation of the Council and with the concurrence of the Minister for Public Expenditure & Reform, in respect of authorised absences from home and headquarters on DIAS business.

4. Salary

The post holder will be paid at the rate applicable to the grade of Services Officer as recommended by the Council of DIAS with the approval of the Minister for Further & Higher Education, Research, Innovation & Science and the consent of the Minister for Public Expenditure & Reform. The current New Entrant (PPC) salary scale ranges from €25,212 rising by 11 annual increments to €35,220. This rate will apply where the appointee is a new entrant or is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution. A lower rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 who is not required to make a Personal Pension Contribution. For persons entering the Public Sector for the first time, the starting pay will be at the minimum of the scale.

5. Hours of Work

The person will be required to work 35 hours net per week, Monday to Friday.

6. Annual Leave

The annual leave allowance for the post is 22 working days, rising to 23 after 5 years service and to 24 after 10 years service. This is exclusive of bank and public holidays but inclusive of Christmas closure days. Leave is granted in accordance with the Organisation and Working time Act 1997. The statutory leave allowance (20 days) must be taken in the leave year in which it accrues or within six months of the start of the next leave year.

7. Sick Leave

Paid sick leave may be granted to the appointee in line with the sick leave arrangements applicable in DIAS as authorised by the Minister for Education and Skills with the concurrence of the Minister for Public Expenditure and Reform. The current sick leave arrangements are as set out in the Public Service Management Sick Leave Regulations, SI 124 of 2014. The sick leave regulations may be amended from time to time by the Minister for Further & Higher Education, Research, Innovation & Science, with the concurrence of the Minister for Public Expenditure and Reform.

Under the current rules, the maximum *uncertified* sick leave allowance of full time staff is seven days in a rolling period of twenty-four months. Certified sick leave entitlements are as follows.

- (i) *Ordinary Sick Pay*: A maximum of 92 days (includes weekends etc.) on full pay in a one year period, followed by a maximum of 91 days (includes weekends etc.) on half pay, subject to a maximum of 183 days (includes weekends etc.) in a rolling 4 year period.
- (ii) *Critical Illness Sick Pay*: Access to a maximum of 183 days (includes weekends etc.) on full pay, followed by a maximum of 182 days (includes weekends etc.) on half pay, subject to a maximum of 365 days (includes weekends etc.) in a rolling four year period.
- (iii) *Temporary Rehabilitation Pay*: Following periods of sick leave there will be a provision for Temporary Rehabilitation Pay for individuals who need a longer period of time to address their health needs.

An appointee who pays Class A1 PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to DIAS and payment during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection.

8. Pension

Superannuation benefits will be granted under the relevant scheme, membership of which is compulsory. A first-time new entrant to public sector pensionable employment will be a member of the Single Public Service Pension Scheme, as will a former public servant unless they had worked in a pensionable capacity in the public service (non-single scheme terms) within 26 weeks of taking up appointment. A former pensionable public servant who does not qualify for membership of the Single Scheme will be a member of the DIAS pension scheme. Appointees will be required to complete a declaration of public sector service which will include entitlements to public service pension benefits (in payment or preserved)

9. DIAS is designated as an approved organisation under Section 4 of the Superannuation and Pensions Act 1963 and the Local Government (Transfer of Service) Scheme, for transferring service for pension purposes.
10. The relevant Pension Scheme will set out the retirement age and the terms on which pension is accrued.
11. **Outside Interests.**
The post is whole time and the appointee may not engage in, or be connected with any outside business which, in the opinion of Council, would interfere or conflict with the performance of the duties attached to the post.
12. **Regulations.**
The appointee will be subject to such regulations as may be made by the Council, with the approval of the Minister for Further & Higher Education, Research, Innovation & Science,, or any regulation replacing or amending such regulations.
13. **Resignation.**
An appointee who wishes to resign will be required to give four weeks' notice of proposed termination date.