

Lex Consultancy is recruiting on behalf of the Adoption Authority of Ireland for a Permanent Clerical Officer to work in the Information and Tracing department.

This is a Full Time post, based in their offices in Ballsbridge, Dublin 4. Please note that as a designated essential service all AAI staff are working on site.

The appointment is to a permanent position upon successful completion of probation period of 12 months.

A full candidate's information booklet is available upon request.

About the Adoption Authority of Ireland (AAI)

The Adoption Authority of Ireland (AAI) is a statutory body established on 1 November 2010. The relevant legislation underpinning the Authority is the Adoption Act 2010. Further information on the Authority and the legislation is available on the website www.aai.gov.ie.

Role Summary: Reporting to the Head of Information and Tracing Department the CO will undertake clerical and administrative duties arising from all components of Information and Tracing service delivery in the AAI.

Duties and Responsibilities

- General administration duties such as answering/making telephone calls, dealing with queries by phone, letter and email
- Input of information to designated database
- Processing applications and case files including quality control of documentation;
- Working as part of a team delivering services and supporting team managers and colleagues;
- Dealing with the public/customers, providing information and responding to queries;
- Performing such other duties appropriate to the post as may be assigned.

Requirements

Character: Each candidate must be of good character.

Health: Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Essential Requirements:

- Minimum two years office based experience;
- Good organisational skills and an ability to work to deadlines;
- Excellent office based communications skills including phone, email, letter writing and note-taking and be able to communicate effectively in a clear and concise manner;
- Excellent practical IT skills or aptitude including MS Word and Excel;
- Ability to deliver on results within timeframes;
- Ability to work independently, taking responsibility for own work;
- Maintain discretion and confidentiality at all times;
- Knowledge and skills to be an effective administrator including the ability to:
 - Take direction/follow instructions;

- Organise and prioritise work effectively;
- Work well with the public and colleagues;
- Be flexible in their approach to work;
- Work independently and as part of a team.

Desirable Requirements:

- Previous relevant work experience, in a customer service office environment;
- Familiarity with Data Protection and Freedom of Information requests;

Salary: Applicants will be appointed at the first point of the CO scale - €24,586

Note:

- Entry will be at the minimum point of the scale and will not be subject to negotiation;
- Different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
- The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Annual Leave: 22 days per annum. This leave is on the basis of a five-day week and is exclusive of the usual public holidays.

Application Details, Closing Date & Interviews

Your application (CV and Cover Letter) must be submitted online in ONE Word document by 12 noon on Friday 14th May 2021. Applications not submitted in this format or after this time will not be considered/accepted.

Interviews are expected to take place in week beginning 24 May 2021

Please note that while applicants may meet the eligibility requirements of the competition, it is anticipated that the numbers applying for the position are such that it may not be practical to interview everyone.