Application Form

Position Applied For: Clerical Officer

Candidates must clearly outline on their application form how their qualifications and experience meet each competency to ensure equality of opportunity for all applicants:

Notes for Applicants:

1. Please complete each section of the form in no smaller than size 10 font.
2. All sections of this form should be completed in full. Curriculum Vitae will not be reviewed either as a substitute or in addition to this form.
3. Applications should only be submitted by email to [careers@piab.ie](mailto:careers@piab.ie) with the subject line titled Clerical Officer Application.
4. If you have a disability and this precludes you from completing this application form and/or submitting it by the closing date, please contact Human Resources at [careers@piab.ie](mailto:careers@piab.ie) for alternative arrangements and/or reasonable adjustments in advance of the closing date.
5. Please read the candidate information booklet, which provides useful information about the requirements of this post.
6. Responses more than the stated 200-word limit (per section), late or incomplete applications will not be considered.
7. All information will be treated with the strictest confidence.
8. Candidates should note that the information in the application form will play a central part in the short-listing process. The decision to include you on the short-list of candidates going forward to the next stage of the process will be determined based on the information you supply at this stage. The information may be discussed in more depth should you be called to interview.

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| **Personal Details**  Name:  Email address:  Day Time Contact Number:    Are there any restrictions on your right to work in this country? |

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| **2. Educational Qualifications & Training (Most recent first)** | | |
| **Qualifications / Award** | **Institution** | **Year** |
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Please detail below, in date order (starting with your current role), full particulars of all employment (including any periods of unemployment (between the date of leaving school or college and the present date.)

No period between these dates should be unaccounted for. You may add new records as required

| **2. EMPLOYMENT HISTORY (Most recent first)** | | | |
| --- | --- | --- | --- |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date** (Day, Month and Year) |  | **End Date** (Day, Month and Year) |  |
| **Brief Summary  of Role** (Max 200 words – please note only the first 200 words will be considered as part of the application) |  | | |
| **Reason for Leaving** |  | | |

| **EMPLOYMENT HISTORY (Most recent first)** | | | |
| --- | --- | --- | --- |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date** (Day, Month and Year) |  | **End Date** (Day, Month and Year) |  |
| **Brief Summary  of Role** (Max 200 words – please note only the first 200 words will be considered as part of the application) |  | | |
| **EMPLOYMENT HISTORY (Most recent first)** | | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date** (Day, Month and Year) |  | **End Date** (Day, Month and Year) |  |
| **Brief Summary  of Role** (Max 200 words – please note only the first 200 words will be considered as part of the application) |  | | |

COMPETENCY ASSESSMENT

In the following sections, you are asked to describe some of your personal achievements to date that demonstrate certain skills and abilities which have been identified as necessary for the position of Clerical Officer within PIAB.

In the spaces below, briefly set out, **in no more than 200** words, what you consider to be a good example of how you demonstrated your ability in each of the areas 1 to 4. Your example should include a brief description of the nature of the task/problem, which demonstrated the skill required and the outcome, you should not use theoretical examples or definitions.

Please try not to use the same example to illustrate your answer repeatedly.

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| 1) Delivery of Results  In the space below, please give examples from you own experience which demonstrates your practical experience of following procedures and protocols and completing work in a timely manner and working with a high-volume case load of data entry and data processing.  Max 200 words  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 2) Teamwork  A Clerical Officer will demonstrate an ability to work co-operatively and collaboratively within and across the PIAB and contributing positively to achieving the Board’s goals in a respectful manner.  The successful candidate will be required to demonstrate a team-oriented approach to all work, and to display diplomacy and courtesy when interacting with others.  In the space below, please give an example of a situation which demonstrates this competency e.g. how you have shown respect for colleagues and brought your experience/expertise from previous projects to bear on existing issues.  Max 200 words |
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| 3) Information Management and Processing  A Clerical Officer (CO) will be required to manage their workload in a thorough and organised manner. They will follow procedures and protocols with an appreciation and understanding of why the procedures are in place.  In the space below, please give an example of a situation which demonstrates your ability to complete work accurately and in a timely manner and your ability to identify and appreciate the urgency and importance of different tasks.  Max 200 words |
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| 4) Customer Service and Communication Skills  Effective communication is the ability to actively listen to understand and to communicate with others in a manner that conveys the key messages and is appropriate to the audience. Effective communication will lead to the high quality and accessible service of the Board.  A Clerical Officer must show an ability to effectively communicate, both verbally and in writing, with individuals and groups.  Using a specific example please detail a situation which demonstrates you possess these skills.  Max 200 words |
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| 5) Please provide below a short (i.e. no more than 200 words) cover letter/personal statement outlining why you wish to be considered for the post and where you believe your technical skills and experience meet the requirements as outlined in the job description for the position of Clerical Officer in the Personal Injuries Assessment Board. |
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I hereby declare that the information given in this form is correct and give my permission for enquiries to be made to establish such matters as, experience, absence rates, qualifications and character and for the release by other people or organisations of such information as may be necessary to the PIAB for that purpose. This may include enquiries to past/present employers. The submission of this application is taken as consent to this.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PIAB actively welcome applications from people from all backgrounds, and do not discriminate based on gender, age, race, religion, marital status, sexual orientation, disability, membership of the Travelling community, or family status. PIAB is committed to having an inclusive workplace where every employee feels they belong

Please return this completed application form with the email subject title “Clerical Officer” to [careers@piab.ie](mailto:careers@piab.ie) by 11th of December 2023.