LEABHRÁN EOLAIS D'IARRTHÓIRÍ

Léigh go cúramach le do thoil

INFORMATION BOOKLET FOR CANDIDATES

Please read carefully.

Comórtas oscailte le haghaidh ceapachán mar
Threoraí Séasúrach/Oifigeach Eolais
Oifig na nOibreacha Poiblí.
Dáta Deireanach: dé Chéadaoin, 14 Aibreán 2021

Open Competition for appointment to temporary positions of
Seasonal Guide/Information Officer
Office of Public Works.
Closing Date: Wednesday 14th April 2021

Ní mór foirm iarratais a sheoladh tríd an tSeirbhís um www.heritageireland.ie agus ba chóir aon cheist maidir leis an bpróiseas iarratais a dhíriú ar an guiderecruitment@opw.ie.

Applications must be submitted through www.heritageireland.ie and queries regarding the applications process should be directed to guiderecruitment@opw.ie

Tá Oifig na nOibreacha Poiblí freagrach as chuile ghné den chomórtas.

The Office of Public Works is responsible for all elements of this recruitment competition.

Tá Oifig na nOibreacha Poiblí tiomanta do bheartas comhdheiseanna.

The Office of Public Works is committed to a policy of equal opportunity.

Tá an t-eolas seo cruinn le linn dul i gcló.

Information correct at time of going to Press.

CLÁR

Leathanach

(A) An Post 3

(B) Riachtanais 4

(C) Coinníollacha Seirbhíse 5

1. Ráta Pá 5
2. Seachtain Oibre 5
3. Pá Domhnaigh 5
4. Teidlíocht Saoire 5
5. Pá Breoiteachta 5
6. Uaireanta Oibre 6
7. Timpeallacht Oibre Fhisiciúil agus Cumas Iarrthóirí 6
8. Gnás Feistis 6
9. Aoisliúntas 7
10. Fostaíocht Eile 7
11. Coinníollacha Incháilitheachta agus Fostaíochta 8

(D) Liosta suíomhanna ina bhfuil poist inlíonta 8

(E) An Próiseas Iarratais agus Roghnúcháin 9

1. Conas Iarratas a Dhéanamh 9
2. Spriocdháta 10
3. An Próiseas Roghnaithe 10
4. Aiseolas 11

(F) Eolas Gineralta 10

1. Nuair a mheastar iarrthóireacht a bheith tarraingte siar 11
2. Imréiteach Slándála 12
3. Tábhacht Rúndacht 12
4. Seirbhís Ardchaighdeán do Chustaiméirí 13
5. Cearta Iarrthóirí – Próiseas Athbhreithnithe 13 14
6. Oibleagáidí na nIarrthóirí 15
7. Cosaint Sonraí

TABLE OF CONTENTS

Page

(A) The Position 3

(B) Essential Requirments 4

(C) Conditions of Service 5

1. Rate of Pay 5
2. Working Week 5
3. Sunday Pay 5
4. Leave Entitlement 5
5. Sick Pay 5
6. Hours of Attendence 6
7. Physical Work Environment & 6
8. Candidate Capabilities
9. Dress Code 6
10. Superannuation 7
11. Other Employment 7
12. Eligibility & Employment Conditions 8

(D) List of sites with fillable positions 8

(E) The Application and Selection Process 9

1. How to Apply 9
2. Closing Date 10
3. The Selection Process 10
4. Feedback 11

(F) General Information 10

1. Deeming of Candidature to be withdrawn 11
2. Security Clearance 12
3. The importance of Confidentiality 12
4. Quality of Customer Service 13
5. Candidates Rights – Review Procedures 13 14 15
6. Candidates Obligations
7. Data Protection

Treoraí Séasúrach/Oifigeach Eolais

(A) AN POST

Tá Seirbhísí Chuairteoirí Oifig na nOibreacha Poiblí ag lorg daoine díograiseacha chun a bheith páirteach i bhFoireann Treoraithe ag Láithreáin Séadchomhartha Náisiúnta/ Réadmhaoin Stairiúil Náisiúnta faoina gcúram. Úsáidfar an comórtas seo le réimse poist sealadacha/ séasúracha a líona i mbliana, a bhfuil réimse dátaí tosaithe agus achair chonraithe ag baint leo.

Áirithe i Ról na Treoraithe Séasúracha/ Oifigigh Eolas beidh:

Caomhnú an Láithreáin

Stiúradh agus eagrú cuairteoirí chun ord a choimeád agus chun a chinntiú nach gcuirfear isteach ar an láithreáin

Cinntiú go gcloífear le pé rialacha atá ann do chuairteoirí.

Bheith freagrach as slándáil agus sábháilteacht ag an láithreáin.

Fáiltiú Roimh Chuairteoirí & na dualgais a bhaineann leis

Fáilte a chur roimh cuairteoirí chuig an láithreán

Cuntas ar an an láithreán agus na háiseanna a thabhairt do chuairteoirí

Riarachán ticéid agus admhálacha

Litríocht, cártaí poist agus póstaeir a dhíol

Airgead a chomhaireamh agus na fáltais a réiteach

Stoc a chomhaireamh

An oifig fáiltithe agus áiseanna eile an láithreáin a choinneáil glan agus slachtmhar

Gléas closamhairc nó fearas cuí eile a oibriú

Déileáil le fiosrúcháin faoin gceantar agus na háiseanna do chuairteoirí ann

Déileáil le fiosrúcháin fón

Seasonal Guide/Information Officer

(A) ABOUT THE POSITION

Visitor Services of the Office of Public Works currently seek enthusiastic people to join their dedicated Guide Teams at National Monument/National Historic Property Sites under their remit. This competition will be used to fill a range of temporary/seasonal posts over the next year, which have a range of different start dates and contract durations.

The role of the Seasonal Guide/Information Officer will include:

Protection of the Site

Supervising and controlling visitors so as to maintain order and prevent interference with the site

Ensuring that any rules for visitors are observed

Being responsible for security and safety at the site

Visitor Reception & related duties

Welcoming visitors to the site

Introducing visitors to the site and its facilities

Administering admission tickets and receipts

Selling literature, postcards and posters

Counting money and reconciling receipts

Counting stock

Keeping reception area and other site facilities clean and tidy

Operating audio visual or other appropriate equipment

Dealing with enquiries about the area and its visitor facilities

Dealing with phone enquiries

Déileáil le háirithintí don láithreán	Handling bookings for the site
Léirmhíniú & Turais Treoraithe an Láithreáin	Interpretation of the Site
Tú féin a chur ar an eolas faoi gach gné de thábhacht agus cúlra an láithreáin	Familiarisation with all aspects of the importance and story of the site
Do thráchtaireacht turais féin a fhorbairt i gcomhairle leis an stiúrthóir agus na treoraithe eile	Developing own tour commentary in conjunction with supervisor and other guides
Turais treoraithe a stiúradh	Giving guided tours
Turas treoraithe a chur in oiriúint do ghrúpaí ar leith	Adapting a guided tour to suit a particular group
Turais treoraithe sa Bhéarla nó teangacha eile a stiúradh, má oireann	Conducting guided tours through Irish or other languages, where applicable
Bainistíocht Imeachtaí	Event Management
Déileáil le mionfhiosrúcháin faoi ghnéithe ar leith den láithreán	Dealing with detailed enquiries about particular features of the site
Dualgais lasmuigh lena n-áirítear Maoirseacht Páirce ach gan a bheith teoranta dóibh	Outdoor duties to include but not limited to Park Stewarding
Ina theannta sin, beidh ar an sealbhóir poist aon dualgas atá in oiriúint don phost, a thugtar dó/di ó am go chéile, a chomhlíonadh agus páirt a ghlacadh i bhforbairt an post an fhad agus atá sé/sí i seilbh oifige.	In addition, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.
D'fhéadfadh gníomhaíochtaí coirp a bheith i gceist le gnéithe den ról seo, dá bhrí sin ní mór don iarrthóir a bheith corpacmhainneach.	Aspects of this role may be physically demanding therefore a reasonable level of general fitness is required.
(**B) RIACHTANAIS**	**(B) ESSENTIAL REQUIREMENTS**
Ní mór d'iarratasóirí na nithe seo leanas a bheith acu:	Candidates must have:
Feasacht ar an Oidhreacht agus tuiscint agus spéis sa Stair	Heritage awareness and an appreciation & interest in history
Tuiscint ar réasúnaíocht stairiúil agus modheolaíocht taighde	An understanding of historical reasoning and research methodology
Cumas dul i dteagmháil le agus cláir a dhéanamh do lucht féachana éagsúil, daoine aonair agus pobail, ar an láthair agus ar líne	Ability to engage with and programme for diverse audiences, individuals and communities, on-site and on-line

Taithí oibre iomchuí	Relevant work experience
Cumas obair i bhfoireann	The ability to work as part of a team
Toilteanas glacadh le treoir	The willingness to take direction
Scileanna cumarsáide den scoth lena n-áirítear muinín agus cumas cuir i láthair a dhéanamh do ghrúpaí	Excellent interpersonal and communication skills including confidence and an ability to address groups
Dea-bhreithiúnacht agus scileanna cinnteoireachta	Sound judgement and decision making ability
Suim i leith soiléireacht agus caighdeán oibre	Concern for clarity and work quality
Taithí ar chóras agus nósanna imeachta TFC	Experience of working with ICT systems and procedures
Feasacht ar Shláinte agus Sábháilteachta	Awareness of health and safety
Feasacht ar ghá an láithreán a chaomhnú	Awareness of the need to protect the site
Tiomantas do Sheirbhísí do Chustaiméirí ar Ardchaighdeán agus	Commitment to Quality Customer Service and
Ní mór d'iarrthóirí a bheith 18 mbliana d'aois nó os a chionn ar an 1 Eanáir 2020. Caithfidh duine dul ar scor nuair a bhainfidh sé/sí 70 bliain d'aois amach.	Candidates must be at least 18 years of age on 1st January 2021. Retirement is compulsory on reaching 70 years of age.

(C) COINNÍOLLACHA SEIRBHÍSE

Eolas Ginearálta um Fhostaíocht mar Threoraí Séasúrach/Oifigeach Eolais

1. Ráta Pá

Ba chóir d'iarrthóirí a thabhairt faoi deara go dtosófar ag íosmhéid an scála agus ní bheidh caibidlíocht tuarastail i gceist. D'fheadfadh an ráta íocaíocht a bheith leasaithe ó am go h-am ar aon dul le beartas rialtais. (€11.78 - €19.55 san uair).

2. Seachtain Oibre

Uaireanta faoi mar a leagtar amach sa chonradh, a mhéid le 39 uair an chloig sa tseachtain a chuirtear ar uainchlár i gcaitheamh 7 lá, an Satharn, an Domhnach agus Saoirí Poiblí san áireamh

3. Pá Domhnaigh

Am + Am le haghaidh uaireanta a oibrítear

4. Teidlíocht Saoire

(C) CONDITIONS OF SERVICE

General Information for Employment as a Seasonal Guide/Information Officer

1. Rate of Pay

Candidates should note that entry will be at the minimum of the scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government policy (€12.08 - €19.95 per hour).

2. Working Week

Hours as set out in Contract, up to 39 hours per week rostered over 7 days including Saturdays, Sundays and Public Holidays, generally 2 days off per week, where possible together.

3. Sunday Pay

Time + Time for hours actually worked

4. Leave Entitlement

Dearbhófar Saoire Bliaintiúl na Treoraithe Séasúracha le suim pro-rata den uasmhéad 25 lá. Íochtar pá in ionad saoire ag deireadh na tréimhse oibre, más cuí.

Seasonal Guides will have their annual leave allowance determined by a pro-rata amount of the 25-day maximum which is the full year allowance. Where applicable, pay in lieu of leave is paid at the end of the working period.

5. Pá Breoiteachta

Íocfar saoire bhreoiteachta i gcomhréir le Scéim Saoire Breoiteachta na Seirbhíse Poiblí. Tá na rialacháin in Ionstraim Reachtúil (R.I.) Uimh. 124 de 2014 agus rialacháin leasaithe 2015 SI 384 de 2015, tá cóip di seo ar fáil ag

http://www.irishstatutebook.ie/eli/2014/si/124/made/en/pdf

https://hr.per.gov.ie/Sick-Leave-Amendment-Regulations-2015-SI-384-of-2015.pdf

5. Sick Pay

Sick leave will be paid in accordance with the Public Service Sick Leave Scheme. The regulations are contained in Statutory Instrument (S.I.) No 124 of 2014 and Amended Regulations 2015 SI 384 of 2015, a copy of which is available at
http://www.irishstatutebook.ie/eli/2014/si/124/made/en/pdf

https://hr.per.gov.ie/Sick-Leave-Amendment-Regulations-2015-SI-384-of-2015.pdf

6. Uaireanta Oibre

Níl uaireanta seasta ann, ach socrófar uaireanta oibre ag braith ar riachtanaisí bainistíocht áitiúl le linn thréimhse do fhostaíocht.

6. Hours of Attendence

Hours are not fixed but the actual hours of attendance will be arranged according to local management requirement during the period of your employment.

7. Timpeallacht Oibre Fhisiciúil agus Cumas Iarrthóra

Teastaíonn obair fhorleathan ghutha chun tabhairt faoi thurais agus déileáil le grúpaí cuairteoirí. Bíonn obair i ndrochaimsir, obair i spásanna teoranta, ar airdí agus ar thalamh mhíchothrom i gceist ag suíomhanna áirithe. Tabhair faoi deara, le do thoil, bíonn talamh i suíomhanna áirithe dúshlánach.

7. Physical Work Environment and Candidate Capabilities

Undertaking tours and dealing with visitor groups requires extensive vocal work. Outdoor work in inclement weather, work in confined spaces, at heights and on uneven ground are factors at certain sites. Please note that some sites have terrain that is challenging.

Trí iarratas a dhéanamh ar an bpost, deimhníonn an t-iarratasóir nach ann d'aon rud ar bhunús sláinte a chuirfeadh cosc ar an iarratasóir ó riachtanais an phoist a shásamh ar bhealach comhsheasmhach agus sásúil agus bíonn an t-iarratasóir go hiomlán inniúil, go hiomlán cumasach agus ar fáil chun tabhairt faoi dhualgais an phoist.

By applying for the position, the applicant is confirming that there is nothing on the grounds of health which would preclude the applicant from meeting the requirements of the position in a consistent and satisfactory manner and the applicant is fully competent, fully capable and available to undertake the duties of the post.

Beidh ar cheapaithe ceistneoir sláinte ar líne a chomhlánú agus beidh orthu a dhearbhú, chomh maith, sula gceaptar iad, go bhfuil ar a lánchumas acu tabhairt faoi na dualgais a bhaineann leis an bpost. Le bheith fostaithe sa phost, beidh ar an gceapaí a bheith in ann riachtanais an phoist a shásamh go hiomlán i gcónaí.

Appointees will be required to complete an online health questionnaire and will also be required to declare, before appointment, that they are fully capable of undertaking the duties attached to the position. Employment in the position will be subject to the appointee remaining fully capable of meeting the requirements of the position.

Más mian le hiarrthóir aon chóiríocht, oiriúnú nó éascaíocht san ionad oibre a iarraidh, tá dualgas ar an iarrthóir, i ndiaidh dó/di tairiscint cheapacháin a fháil, chun fógra a thabhairt do OOP maidir leis sin láithreach.

If a candidate wishes to request any workplace accommodation, adaptation or facilitation, upon receiving an offer of appointment, the candidate is obliged to notify the OPW of same by return.

8. Gnás Feistis

Cuirtear éide threorach ar fáil ag suíomhanna áirithe. Seachas sin, b'fhéidir go mbeidh liúntas éide treorach iníoctha nuair is riachtanas bainistíochta é a threoraíonn oiriúnú do chóras éadaí dathchódaithe

8. Dress Code

A guide uniform is provided at certain sites. Otherwise, a guide uniform allowance may be payable where it is a management requirement that guides adapt a colour coded clothing regime.

9. Aoisliúntas

I gcás treoraí/oifigeach eolais a earcaíodh roimh 1 Eanáir 2013, cuirtear sochair aoisliúntais ar fáil faoi réir fhorálacha na Scéime Aoisliúntais Neamh-Ranníocach le haghaidh Státseirbhísigh Neamhbhunaithe. Tá ballraíocht sa scéim éigeantach.Go ginearálta, is ag aois 65 is túisce a íocfar pinsean. D'fhéadfadh aois pinsin níos luaithe a bheith feidhmeach do cheapaithe a mheastar nach 'iontrálaithe nua' iad mar a shainítear in Acht um Aoisliúntas Seirbhíse Poiblí (Forálacha Ilghnéitheacha) 2004.Bronntar Pinsin do Chéilí agus Leanaí faoi réir forálacha na Scéime Ranníocach do Chéilí agus Leanaí le haghaidh Státseirbhísigh Neamhbhunaithe. Tá ballraíocht sa scéim éigeantach. Is gá do ceapaithe a mheastar nach 'iontrálaithe nua' iad mar a shainítear in Acht Um Aoisliúntas na Seirbhíse Poiblí (Forálacha Ilghnéitheacha) 2004 dul ar scor nuair a shroicheann siad aois 70.

9. Superannuation

For a guide/information officer recruited before 1 January 2013 superannuation benefits are provided in accordance with the terms of the Non-Contributory Superannuation Scheme for Non-Established Civil Servants. Membership of the scheme is compulsory. In general, 65 is the minimum age at which pension is payable. However, for appointees who are deemed not to be 'new entrants' as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, an earlier minimum pension age may apply. Spouses' and children's pensions are granted under the terms of the Contributory Scheme for the Spouses and Children of non-established Civil Servants. Membership of the scheme is compulsory. For appointees who are deemed not to be 'new entrants' as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, retirement is compulsory on reaching 70 years of age.

I gcás treoraí/oifigeach eolais a earcaíodh ó 1 Eanáir 2013 i leith, cuirtear na sochair aoisliúntais ar fáil i gcomhréir le téarmaí Scéim Aonair Pinsean na Seirbhíse Poiblí (mar atá sainmhínithe san Acht um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile), 2012. Tá ballraíocht sa scéim seo éigeantach. Agus tú mar bhall de Scéim Aonair Pinsean na Seirbhíse Poiblí, socraítear an aois is ísle ag ar féidir pinsean a íoc, ag 66 ar dtús (agus é ag méadú i gcomhréir le méaduithe aoise an Phinsin Stáit go 67 in 2021 agus 68 in 2028). Caithfidh duine dul ar scor nuair a bhainfidh sé/sí 70 bliain d'aois amach.

For a guide/information officer recruited from 1 January 2013, the superannuation benefits are provided in accordance with the terms of the Single Public Service Pensions Scheme (as defined in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. Membership of the scheme is compulsory. As a member of the Single Public Service Pensions Scheme, the minimum age at which the pension is payable is set, initially at 66 years (rising in step with the State Pension age increases to 67 in 2021 and 68 in 2028). Retirement is compulsory on reaching 70 years of age.

Nuair a dhéanfar an ceapachán, déanfaidh an Roinn/ Oifig fostú an cinneadh, i bhfianaise stair fostaíochta an té atá le ceapadh, cé acu atá sé nó sí ina '(h)iontrálaí nua' nó nach bhfuil. Moltar d'iarrthóirí breathnú ar Alt 2 den Acht Um

At the time of being offered an appointment, the employing Department/Office will, in the light of the appointee's employment history, determine whether he or she is a 'new entrant' or not.

Aoisliúntas Seirbhíse Poiblí (Forálacha Ilghnéitheacha) 2004 maidir leis an sainmhiniú ar 'iontrálaí nua'. Tá an téacs de Alt 2 agus den Acht ar fáil ar an láithreán gréasáin www.oireachtas.ie.

Beidh ar iarratasóirí aon teidlíochtaí do shochar pinsean Seirbhíse Poiblí a dhearbhú (atá á n-íoc nó atá á gcaomhnú) ó aon fhostaíocht Seirbhíse Poiblí eile.

10. Fostaíocht Eile

Ní féidir le ceapaithe a bheith fostaithe ag comhlacht seirbhíse poiblí i rith thréimhse an cheapacháin le OOP.

Caithfidh iarrthóirí atá as láthair, agus faomhadh tugtha don asláithreacht sin, ó fhostaíocht eile a chinntiú nach bhfuil a dtéarmaí asláithreachta á neamhchomhlíonadh trí ghlacadh le post le OOP; caithfear cruthúnas na dtéarmaí seo a sholáthar dúinn.
Caithfidh iarrthóirí atá fostaithe ar scéimeanna fostaíochta pobail a gcáilitheacht don phost a dheimhniú, agus cruthúnas a sholáthar, i leith a gcáilitheachta don phost, ag a soláthraí.

11. Coinníollacha Cáilitheachta agus Fostaíochta

Tá an t-iarrthóir freagrach as a chinntiú go sásaíonn sé/sí na riachtanais cháilitheachta agus go bhfuil ar a c(h)umas glacadh leis an bpost seo agus riachtanais an phoist seo a shásamh. Má theipeann air/uirthi aon chinn de na riachtanais cháilitheachta agus na coinníollacha a bhaineann leis an bpost a shásamh, cuirfear deireadh le Conradh an iarrthóra, má eisíodh ceann.

(D) LIOSTA SUÍOMHANNA INA BHFUIL POIST INLÍONTA
(De réir Contae in ord aibítre)

Cnuasach Tuaisceart Corcaigh - Garrán Anna / Cúirt Dhún ar Aill
Gaillimh – Caisleán Achodhna Nlúr
Luimnigh – Caisléan Eas Géitine .

Candidates are advised to consult Section 2 of the Public Service Superannuation (Miscellaneous Provisions) Act 2004 in relation to the definition of “new entrant”. The text of Section 2 and of the Act is available on the website www.oireachtas.ie.

Appointees will be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment.

10. Other Employment

Appointees cannot be employed by another public service body during the period of appointment with the OPW.

Candidates who are on approved absences from other employment must ensure they are not impinging on their terms of absence by taking up a position with the OPW; proof of these terms must be supplied to us.

Candidates engaged on community employment schemes must determine, and supply proof, of their eligibility for the position, by their provider.

11. Eligibility and Employment Conditions

The candidate is responsible for ensuring that s/he meets the eligibility requirements and is capable of taking up and meeting the requirements of this position. Failure to meet any of the eligibility requirements and conditions attached to the position will result in the candidate having their Contract terminated should one have been issued.

(D) LIST OF SITES WITH FILLABLE POSITIONS
(By County in alphabetical order)

Cork North Cluster - Annes Grove /Donerail Court
Galway – Aughnanure Castle
Limerick – Askeaton Castle and Friary

(E) PRÓISEAS IARRATAIS AGUS ROGHNAITHE

1. Conas iarratais a dhéanamh

Tá an foirm iarratais le fail ar www.heritageireland.ie **amháin.**

Ní mór an Foirm Iarratais a líona agus a sheoladh go leictreonach ar www.heritageireland.ie

Ní ghlacfar le iarrataisí ón posta nó ó facs.

Conas Iarratas a Dhéanamh

Ní mór an fhoirm iarratais a chomhlíonadh agus a chur isteach in aon seisiún amháin ar do bhrabhsálaí. Níl aon deis d'fhoirm a shábháil agus filleadh ar an leathanach idirlín chun í a chríochnú sula gcuirtear isteach í. Ná déan athnuachan agus ná brúigh an cnaipe siar ar do bhrabhsálaí sula gcuireann tú an fhoirm chomhlíonta isteach – ní dhéanfar aon eolas atá curtha isteach ag an bpointe sin a shábháil. Cinntigh, le do thoil, go dtuigeann tú riachtanais na foirme sula dtosaíonn tú.

Ní mór gach cuid den fhoirm a chomhlíonadh.

Ní ghlacfar ach le hiarratais a chuirtear isteach go hiomlán ar líne san fheachtas. **Ní ghlacfar le hiarratais tar éis an dáta dúnta.**

Teagmháil

Mura bhfaigheann tú admháil ar d'iarratas taobh istigh de 24 lá oibre ó lá d'iarratais, cuir glaoch ar **guiderecruitment@opw.ie**

D'fhéadfadh go mbeadh gearrliosta i gceist sa chomórtas seo agus mar sin ní gá go cuirfear agallamh ar gach iarrthóir. Ní thugann cead isteach iarrthóra do chomórtas, nó cuireadh chun agallaimh, le tuiscint go nglacann Oifig na n-Oibreacha Poiblí leis go gcomhlíonann an t-iarrthóir úd na riachtanais nó nach bhfuil an t-iarrthóir dícháilithe ó cheapachán, de réir dlí. Ní ráthaíonn sé, ach oiread, go bpléifear a thuilleadh le d'iarratas.

(E) THE APPLICATION AND SELECTION PROCESS

1. How to apply

The Application Form is **only** available on www.heritageireland.ie

The Application Form must be completed and submitted electronically on www.heritageireland.ie

Applications will not be accepted by post or Fax

How to Apply

The application form must be completed and submitted during a single session on your browser. There is no facility to save your form and return to the web page to complete before submitting. Do not refresh or use the back button on your browser before submitting your completed form, any data entered at that point will not be saved. Please familiarise yourself with the form requirements before commencing.

All sections of the form must be fully completed.

Only applications fully submitted online will be accepted into the campaign. **Applications will not be accepted after the closing date**

Contact

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact**:** **guiderecruitment@opw.ie**

The admission of a person to a competition is not to be taken as a guarantee of interview as shortlisting may apply. Furthermore, an invitation to attend interview is not to be taken as implying that the Office of Public Works is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration.

Tá de dhualgas ort a chinntiú go gcomhlíonann tú riachtanais cháilitheachta an chomórtais sula gcuirtear faoi agallamh túi. Mura gcomhlíonann tú na bunriachtanais iontrála seo agus má théann tú faoi agallamh dá ainneoin sin, cuirfidh tú costas gan ghá ort féin. Ní bheidh Oifig na n-Oibreacha Poiblí freagrach as costais ar bith a tharraingeoidh iarrthóir air/uirthi féin a aisíoc.

2. Spriocdháta

Ní mór do's na Foirm Iarratais a bheith líonta roimh 5i.n. 14 Aibreán 2021.

3. An Próiseas Roghnaithe

D'fheadfadh na nithe seo a leanas a bheith áirithe sa phróiseas roghnaithe:

- Gearrliostú iarrthóirí de réir an eolais atá ar fáil ar a bhfoirmeacha iarratais

- Agallamh Iomaíoch

Déanfar breithniú ar iarrthóirí d'agallamh dá gcéad rogha suímh. Mura gcuirtear ar ghearrliosta iad nó mura n-éiríonn leo ag an agallamh, ní dhéanfar breithniú orthu dá dara rogha.
Ní dhéanfar breithniú ar dara rogha iarrthóra ach amháin i gcásanna ina dteiptear ar phoist a líonadh agus caithfidh gur éirigh leis an iarrthóir in agallamh agus gur cuireadh é/í ar 'cúlphainéal' ag an gcéim sin.

Ba cheart d'iarrthóirí a bheith ar fáil ar na dátaí a leagann Oifig na n-Olbreacha Poiblí amach agus ba cheart dóibh a chinntiú go bhfuil na sonraí teagmhála a sholáthraítear ar an bhfoirm iarratais cruinn agus ceart. Ní bheidh Oifig na n-Oibreacha Poiblí freagrach as aon chostas a tharraingíonn iarrthóirí orthu féin.

I gcás go dtugtar faoi chleachtadh gearrliostaithe, scrúdóidh bord saineolaithe na foirmeacha iarratais agus déanfaidh siad iad a mheasúnú in aghaidh critéir réamhchinnte bunaithe ar riachtanais an phoist agus an lín dhóchúil poist inlíonta in aon láthair ar bith. Is ar mhaithe leat féin, mar sin, go dtabharfá mionchuntas cruinn ort féin, idir cháilíochtaí agus taithí, ar an bhfoirm iarratas.

Ag brath ar riachtanais an láithreáin féadfar an próiseas Gearrliostaithe a dhéanamh níos mó ná

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 Office of Public Works will not be responsible for refunding any expenses incurred.

2. Closing Date

The Application Form must be completed no later than 5pm, 14 April 2021.

3. The Selection Process

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

- Short-listing of candidates on the basis of the information contained in their applications

- On merit following a competitive interview

Candidates will be considered for interview for their first choice site. Should they not be shortlisted or unsuccessful at interview they will not be considered for their second choice site. Only in cases where positions fail to be filled will a candidate's second choice be considered, the candidate must have successfully passed an interview and be placed on a 'reserve panel'.

Candidates should make themselves available on the date(s) specified by the Office of Public Works and ensure that the contact details specified on the application form are correct. The Office of Public Works will not be responsible for refunding any expenses incurred by candidates.

In the event of a shortlisting exercise being employed an expert board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position and the likely number of fillable positions in any location. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/ experience on the application form.

Depending on site requirements the Shortlisting process may be carried out more than once and

uair amháin agus tabharfar cuireadh chun agallaimh d'iarrthóirí de réir mar a bhíonn gá le foireann

Sula moltar duine don cheapachán seo, déanfaidh Oifig na n-Oibreacha Poblí gach fiosrúchán a cheaptar is gá chun oiriúnacht an iarrthóra a shocrú. Ní féidir socrú deiridh a dhéanamh nó ní féidir glacadh leis go bhfuil socrú deiridh déanta, go dtí go mbeidh gach staid den phróiseas earcaíochta críochnaithe go hiomlán. Sa chás go ndiúltaíonn duine a mholtar do cheapachán an ceapachán sin, nó má éiríonn sé/sí as tar éis dó/di glacadh leis an gceapachán, féadfaidh Oifig na n-Oibreacha Poiblí, mar is toil leo, duine eile a roghnú agus a mholadh le ceapadh de thoradh an chomórtais seo.

candidates will be invited for interview as the need for staff arises

Prior to recommending any candidate for appointment to this position the Office of Public Works 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 or inferred that such a determination has been made. Should the person recommended for appointment decline, or having accepted it, relinquish it, the Office of Public Works may at its discretion, select and recommend another person for appointment on the results of this selection process.

4. Aiseolas

Tabharfar aiseolas ar fáil ar iarratas tar éis gach céim den phróiseas roghnaithe.

(F) EOLAS GINEARÁLTA

1. Nuair a mheastar iarrthóireacht a bheith tarraingthe siar

Glacfar leis go bhfuil a n-iarrthóireacht tarraingthe siar ag iarrthóirí nach bhfreastalaíonn ar agallamh ag an am cuí san áit chuí nó nach soláthraíonn, má iarrtar a leithéid orthu, cibé fianaise atá de dhíth ar Oifig na n-Oibreacha Poiblí i dtaca le hábhar ar bith a bhaineann lena n-iarrthóireacht.

2. Imréiteach Garda/Slándála

Ceanglófar ar gach iarrthóir agus a n-oiriúnacht á chinneadh páirt a ghlacadh i nGrinnfhiosrúchán an Gharda Síochána sula mbronnfar Conradh Séasúrach fostaíochta orthu.

Seolfar foirm iarratais trí ríomhphost d'iarrthóirí a mheastar a bheith oiriúnach do Chonradh Séasúrach, ní mór an fhoirm seo a chomhlánú agus a sheoladh ar ais go pearsanta chuig an mbainisteoir láithreáin. Iarrfar ar iarrthóirí cóip d'Aitheantas Grianghrafadóireachta agus cruthúnas de sheoladh reatha a thabhairt leo maraon leis na doiciméid bhunaidh lena bhfíorú. Nuair a fhaightear an t-eolas seo inár bPríomhoifig seolfar nasc chuig an iarrthóir chun iarratas níos

4. Feedback

Feedback will be available on request after each stage of the selection process.

(F) GENERAL INFORMATION

1. Deeming of Candidature to be withdrawn
Candidates who do not attend for interview where and when required by the Office of Public Works, or who do not, when requested, furnish such evidence, as the Office of Public Works require, in regard to any matter relevant to their candidature, will have no further claim to consideration.

2. Security/Garda Clearance

All candidates in determining their suitability will be required to take part in Garda Vetting in advance of being awarded a Seasonal Contract of employment.

Candidates who are deemed suitable for a Seasonal Contract will be sent an application form via email, this form must be completed and returned in person to the site manager. Candidates will also be required to bring a copy of Photographic Identification and proof of current address along with the original documents for verification. Once this information is received in our Head Office the candidate will be sent a link to complete a more detailed application for the National Vetting Bureau.

mionsonraithe a chomhlánú don Bhiúró Náisiúnta Grinnfhiosrúcháin.

Tabhair le fios le do thoil: Is ar an iarrrthóir féin a bheidh aon chostais bainteach leis an bpróiseas seo, i gcásanna áirithe d'fhéadfadh costais a bheith substaintiúil nuair a bhíonn imréiteach ag teastáil ó thíortha eile. A luaithe a bhíonn imréiteach ag duine ó cíbe tír ina raibh cónaí air áfach, is féidir é a úsáid ansin in aon phróiseas Grinnfhiosrúcháin Garda ar mhaith leo a bheith páirteach ann amach anseo.

Please note: Any costs associated with this process will be at the candidates own expense, in some cases costs may be substantial where clearance is required from other countries, however, once a person has clearance from whatever country they have resided in this can then be used in any Garda Vetting process they may wish to engage in going forward.

Imréiteach Thar Lear (Deimhniú Póilíní)

Má chónaigh tú lasmuigh de Phoblacht na hÉireann nó Tuaisceart Éireann fad a bhí tú os cionn 18 mbliana d'aois ar feadh tréimhse 6 mhí nó níos faide, tá ort Imréiteach Thar Lear (Deimhniú Póilíní) a sholáthar do gach ceann de na tíortha inar chónaigh tú. Caithfidh d'imréiteach slándála a bheith dátaithe i ndiaidh gur fhág tú an tír sin agus caithfidh sé tréimhse iomlán do chónaithe a chumhdach. Tá an t-iarratasóir freagrach as imréiteach a lorg ó thíortha eile agus caithfidh an t-iarratasóir íoc as na costais go léir a thaibhítear sa phróiseas. Próiseas atá ann a d'fhéadfadh roinnt ama a ghlacadh agus molaimid go gcoimeádann an t-iarratasóir an bhunchóip den cháipéis seo.

Ar mhaithe le cuspóirí OOP, ní mheasfar go mbeidh grinnfhiosrúchán iarratasóra críochnaithe go dtí go bhfaighimid an tImréiteach Thar Lear ábhartha (Deimhniú Póilíní).

Overseas Clearance (Police Certificate)

If you lived outside the Republic of Ireland or Northern Ireland while you were over 18 yrs old for a period of 6 months or more you are required to provide an Overseas Clearance (Police Certificate) for each of the countries in which you have resided. Your security clearance must be dated after you departed that country and cover the entire period of your residence. Seeking clearance from other countries is the responsibility of the applicant and all expenses incurred in the process are at the expense of the applicant. It is a process that can take an amount of time and we recommend that the applicant retains the original of this document.

For OPW purposes an applicant's vetting will not be considered to be completed until we receive the relevant Overseas Clearance (Police Certificate).

3. Tábhacht Rúndacht

Ba mhaith linn a chur in iúl duit go dtugaimid tosaíocht maidir le do rúndacht a chosaint. Pléitear le gach fiosrúchán, iarratas agus gach gné de na himeachtaí le hardrúndacht agus ní thugtar aon eolas do dhuine ar bith taobh amuigh díobh siúd a bhfuil baint dhíreach acu leis an ghné sin den phróiseas.

4. Seirbhís Ardchaighdeáin do Chustaiméirí

Tá sé mar aidhm againn scothsheirbhís ar ardchaighdeán a chur ar fáil dár gcustaiméirí ar fad. Má tá iarrthóirí míshásta, ar chúis ar bith, le gné ar bith den tseirbhís a chuirtear ar fáil, iarraimid orthu an t-ábhar a chur faoi bhráid an aonaid nó an chomhalta foirne i gceist. Tá sé seo

3. The Importance of Confidentiality

We would like to assure all applicants that protecting confidentiality is a main priority. Each applicant can expect, and we guarantee, that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

4. Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, applicants are unhappy with any aspect of the service received from us, we urge them to bring this to the attention of the unit or staff member

tábhachtach de bhrí go gcinntíonn sé go bhfuilimid ar an eolas faoin bhfadhb agus gur féidir gníomhú chun an scéal a leigheas.

5 Cearta Iarrthóirí - Próiseas Athbhreithnithe i leith an Próiseas Roghnaithe

Tá cead ag iarrthóir athbhreithniú a iarraidh ó dhuine sa chomhlacht earcaíochta (athbhreithneoir tosaigh). Má tá an t-iarrthóir fós míshásta tar éis an athbhreithnithe tosaigh seo, tá cead aige/aici iarraidh go ndéanfadh "eadránaí cinnidh" scrúdú ar chur i gcrích an athbhreithnithe tosaigh. De rogha ar an méid thuas, tá sé de rogha ag iarrthóir iarraidh go réiteofaí an cheist go neamhfhoirmiúil, mar atá leagtha amach thíos. Má tá iarrthóir fós míshásta tar éis a leithéid de phlé, d'fhéadfadh sé/sí athbhreithniú foirmiúil a iarraidh.

Próiseas neamhfhoirmiúil
Tá cead ag an iarrthóir leas a bhaint as an Athbhreithniú Neamhfhoirmiúil taobh istigh de 5 lá oibre ó fhógra an chinnidh thosaigh, agus ba chóir go dtarlódh sé idir an t-iarrthóir agus an duine a chur an cinneadh in iúl (nó an duine bainteach) de ghnáth. Má bhaineann an cinneadh atá á chur in iúl le céim eatramhach de phróiseas roghnúcháin, caithfidh an t-iarratas ar athbhreithniú neamhfhoirmiúil a bheith faighte taobh istigh de 2 lá oibre ó dháta faighte an chinnidh.
Má tá iarrthóir míshásta go fóill tar éis a leithéid de phlé neamhfhoirmiúil, tá cead aige/aici na nósanna imeachta foirmiúla atá leagtha amach thíos a leanúint.
Más mian le hiarrthóir go ndéanfaí déileáil leis an gceist trí athbhreithniú foirmiúil, caithfidh sé/sí a leithéid a dhéanamh taobh istigh de 2 lá oibre ó fhógra thoradh an athbhreithnithe neamhfhoirmiúil.

Próiseas foirmiúil
Athbhreithniú tosaigh
Caithfidh an t-iarrthóir a b(h)uarthaí maidir leis an bpróiseas a chur in iúl i scríbhinn do Phríomhoifigeach na Seirbhísí do Chuairteoirí, agus é/í ag leagan amach na ngnéithe sin den ghníomh nó den chinneadh maidir lena (h)iarrthóireacht ar ar mhaith leis/léi athbhreithniú a bheith déanta.
Caithfidh iarratas ar athbhreithniú a bheith déanta taobh istigh den 10 lá oibre ó fhógra an chinnidh thosaigh. I gcás go mbaineann an cinneadh le céim eatramhach de phróiseas roghnúcháin, caithfidh an t-iarratas ar athbhreithniú a bheith faighte taobh istigh den 4 lá oibre.
Ní thabharfar síneadh i gcás na dteorainneacha ama seo ach i gcásanna fíoreisceachtúla agus

concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

5. Candidates' Rights - Review Procedures in relation to the Selection Process

A candidate can seek a review 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 5 working days of notification of the initial decision, and it 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 2 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 2 working days of the notification of the outcome of the informal review.

Formal process
Initial review
The candidate must address his/her concerns in relation to the process in writing to the Principal Officer Visitor Services, 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 10 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 4 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 Principal Officer Visitor Services. The outcome must

beidh sé faoi rogha Phríomhoifigeach na Seirbhísí do Chustaiméirí amháin. Is gnách gur gá an cinneadh a chur in iúl don iarrthóir taobh istigh den 20 lá oibre tar éis don ghearán nó don iarratas ar athbhreithniú a bheith faighte. Gheobhaidh an t-iarrthóir torthaí an athbhreithnithe mar thuairisc scríofa.
Má tá iarrthóir míshásta le toradh an athbhreithnithe thosaigh, tá cead aige/aici athbhreithniú ag eadránaí cinnidh a iarraidh ar chur i gcrích an athbhreithnithe thosaigh.
Athbhreithniú ag an eadránaí cinnidh
Bíonn an t-eadránaí cinnidh ceaptha ag Príomhoifigeach na Seirbhísí do Chustaiméirí. Níl aon bhaint ag an eadránaí cinnidh leis an bpróiseas roghnúcháin agus déanfaidh sé/sí eadránú ar iarratais ar athbhreithniú i gcásanna nach bhfuil iarrthóir sásta le toradh an athbhreithnithe tosaigh. Níl dul thar chinneadh an eadránaí cinnidh maidir lena leithéid de chúrsaí.
Caithfidh iarratas a sheoltar chuig an eadránaí cinnidh a bheith faighte taobh istigh de 7 lá oibre ó fhógra thoradh an athbhreithnithe tosaigh.
Caithfidh toradh an imscrúdaithe a bheith curtha in iúl don iarrthóir i bhfoirm tuairisce scríofa taobh istigh de 10 lá oibre.

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 Principle Officer Visitor Services. The decision arbitrator is 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 is final.
A request made to the decision arbitrator must be received within 7 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.

6. <u>Oibleagáidí na nIarrthóirí</u>

Ní foláir d'iarrthóirí a thuiscint go ndícháileofar iarrthóirí de bharr canbhasála.agus go ndéanfar iad a eisiamh ón bpróiseas dá dheasca.

Níl sé ceadmhach ag iarrthóir:

- eolas bréagach a sholáthar go feasach nó go mearánta
- duine ar bith a chanbhasáil, le mealladh nó gan mhealladh
- pearsanú ar iarrthóir ag aon céim den phróiseas
- cur as nó baint den bpróiseas ar aon bhealach

Aon duine a sháróidh na forálacha thuas, nó a chuideoidh le duine éigin eile na forálacha thuas a shárú, tá sé/sí ciontach i gcion. Is féidir fíneáil agus/nó príosúnacht, a chur ar dhuine atá ciontach i gcion.

Ina theannta sin, i gcás gur iarrthóra i bpróiseas earcaíochta a bhí nó atá sa duine a fuarthas ciontach i gcion:

- sa chás nach bhfuil sé/sí ceaptha chuig post, dícháileofar é/í mar iarrthóir; agus
- sa chás gur ceapadh é/í de thoradh an

6. <u>Candidates' Obligations</u>

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
- impersonate a candidate at any stage of the process
- interfere with or compromise the process in any way

Any person who contravenes the above provisions or who assists another person in contravening the above provisions, is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

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

phróisis earcaíochta atá i gceist, forghéillfidh sé/sí an ceapachán sin.

- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

7. <u>Cosaint Sonraí</u>

Nuair a thagann d'fhoirm iarratais isteach cruthaítear taifead faoi d'ainm, ina mbeidh go leor den eolas pearsanta a sholáthair tú.
Ní úsáidtear an taifead pearsanta seo ach chun d'iarrthóireacht a phróiseáil agus má éiríonn leat, seolfar eolas áirithe a sholáthraíonn tú chuig Acmhainní Daonna agus an bhainistíocht áitiúil ar mhaithe le cuspóirí riaracháin fostaíochta.
Bíonn an fhaisnéis siúd a choimeádtar ar ríomhaire faoi réir na gceart agus na n-oibleagáidí a leagtar amach sna hAchtanna agus na Rialacháin um Chosaint Sonraí.
Chun iarraidh ar rochtain um chosaint sonraí a dhéanamh, seol d'iarraidh ar aghaidh, le do thoil, i scríbhinn chuig: Earcaíocht Treoraí, Seribhísí do Chuairteoirí, Aonad 20, Páirc Miondíola Cois Locha, Clár Clainne Mhuiris, Co Mhaigh Eo agus cinntigh go ndéanann tú cur síos cuimsitheach ar na cuntais a theastaíonn uait chun gur féidir linn an cuntas cuí a aimsiú.

Dícháileofar iarrthóirí de bharr stocaireachta ar a son.

7. <u>Data Protection</u>

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied.
This personal record is used solely in processing your candidature and should you be successful certain information you provide will be forwarded to HR and local management for employment administration purposes.
Such information held is subject to the rights and obligations set out in the Data Protection Acts and Regulations.
To make a data protection access request, please submit your request in writing to: Guide Recruitment Visitor Services, Unit 20 Lakeside Retail Park, Claremorris, Co. Mayo, describing, in detail, the records you seek.

Canvassing will disqualify.