

Information Booklet for Candidates

Please read carefully

Build a Better Future



Heritage Ireland
OPW

Open Competition for appointment to positions of Seasonal Guide / Information Officer

Office of Public Works.

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

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

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

The Office of Public Works 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

Information correct at time of going to Press.

OPW Areas of Responsibility

The Office of Public Works is a State body with responsibility for the protection of Ireland's built heritage. This is achieved through the conservation, presentation and management of National Monuments, National Historic Properties and Government buildings. Our diverse portfolio consists of 780 sites from all periods of our history encompassing sites from prehistoric to late medieval periods of our history.

Seasonal Guide / Information Officer

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.

The duration of seasonal employment may vary, depending on the local operational requirements. The hours, commencement dates and completion dates of the season may also vary for the same reasons.

The role of the seasonal guide/information officer will include:

Protection of the site

- Ensuring that any rules for visitor are observed
- Being responsible for security and safety at the site
- Supervising visitors so as to maintain order and prevent interference with the site.
- Assist in the development and implementation of educational activities.
- Assist in the development of exhibitions and running events, if required.

Visitor reception & related issues

- 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 phone enquiries
- Handling bookings for the site
- Dealing with enquiries about the area and its visitor facilities.
- Assisting in the operation of the online booking management system for both individual and business (Tour Operator) visitors - where applicable
- Collation and production of statistics on visitor numbers

Promotion and interpretation of the Site

- Familiarisation with all aspects of the importance and story of the site
- Developing own tour commentary in conjunction with supervisor and other guides
- Giving guided tours
- Adapting a guided tour to suit a particular group
- Dealing with detailed enquiries about particular features of the site
- Outdoor duties to include but not limited to Park Stewarding
- Invigilating duties.
- All candidates must be capable of carrying out all duties associated with the post.

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.

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 point of the Guide scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government policy (€15.69 – €24.28 per hour)

2. Working Week

Full time seasonal guides, unless otherwise indicated, are required to work on a roster (five days over seven days per week including weekends and public holidays). Flexibility in attendance is required, including evening attendance as and when required

3. Sunday Pay

Time + Time for hours actually worked.

4. Annual Leave Entitlement

Seasonal Guide / Information Officer will have their annual leave allowance determined by a pro-rata amount of the 25-day maximum which is the full year allowance. Because of the seasonal nature of the position, certain restrictions may apply to when Guides take leave during their seasonal employment. Where applicable, pay in lieu of leave is paid at the end of the working period.

5. Hours of Attendance

Hours are not fixed and can vary from site to site. The actual hours of attendance will be arranged according to local management requirements during the period of your employment.

6. 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.

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.

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 and responsibilities attached to the position. Employment in the position will be subject to the appointee remaining fully capable of meeting the requirements of the position.

If a candidate wishes to request any workplace accommodation, adaptation or facilitation, upon receiving an offer of appointment, the candidate can identify any accommodations on the obligatory 'Staff Census Form' to be returned to the OPW Disability Liaison Officer (DLO) as part of their pre-employment undertakings.

7. Dress Code

You are required to observe a neat code of dress during working hours. 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.

8. Superannuation

For a Seasonal 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.

The minimum retirement age at which pension is payable for members of this Scheme is 65 and compulsory retirement age is 70.

This pension is integrated with the Dept. of Social Protection, State Pension (Contributory) which is currently payable with effect from Age 66.

The public service pension paid under this Scheme is based on the assumption that the individual will also receive the State Pension (Contributory), at the maximum personal rate on retirement.

Where this does not happen, a Supplementary Pension may be payable, on application by the retired member (there is no automatic entitlement and the onus is on the individual to apply).

Staff appointed between 1 April, 2004 and 31 December, 2012, do not have a maximum retirement age.

Staff appointed after 1 January, 2013, unless they have previously been members of a Public Service Pension Scheme and have not had a break in service of greater than 26 weeks, will be automatically enrolled in the Single Public Service Pension Scheme. The minimum retirement age for Scheme members is in line with the age of eligibility for the Contributory Old Age State Pension, currently Age 66.

Membership of the scheme is compulsory.

Retirement is compulsory on reaching 70 years of age.

Spouses' and dependant 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.

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. 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.

9. 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 OPW.

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

10. Eligibility and Employment Conditions

The candidate is responsible for ensuring that she/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 of Employment terminated should one have been issued.

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.

Application Process

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 competition. 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.

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.

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 should make themselves available for interview 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.

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.

REFERENCE CHECKS

Before being deemed suitable for appointment to a position, OPW must be satisfied in respect of character and prior work performance, if any, of a candidate. In order to do so, we will arrange to conduct reference checks with the referee provided on your application form.

For any previous OPW employments, we will make contact with section management directly to obtain a reference.

Feedback

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

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. Garda Clearance/Security

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 a Garda Vetting application form (NVB a1) via email. Candidates will be required to present in person, to the nominated OPW site manager with the completed form along with original documentation to verify proof of their Photographic Identification and proof of current address. Once this information is received in our Head Office, the candidate will be sent an email to complete a more detailed application for the National Vetting Bureau.

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.

Overseas Clearance (Police Certificate)

If you lived outside the Republic of Ireland or Northern Ireland while you were over 18 years old for a period of 6 months or more you are required to provide an Overseas Clearance 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 residency. 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. We recommend that the applicant retains the original of this document.

For OPW purposes an applicant's Garda Vetting, will not be considered completed, where applicable, until we receive the relevant Overseas Clearance.

Documentation associated with your Garda Vetting will not be retained by OPW for more than 1 year.

Citizenship Requirements

Applicants 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 has a stamp 4 visa only;**

Please note: that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

Non-EU/EEA Applicants

Under the Employment Permits Act 2003, as amended, all **Non-EU/EEA** citizens must hold a valid work permit/visa/permission before they can be considered eligible for potential employment in the OPW.

Failure to produce documentary evidence of a valid work permit or where the evidence provided proves to be invalid will lead to the offer of employment being rescinded. Please do not submit an application form for these positions unless you hold a valid work permit/visa/permission.

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

5. Procedures where a candidate seeks a review of a Decision taken in relation to their application

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Office of Public Works (OPW). The OPW will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice Appointments to Positions in the Civil and Public Service published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the Office Holder of OPW) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

Please refer to www.cpsa.ie for procedures on both Informal and Formal Reviews under a Section 7 Appeal, please be aware strict timelines apply in each case.

Complaints Process

A candidate may believe there was a breach of the Commission's Code of Practice by the OPW that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Office Holder of the OPW in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

- Allegations of a breach of the Code of Practice should be addressed in writing **and within a reasonable timeframe**, to the Office Holder in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the OPW has fallen short of the principles of this Code.
- On receipt of a complaint the OPW may determine to engage with the complainant on an informal basis.

For further information on the complaints process please see the Code of Practice for Appointments to Positions in the Civil Service which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

There is no obligation on the OPW to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under **Section 7** of this Code of Practice, a complainant may not seek a further review of the same process under **Section 8**, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks. Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

6. 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
- canvas 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
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

7. Data Protection

By submitting an application form for the purpose of applying for recruitment to a seasonal guide position within the Office of Public Works, candidates give consent for the personal data submitted to be processed as part of the selection process and administration of that competition.

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.