

**CANDIDATE INFORMATION BOOKLET
PLEASE READ CAREFULLY**

The Pensions Authority is an equal opportunities employer

**Clerical Officer Panel
The Pensions Authority**

Title:	Clerical Officer Panel
Employer:	The Pensions Authority
Salary:	€31,921
Level:	Clerical Officer (CO) (Standard Scale)
Posts:	The Authority is seeking to establish a CO panel as part of this recruitment process from which any current and/or future permanent or temporary CO posts which arise during the life of the panel may be filled.
Tenure:	Permanent and temporary (subject to satisfactory completion of probation)
Location:	Verschoyle House, 28-30 Lower Mount Street, Dublin 2 The Pensions Authority currently operates a hybrid work model (HWM) where most employees attend the office for a minimum of two days per week. Please note the Authority's HWM is subject to change in line with Government guidelines and the Authority's business needs.
Email:	careers@pensionsauthority.ie
Closing date:	12:00 (noon) on Wednesday 16 September 2026

The Pensions Authority

The Authority is a statutory body established under the Pensions Act, 1990. The Authority supervises compliance with the Act by scheme trustees, personal retirement saving account (PRSA) providers, registered administrators and employers. Additionally, the Authority is responsible for advising the Minister for Social Protection on pension matters generally.

Further information about the Authority and [the work we do](#) can be found on our website www.pensionsauthority.ie

Working at the Pensions Authority

The Authority is an equal opportunities employer. Our employees come from varied professional backgrounds in both the private and public sector, and include actuaries, lawyers, accountants, regulatory specialists, data analysts, qualified financial advisors, pension administrators, investment managers, customer service support, and software and hardware engineers.

A career in the Authority will give you a unique opportunity to work in pensions regulation and to develop your potential while contributing to the Authority's vision of achieving a pensions landscape which encourages pensions savings by being secure, well managed and understandable.

Our values

The Pensions Authority is guided by the values of public interest, professionalism, integrity, effectiveness, efficiency, responsiveness and independence in everything we do. We are committed to fostering an inclusive, respectful and supportive workplace where diverse perspectives are valued and everyone is treated with dignity and respect. Through our commitment to equality, diversity and inclusion (EDI), we strive to eliminate discrimination, promote equality of opportunity, protect human rights, and create a culture where all employees can contribute, develop and thrive.

The role of the Clerical Officer

The duties of the Clerical Officer involve clerical and administration tasks and may vary depending on the nature of work carried out by the assigned operating Unit. The Clerical Officer will normally report to an Executive Officer.

Responsibilities of the post

The main duties and responsibilities of this role include:

- General clerical duties – typing, filing, photocopying, inputting data, handling/dealing with correspondence, answering/making phone calls, etc.
- Supporting line managers and colleagues.
- Processing, auditing and examination of various documentation.
- Managing high volumes of data input and validation.
- Dealing with the public/customers (internal and external), e.g., responding to queries and providing information in a professional and courteous manner, in person, on the telephone and via e-mail.
- Use of digital technologies, including MS Office/MS 365 applications, spreadsheets, databases, e-mail, internet-based systems and other office software relevant to administrative duties
- Providing secretarial support for meetings and taking minutes when required.
- Maintaining complete and accurate files and records, for example, by using the Authority's data system or other filing systems that are in place.
- Providing reception cover, e.g., operating the switchboard, answering and directing calls, greeting visitors, logging post, etc.
- Working as part of a team to deliver high quality services.
- Completing routine accounts work such as processing invoices for payment.
- Complying with any duties that may be assigned from time to time by the relevant Unit Head.

The above is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive and is subject to review.

Essential requirements

Applicants must have:

- One year of relevant clerical/administration/customer service experience.
- Proficiency in the use of Microsoft Office and databases.
- Strong written and verbal communication skills.

- Excellent customer service skills.
- Ability to work on own initiative.
- Ability to work effectively within a team environment.
- Commitment to delivering quality work.
- Sound judgement and problem-solving skills.
- Willingness to learn and to develop skills, knowledge and expertise.

Desirable skills, experience and qualifications

The ideal candidate for this post will have experience of working in the pensions, regulation, compliance or financial services industry and/or hold or be prepared to work towards a relevant qualification, for example:

- IIPM: Diploma in Pensions Management and Policy.
- IIPM: Certificate in Pensions, Investments and Insurance.
- LCOI: Professional Diploma in Compliance.
- Professional Diploma in Financial Advice.
- Certificate in Retirement Planning Advice.
- QFA.
- Other qualifications relevant to pensions, regulation, compliance or financial services.

The successful candidate must be interested in further developing their pensions knowledge. They may be required to complete training courses during their probationary period.

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Application process

Interested candidates must submit the application form provided, demonstrating how they meet the requirements of this position to careers@pensionsauthority.ie by **12:00 noon** on **Wednesday 16 September 2026**. Late applications will not be accepted. We

acknowledge receipt of all applications. If you do not receive an acknowledgment of receipt of your application, please contact careers@pensionsauthority.ie immediately, but no later than three days after the closing date.

Applications must be marked in the subject heading as 'CO Panel – your name'. Failure to do so may result in your application being deemed ineligible.

Applicants must demonstrate in the application form that they possess the qualities, skills and knowledge required for the role as identified in the 'Essential requirements' section above and the Pensions Authority's capability framework for Clerical Officers (set out in Appendix 1). Further information on the capability framework is available [here](#).

Candidates will be required to demonstrate within their application that they possess the specific Clerical Officer capabilities as set out below.

These are:

- Building future readiness.
- Evidence-informed delivery:
 - delivering excellence.
 - handling information, problems and decisions.
- Communicating and collaborating.

It is the Authority's policy that applications will not be accepted after the closing time.

Eligibility

If you are an EU/EEA/UK national, you will be required to provide evidence of same. If you are a non-EU/EEA/UK national, you will be required to provide evidence of a current and valid work visa for the Republic of Ireland. **Please note the Pensions Authority cannot provide employer sponsorship for employment permit purposes.** Candidates must meet the eligibility criteria by the closing date specified in this document.

Remote working outside of the territory and jurisdiction of Ireland will not be facilitated except for employees residing in Northern Ireland.

Selection process

Candidates may be shortlisted on the basis of the information provided in their application form. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications and experience meet the requirements of the post.

The selection process may include:

- a competitive initial/preliminary interview; and/or
- one or more rounds of technical tasks, tests or exercises to be completed by the candidate; and/or
- a competitive final interview(s); and/or
- a presentation by the candidate.

Notification to attend interview will be provided at least one week in advance. Candidates will be required to attend interviews at their own expense. It is not possible to alter the allocated interview date or time. Candidates who do not attend for interview when and where required, or confirm their attendance for interview if requested, will have no claim for further consideration and their candidature will be deemed to be withdrawn.

Reasonable accommodations

The Pensions Authority is an equal opportunities employer committed to inclusion and diversity. We welcome candidates from diverse backgrounds and strive to create a workplace that reflects modern Ireland, where everyone has equal access to opportunity and feels respected and included.

In accordance with the Employment Equality Acts, reasonable accommodations will be made to support candidates during the recruitment process. Requests for accommodations can be made in confidence by contacting hr@pensionsauthority.ie.

If you require special facilities at the interview location (e.g., wheelchair access, sign interpreter, Braille, etc.), please contact careers@pensionsauthority.ie.

We will endeavour to keep candidates informed of the progress of their application at the earliest possible date.

Candidates should note that canvassing will result in disqualification from the recruitment process.

Honesty agreement

Honesty and integrity are key values in the Civil and Public Service. Candidates are therefore required to ensure that the information provided throughout the selection process is factual, honest, and an accurate reflection of skills and experience to date. Please note that the use of online systems, software or artificial intelligence during the selection process, assessments, interviews, or to prepare application responses is strictly prohibited. Candidate submissions at all stages are subject to duplication / originality / response pattern checks, and the information provided may be verified at a later stage.

Where a breach occurs, the Authority will consider sanctions which may result in disqualification. Any candidate who supplies false or misleading information will be disqualified.

Candidates must produce satisfactory documentary evidence of all qualifications claimed by them on request. Failure to do so may result in disqualification from the competition and/or termination of contract. Therefore, we advise all candidates to have this documentation available when making their application.

General conditions of employment

Pay

Entry will be at the minimum of the Clerical Officer (Standard) Scale, which is €31,921 for persons appointed on or after 6 April 1995. The salary scale for the position, as per Circular 22/2026 is as follows:

For persons appointed to the public service after 6 April 1995:

€31,921, €33,679, €34,126, €34,997, €36,282, €37,566, €38,849, €39,783, €40,843, €42,072, €42,938, €44,156, €45,366, €47,254, €48,738^{LSI-1}, €50,030^{LSI-2}

Long service increments may be payable after three (LSI-1) and six (LSI-2) years of satisfactory service at the maximum of the scale.

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and/or the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

In the event of appointment to a permanent or temporary position with the Authority the appointee must serve a probationary period, which normally will last for nine months. If at any time during this period it appears that the appointee would not be suitable for final appointment, the probation will be terminated.

Panel

As part of this recruitment process, the Authority may establish a panel of successful candidates in order of merit. Any panel created will expire after a designated period from its establishment (usually nine months), or when it has been exhausted, whichever is sooner. The Authority may decide that only a certain number of candidates will be placed on any such panel. Qualification and placement on a panel is **not** a guarantee of

appointment to a position. Candidates not appointed at the expiry of the panel will have no claim to a position thereafter because of having been on the panel.

More detailed information regarding establishment of a panel (if any), duration of any such panel and placement on the panel will be provided to successful candidates.

If you are placed on a panel, and are subsequently offered an assignment, you must be available to take up the post as offered. Vacancies may need to be filled with immediate effect therefore if you are not contactable, the Authority will immediately move on to the next available candidate. Candidates who wish to be considered for positions which may arise must be available for the full duration of the contract offered. Extended holiday plans during this period may affect your possible assignment.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount, on average, to not less than 35 hours net per week. Normal working hours are from 9:00am to 5:00pm Monday to Friday, including lunch. Evening and weekend work may be required from time to time.

Where extra attendance is necessary, payment or time off in lieu may be allowed in accordance with the normal regulations for the grade. Please note that hours of attendance may be subject to change from time to time in line with Government/local policy and practices.

Annual leave

The annual leave allowance for the position of CO is 22 working days per year rising to 23 after five years' service at grade, 24 after ten years' service at grade, 25 after 12 years' service at grade and 26 after 14 years' service at grade. This allowance is subject to the usual conditions regarding the granting of annual leave in the Civil Service, is based on a five-day week and is exclusive of the usual public holidays.

Business travel

When absent from home and headquarters on duty, appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Pension entitlements

The successful candidate will be offered the appropriate pension terms and conditions as prevailing in the Authority at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered

appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January 2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme’s minimum pension age will be linked to the State Pension age 66. Retirement for most members will be compulsory on reaching age 70. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see: <http://www.per.gov.ie/pensions>.

Pension accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Note:

Candidates should note that different pay and conditions may apply if, prior to appointment with the Authority, the appointee is/was a serving civil or public servant.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment, which will be set out in the employment contract to be agreed with the successful candidate.

Privacy Statement

Information provided on applications submitted to the Pensions Authority will be processed in line with our Privacy Statement. Please click here to review the Pensions Authority’s [Privacy Statement](#).

Appendix 1 – Clerical Officer Capabilities

Capability dimension/ sub-dimension		Key elements	Key indicators
Building future readiness		Digital focus	Utilises technology and digital skills to drive efficiencies and support better service delivery.
		Openness to change	Shows interest and openness to change, innovation and new technology or processes. Willing to try new approaches, seeking support when needed and openly sharing and learning from mistakes.
		Innovation and creative solutions	Puts forward innovative ideas, creative solutions or helpful suggestions, no matter how small.
		Building expertise and upskilling for the future	Enthusiastic about development opportunities, demonstrating a positive attitude, openness to feedback and willingness to learn. Committed to improving knowledge and skills for the future. Develops specialist expertise in their area, through listening and learning from others
Evidence-informed delivery	Delivering excellence	Managing work effectively	Manages, plans and prioritises workload to ensure targets and deadlines are met. Works in a systematic, organised and efficient manner. Uses their time effectively, seeking additional work or volunteering to support others during quiet periods
		Delivering quality outcomes and service	Maintains a focus on quality, accuracy and attention to detail, even when completing routine tasks. Delivers high quality and professional customer service. Actively seeks support, checks and reviews their work to ensure high standards

		Attitude, ownership and flexibility	Takes ownership and responsibility over work, strives to become self-sufficient in their area of responsibility. Gets up to speed with new tasks or roles at an appropriate pace and asks questions to ensure correct understanding. Flexible, agile and resilient in the face of challenges or changing demands, maintaining a ‘can-do’ attitude and seeking support as necessary.
	Handling information, problems and decisions	Gathering and processing information	Ability to gather, understand and work with information from a range of different sources. Handles all information and data carefully, particularly when dealing with sensitive or confidential matters. Checks, processes, and interprets information and data, in an accurate and timely manner
		Problem solving	Identifies and solves problems in an effective and efficient manner, with support. Understands when to escalate issues, sharing all relevant information and working with others to find a solution.
		Informed judgement and decision making	Makes good judgements and decisions, considering the available information and following the relevant procedures or protocol. Makes appropriate and timely decisions on matters within own remit, seeking support and referring decisions upward, where necessary.
	Communicating and collaborating	Collaboration, teamwork and building relationships	Utilises interpersonal skills to build positive and effective working relationships, even in a blended or hybrid working environment. Effective collaboration and teamworking skills, plays their part and works well with team members
Effective communication		Communicates in a clear, helpful and appropriate manner verbally, digitally, and in writing. Willing to communicate openly, sharing their views, thoughts and concerns.	

		Keeps others updated, sharing all relevant details. Approaches difficult conversations with care and professionalism, seeking support when required.
	Engaging, including and listening	Listens carefully to others and takes on board their views, guidance and feedback. Appreciates diversity and makes an effort to listen, include and engage with a variety of people.