**APPLICATION FORM**

# **Services Officer in the Department of Enterprise, Trade and Employment, Dublin**

To ensure equality of opportunity for all applicants:

* Application forms should be completed in no smaller than size 10 font.
* Applications should only be submitted by email to [staffing.section@enterprise.gov.ie](mailto:staffing.section@enterprise.gov.ie)
* If you have a disability and this precludes you from completing this application form and/or submitting it by the closing date, please contact the HR Unit at [staffing.section@enterprise.gov.ie](mailto:staffing.section@enterprise.gov.ie) for alternative arrangements and/or reasonable adjustments.
* In relation to employment history, if the space provided is insufficient, please attach additional pages ensuring to use the same format.
* Please read the Candidate Information Booklet which provides relevant information about the requirements of this post.
* **Do not** submit a CV or a cover letter as it will not be considered.
* Late or incomplete applications will not be considered.
* In order to be considered for this post, candidates must submit this completed application form to [staffing.section@enterprise.gov.ie](mailto:staffing.section@enterprise.gov.ie) **by 12pm on Friday, 8 November 2024.**
* Interviews will take place **in Dublin in person, the week commencing 25 November 2024 (To be confirmed).**

| 1. **Personal Details** | |
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| **Applicant Name** |  |
| **Postal Address** |  |
|  |
| **Phone Number** |  |
| **Email** |  |

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| 1. **Employment History** *(most recent first)* | | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date (Month and Year)** |  | **End Date (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)** |  | | |
|  | | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date (Month and Year)** |  | **End Date (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)** |  | | |
|  | | | |
|  | | | |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date (Month and Year)** |  | **End Date (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)** |  | | |

| 1. **Educational Qualifications & Training *(if applicable****)* | | |
| --- | --- | --- |
| **Qualification / Award** | **Institution** | **Year** |
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| 1. **Membership of Professional Bodies** *(if applicable)* | |
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| **Professional Body** | **Level of Membership and Membership Number** |
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| 1. **Competency Appraisal and Evidence of Experience**   *Provide details of your experience in the following areas. Specific examples should be used to demonstrate this experience. (Max 250 words per competency–* ***please note only the first 250 words will be considered as part of the application****). Further details regarding the competencies can be found at Appendix 1 of this application form.* |
| **Teamwork (250 words max)** |
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| **Customer Service and Communication Skills (250 words max)** |
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| **Delivery of Results (250 words max)** |
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| **Knowledge and Self Development (250 words max)** |
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| 1. **Personal Statement**   *Provide details of any other relevant experience or qualifications for this role. (500 - 750 words only).* |
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| 1. **General Information** | |
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| **The right to work within the European Union (EU)** | Tick as applicable: Yes: 🞏 No: 🞏 |
| **Where did you see the role advertised?** |  |

| 1. **Referees (Minimum of two required – please note that referees sought will include your current employer and your next most recent employer)**   ***Note: We will not contact your referees without your prior consent.*** | | | |
| --- | --- | --- | --- |
| **Name / Position** | **Nature of Relationship** | **Phone Number** | **E-mail Address** |
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| 1. **Declaration** | |
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| By submitting this completed form for the role of Services Officer in the Department of Enterprise, Trade and Employment in Dublin, you are confirming that all information provided in this application is true and correct and that you have read the conditions of appointment outlined in the Candidate Information Booklet for this post**. Please be aware that evidence of qualifications will be required before any offer is made and should any of the information provided in this application be found to be false, misleading or inaccurate in any material way, the Department of Enterprise, Trade and Employment reserves the right to withdraw any offer of employment made to you or, if you have already commenced employment when this is discovered, to terminate your employment.** | |
| **Signature** |  |
| **Name** |  |
| **Date of Submission** |  |

# **Appendix 1: Services Officer Level Competencies**

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| --- | --- |
| Teamwork | Shows respect for colleagues and co-workers |
| Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate |
| Offers own ideas and perspectives |
| Understands own role in the team, making every effort to play his/her part |
| Customer Service and Communication Skills | Communicates clearly and fluently when speaking and in writing |
| Is respectful, courteous, and professional, remaining composed, even in challenging circumstances |
| Understands the steps or processes that customers must go through and can clearly explain these |
| Delivery of Results | Takes responsibility for work and sees it through to the appropriate next level |
| Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes |
| Identifies and appreciates the urgency and importance of different tasks |
| Is self-reliant and uses judgment on when to ask manager or colleagues for guidance |
| Knowledge and Self Development | Develops and maintains the skills and expertise required to perform in the role effectively |
| Clearly understands the role and its objectives and targets |
| Is committed to self-development and continuously seeks to improve personal performance |