



Job: Services Officer

Employer: Department of Enterprise, Trade & Employment

Applications are invited for the post of Services Officer at the Department of Enterprise, Trade & Employment. **The position will be based at offices of The Workplace Relations Commission, O'Brien Road, Carlow.**

The Post and Requirements

General requirements and qualifications

- Ability to communicate effectively in English, both spoken and written.
- Experience of dealing with the public.
- Ability to work effectively as part of a team.
- Familiarity with IT applications and equipment.
- Responsibility to report incidents (Training will be provided if required).
- A standard of physical fitness which would allow for the collection and delivery of correspondence both internally and externally and the operation, maintenance and movement of office machinery and equipment.

General Duties

- Front of house/Reception duties – meet and greet visitors and contractors; adhere to & enforce the physical access policy and engage professionally and courteously with all.
- Collect, deliver and sort internal and external post and be aware and implement any security and confidentiality protocols in this regard.
- Deliver letters and parcels within the office building, to other buildings of the Department, to outside Departments and to any other address that may be specified.
- Franking duties, as appropriate.
- Liaising with external parties in the security and maintenance of the building An Post; An Garda Síochána; Dublin City Council etc.
- Liaising with courier companies and arranging for the conveying of internal post between the Department and its Offices in accordance with the terms of the contract.
- Monitor & maintain entry to the car park and arrangements for the parking of vehicles.
- Security duties, e.g., closing/opening building and windows, security at Reception desk, and consideration of external threat i.e., protests as appropriate.
- Key Holding duties, as appropriate.
- Ability to assist with the management and storage of files and documents and managing the capacity to store files and documents (the full performance of this duty may attract the award of the Paperkeeper allowance).
- Ability to maintain, supply and stock take of stationery and sundry stocks, including photocopying paper for the Office (the full performance of this duty may attract the award of the Paperkeeper allowance).

- Ability to operate post franking machine (the full performance of this duty may attract the award of the Franking allowance).
- Assisting with certain Health and Safety monitoring e.g., fire drills, alarm tests etc.
- Wear the uniform supplied and maintain a clean and tidy appearance at all times.
- Perform such other duties as may be directed by the Head Services Officer or the Department Business Services Unit as appropriate.

Non-Refund of Expenses

The Department of Enterprise Trade and Employment will not be responsible for refunding any expenses incurred by candidates throughout the entire selection process for this competition.

Eligibility to compete and certain restrictions

To qualify candidates must meet one of the citizenship criteria listed below by the date of any job offer. **Candidates who do not meet the eligibility criteria for Citizenship Requirements will not be progressed in the competition.**

Citizenship Requirements:

Eligible Candidates must be:

- (a) A citizen of the European Economic Area. 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
- (b) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (c) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- (d) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- (e) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa

Health & Character

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must also be of good character. Those under consideration for a position will be required to complete a health and character declaration. References will be sought. Some posts will require special security clearance and will require completion of a form for Garda vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts. It is important that candidates list their previous civil or public service employment if they have availed of a voluntary redundancy or retirement scheme and/or are in receipt of an ill-health retirement pension. Failure to do so could lead to disciplinary action.

Incentivised Scheme for Early Retirement (ISER):

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010):

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013):

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for reemployment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration:

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivized early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Specific Candidate Criteria:

In addition to fulfilling the eligibility criteria set out above, candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of health and character;
- Be suitable in all other relevant respects for appointments to the post concerned;
- If successful, they will not be appointed to the post unless they:
 - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be performed: and
 - Are fully competent and available to undertake, and fully capable of undertaking the duties attached to the position.

Criteria and Selection Process

Selection for the post will be by way of competency-based interview at which suitability for the role will be assessed.

It is intended to establish a panel following a competitive interview process. The expiry date of the panel will be **two years** from the announcement of the panel. Depending on the number of actual vacancies that arise within that period, placement on the panel does not imply that an offer of promotion will be made to anyone on the Panel.

Appointment to the post of Services Officer will be subject to the normal one year's probation at the end of which the appointment will be made substantive, subject to the usual requirements including satisfactory performance and sick leave.

Interview

The selection process will consist of a competency-based interview, based upon the competencies listed in the Table below and in Appendix 1. At the interview stage, candidates will have the opportunity to put forward a more comprehensive picture of their strengths and skills and their ability to perform effectively in the role.

| Competency | Marks Allocated |
|--|------------------------|
| Teamwork | 25 |
| Customer Service and Communication Skills | 25 |
| Delivery of Results | 25 |
| Specialist Knowledge, Expertise and Self Development | 25 |
| Total | 100 |

Applications will be shortlisted with a view to inviting selected applicants to attend for interview. **Please note that it is intended that interviews will be conducted in person in the Carlow Office of the Workplace Relations Commission.** The onus is on the applicants to make themselves available on the dates allocated for interview.

Application Process

To formally apply for the post, interested applicants must complete and submit the following:

- A completed application form

The above should be sent to: staffing.section@enterprise.gov.ie, HR Unit, Department of Enterprise, Trade and Employment, 23 Kildare Street, Dublin 2, D02 TD30. Applications must be received in the Department no later than **5pm on Wednesday, 15 March 2023**.

Late applications will not be considered.

The Department of Enterprise, Trade and Employment is an Equal Opportunities Employer.

Candidates with Disabilities

Candidates who have indicated on their application form or profile that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide DETE, with information to act as a basis for determining reasonable accommodations where appropriate. These reports must be forwarded to: staffing.section@enterprise.gov.ie by close of business on **Wednesday, 15 March 2023**.

Review Process

Candidates' Rights – Review Procedures in relation to the Selection Process

General information

The Department will consider requests for review in accordance with the provisions of the codes of practice published by the Commission for Public Service Appointments (CPSA).

It is open to a candidate to seek to have the matter resolved on an informal basis. If a candidate remains dissatisfied following any such discussion, it is open to him/her to seek a formal review.

The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/en/Codes-of-Practice/>.

Principal Conditions of Service

General

The appointment is to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Remuneration

Personal Pension Contribution (PPC) rate as of 01 March 2023

| | | | | | |
|---------|---------|-------------------------|-------------------------|-------------------------|---------|
| €490.02 | €518.04 | €528.63 | €550.97 | €570.95 | €582.90 |
| €596.87 | €613.69 | €642.45 ^{NMax} | €656.67 ^{LSI1} | €679.29 ^{LSI2} | |

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance increments may be payable in line with current Government Policy.

Payment will be made weekly/fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Tenure and Probation

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year from the date specified on the contract. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you –

- (i) Have performed in a satisfactory manner,
- (ii) Have been satisfactory in general conduct, and
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956–2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the Department of Enterprise, Trade and Employment and you will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In certain circumstances your contract may be extended and your probation period suspended. The extension must be agreed by both parties.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- In relation to an employee absent on Parental Leave or Carers Leave, the employee may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation.
- Probation may be suspended in cases such as absence due to a non-recurring illness.

The employee may, in these circumstances, make an application to the employer for an extension to the contract period.

All appointees will serve a one-year probationary period. If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

Unfair Dismissals Acts 1977-2015

The Unfair Dismissals Acts 1977–2015 will not apply to the termination of this employment by reason only of the expiry of this probationary contract without it being renewed.

The Organisation of Working Time Act

The terms of the Organisation of Working Time Act 1997 will apply, where appropriate, to this employment.

Headquarters

On appointment to the Department your headquarters will be: **The Workplace Relations Commission, O'Brien Road, Carlow** or such as may be designated from time to time by the Head of the Department. When absent from home and headquarters on official duty you will be paid appropriate travelling expenses and subsistence allowances, in accordance with Civil Service regulations.

Duties

The employee will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict with his/her role.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours 15 minutes gross per week or 35 hours net per week. Where extra attendance is necessary, overtime payments, or time off in lieu, will be allowed in accordance with the Civil Service overtime regulations.

Annual Leave

The annual leave allowance for this position is 22 days rising to 23 days after 5 years' service, 24 days after 10 years' service, 25 days after 12 years' service and 26 days after 14 years' service. 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.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the Department of Enterprise, Trade and Employment. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an

appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie.

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI.

Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please Note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing

of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

- **Ill-Health-Retirement**

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Appointment post ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post ill-health retirement from Public Service

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to PAS.

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 pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website - www.singlepensionscheme.gov.ie.

Secrecy, Confidentiality and Standards of Behaviour: Official Secrecy and Integrity

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Ethics in Public Office Acts

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Prior approval of publications

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

Political Activity

During the term of employment, the officer will be subject to the rules governing public servants and politics.

All circulars are available on the website www.circulars.gov.ie or from the Personnel Section.

Please Note: As an **Employer of Choice** the Civil Service has many flexible and family friendly policies e.g. Worksharing, Shorter Working Year, Remote Working (operated on a 'blended' basis) etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations.

Important Notice

The foregoing 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.

General Information

Shortlisting of Applications

Normally the number of applications received exceeds the numbers required to fill existing and future vacancies. While you may meet the eligibility requirements of the competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, the Department may decide that a certain number only will be called to interview. In this respect, the Department implements a short-listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, prima facie, better qualified and/or have more relevant experience.

During any short-listing exercise that may be employed, the Department Selection Board examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/experience in your application.

Security Clearance

You will be required to complete and return a Garda Vetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. However, should your application for the competition be unsuccessful this form will be destroyed by the Department. If you subsequently come under consideration for another position, you may therefore be required to complete a further Garda Vetting Form.

Enquiries

Prior to recommending any candidate for appointment to positions the Department will make all such enquiries that are deemed necessary e.g., employer references, 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.

Appointments from panels

It is envisaged that a panel(s) of qualified individuals will be established from which vacancies may be filled. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Please note that once an offer of appointment has been accepted a candidate will no longer remain on the panel.

Declining an offer of appointment

Should the person recommended for appointment decline, or having accepted it, relinquish it, the Department may at its discretion, select and recommend another person for appointment on the results of this selection process.

APPENDIX 1

Services Officer Level Competencies

| | |
|---|--|
| 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 |
| Specialist Knowledge, Expertise 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 |

Applicant Privacy Statement

Department of Enterprise, Trade and Employment

Purpose of Processing

The Department of Enterprise, Trade and Employment (DETE) conducts selection processes to fill vacancies within the organisation. When applying for these competitions applicants are asked to submit a range of documents, e.g., CV and/or application form, personal statement and/or cover letter, etc.

This Applicant Privacy Statement had been produced for applicants applying for positions in DETE and further information on the General Data Protection Regulation “GDPR” and Subject Assess Requests can be found at <https://enterprise.gov.ie/en/Data-Protection/>.

There is a legal basis for processing this data and the data is also shared as necessary, see below.

| Recipient/Shared With | Reason |
|-------------------------|--|
| DETE HR Management Unit | Storing application, acknowledging responses, and corresponding with applicants. Certain information is also required for inclusion in the contract for successful applicants. |
| Selection Board | Information required for shortlisting and interview process. |
| Current Employer | References. |

DETE is fully aware of GDPR requirements and all related data is managed in compliance with the relevant regulations. For successful candidates, their application and any related paperwork will be retained for the duration of their employment and as necessary for a period thereafter. For unsuccessful candidates, applications and correspondence shall be retained for 6 months, or where panels are formed, 6 months after the panel expires. Where any data is retained this will be managed by the HR Management Unit. All data will be treated in confidence and all appropriate security measures will be applied.

Applicants Entitlements

DETE recognises that applicants have entitlements and these are outlined below.

Access

Applicants can request and receive access to their data at any time and can request and receive a copy of this data, in electronic/transferable format.

Erasure

Applicants can request the data held be erased.

Rectification

Applicants can have any incorrect information corrected.

Objection

Applications can object to this information being processed.

Complain

Applicants can make a complaint to our internal Data Protection Officer “DPO” (contact details below) and/or make a complaint to the relevant authority – Data Protection Commission in Ireland.

DETE DPO Contact Details

Email: dataprotection@enterprise.gov.ie

Or

Data Protection Officer

Department of Enterprise, Trade and Employment

23 Kildare Street

Dublin 2

D02 TD30

For Further information on Data Protection:

The website of the Data Protection Commissioner – www.dataprotection.ie or contact the Office of the Data Protection Commissioner by phone on 1800 437 737 or by email on info@dataprotection.ie.