

Candidates Information Booklet

Please read carefully

The Food Safety Authority of Ireland (FSAI) is undertaking a competition for the purpose of identifying a suitable candidate for appointment to the position of:

Advice Line Assistant

Food Safety Authority of Ireland

Abbey Court, Lower Abbey Street, Dublin DO1 W2H4

Closing Date for receipt of completed applications: **12 noon on Friday, 29 April 2016**

Job Description:

TITLE OF POSITION Advice Line Assistant

REPORTS TO Information Manager

JOB PURPOSE

To provide first point of contact to members of the general public, official agency personnel and other parties who have queries relating to food safety, request information or require assistance in making food related complaints.

JOB ENVIRONMENT

The Advice Line assistant will present a customer care service to consumers or interested parties contacting the Information Centre by either phoning the lo-call number, emailing the query service, submitting an enquiry through the website or calling into the Information Centre. This position requires that queries be dealt with accurately in a polite and informative manner. It involves interaction with both members of the public and FSAI staff and effective communication skills are extremely important. It also involves administration duties which include logging and follow-up of queries and requests received via the FSAI Advice Line.

KEY ACCOUNTABILITIES

- Operate the lo-call telephone line (Advice Line) and meet members of the public who call into the Information Centre.
- Deal with written correspondence (email or letter) from members of the public who require food safety information or advice.
- Supply relevant information in response to specific requests.
- Assess technical/scientific queries and ensure they are passed on to the relevant member of staff and dealt with appropriately and to the satisfaction of the caller.
- Refer consumer complaints to the appropriate front-line agency in a timely manner, following an agreed procedure.
- Log all queries into a central database by topic/category (include diary forwarding of responses requiring follow-up, research or call-back).
- Maintain an up-to-date record of queries by logging all updates clearly and in a timely fashion.
- Attend external events and represent the FSAI on an information stand; meet attendees and offer food safety advice.
- Carry out other duties and projects as required.

REQUIRED KNOWLEDGE AND EXPERIENCE

- Leaving Certificate with a minimum of 5 grade D's (lower level) or equivalent. A post Leaving Certificate qualification would be an advantage
- A high degree of computer literacy and good word processing skills. The standard business software in the FSAI is Microsoft Windows 7 Enterprise and Microsoft Office 2010. The database in which queries are logged is a web based application
- A minimum of 1 year relevant experience in an administrative, clerical, secretarial or customer service environment or a background in food safety or related areas

- An understanding of the importance of good customer service
- Good organisational skills

REQUIRED SKILLS AND COMPETENCIES

Team Working

The ability to participate effectively in teams, develop excellent working relationships, deliver one's best, and help/lead others to do likewise to achieve a common goal.

Communication

The ability to communicate with others in a manner that conveys the key message(s) and is appropriate to the audience.

Focus on Quality Results

The ability to set, meet, and surpass high standards of performance, and consistently deliver high quality results.

Concern for Clarity and Work Quality

The ability to reduce uncertainty by monitoring and checking work or information and insisting on clarity of roles and functions.

Customer Service

A desire to help or serve customers. It involves focusing one's efforts on discovering and meeting customer needs.

Decision Making

The ability to make informed decisions or judgements about situations or issues where a course of action is needed.

Information Seeking and Management

The ability to 'dig' for information and use it effectively. This may apply to information currently required or information that may be of future use.

Goal Setting / Personal Effectiveness

The ability to manage time, tasks and competing demands always delivering on priorities to the highest standards.

This job description is subject to change from time to time, in line with the FSAI's work requirements.

The FSAI is an equal opportunities employer.

Principal Conditions of Service

Probation

A probationary period of nine months applies to this position.

Pay

As per the current Government pay policy, the starting pay for this position will be at the minimum point of the payscale for the position (i.e. first point on scale).

The salary scale for this position is as follows:

€21,579 - €35,905

Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Superannuation

Pensionable public servants (new joiners) recruited on or after 1 January 2013 will be members of the Single Public Service Pension Scheme. The Single Public Service Pension Scheme applies to all pensionable first-time entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks. In certain circumstances, e.g. where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply. The legislation giving effect to the Scheme is the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

For those who are not subject to the Single Public Service Pension Scheme (e.g. those transferring from another public service employment where the break in service, if any, is less than 26 weeks), the terms of the Food Safety Authority of Ireland Staff Superannuation Scheme will apply.

Pension Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act, 2009.

Annual Leave

Annual leave is 23 days.

Selection Procedure

How to Apply

An application should be made by submitting your Curriculum Vitae with a comprehensive covering letter, outlining your suitability against the requirements of the position, by email to:

recruitment@fsai.ie

Closing Date

The completed application must be submitted by **12 noon on Friday, 29 April 2016**.

Selection Process

The Food Safety Authority of Ireland will convene a selection panel to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in the application (CV and covering letter) to reduce the list of candidates to a more manageable number for interview
- A preliminary interview which may include a written exercise or assessment
- A final competitive interview which may also include a presentation
- Any other tests or exercises that may be deemed appropriate

Interview Dates

The onus is on all applicants who are shortlisted for interview to ensure they are available for interview on the identified date.

General Information

Interview Expenses

The Food Safety Authority of Ireland will not be responsible for any expense, including travelling expenses, which applicants may incur in connection with their application for this post.

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
- 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

Where a candidate is found guilty of canvassing or in breach of any of the above then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate; or
- Where he/she has been appointed to a post, he/she shall forfeit that appointment

Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview when and where required by the Food Safety Authority of Ireland, or who do not, when requested, furnish such evidence as the Food Safety Authority of Ireland require in regard to any matter relevant to their candidature, will have no further claim for consideration.

The importance of Confidentiality

We would like to assure applicants that protecting confidentiality is our number one priority. Applicants can expect, and we guarantee, that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by the Food Safety Authority of Ireland are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. Applicants should note that all application material will be made available to the Food Safety Authority of Ireland.

Data Protection Acts 1988 and 2003

When an application is received, we create a record in the applicant's name, which contains much of the personal information supplied. Such information held is subject to the rights and obligations set out in the Data protection Acts, 1988 and 2003.

Equality

The Food Safety Authority of Ireland is committed to a policy of Equal Opportunities.