

**museum**

National Museum of Ireland

*Ard-Mhúsaem na hÉireann*

**Education Assistant – Bookings and Information**  
(Clerical Officer Level)  
Specific Purpose Contract

National Museum of Ireland

**INFORMATION BOOKLET**

# National Museum of Ireland

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The **National Museum of Ireland** is seeking applications from suitable candidates to fill the post of an **Education Assistant – Bookings and Information** in the National Museum of Ireland, Decorative Arts & History, Collins Barracks, Benburb Street, Dublin 7. This is a 42 week Special Purpose Contract (Maternity Leave Cover).

## **Job Title**

Education Assistant – Bookings and Information.

## **Location**

The post-holder will be based primarily in the National Museum of Ireland – Decorative Arts & History, Collins Barracks, Benburb Street, Dublin 7 or any other NMI site as may be designated from time to time by the Director.

## **Reporting to**

The post-holder will report to the Education & Outreach Officer at the National Museum of Ireland – Decorative Arts & History, Collins Barracks.

## **Responsibilities of the Post**

The temporary post-holder will be responsible for the administration and co-ordination of bookings at the Dublin sites, managing group enquiries and bookings of onsite visits through the Museum's Bookings System. She/He will be the primary contact for education-related enquiries and will provide an information and advice service to the wide range of potential visitors including Primary and Post Primary schools, Colleges at third level and further education, community groups and tour operators, in relation to onsite and online learning programmes and services offered by the Education Department at the Dublin Museums sites. He/She will be responsible for the administration and the day-to-day management of the Freelance Guides' Panel based at Collins Barracks.

## **Duties and Responsibilities**

### **The core duties include:**

- Acting as the first point of contact for enquiries and requests for onsite and online education services and resources at the Museum's Dublin sites.
- Administration of bookings for the public and schools' programmes through the Museum's booking and ticketing systems.
- Liaising with the person responsible for administration of group bookings for the other Dublin sites, the National Museums of Archaeology and Natural History.
- Administration of the Freelance Guides Panel at Collins Barracks, which includes the allocation of onsite and virtual tours, financial administration of the Panel and working with the Education Officer on the Panel training programme and recruitment, if required.
- Co-ordination of the Education team at Collins Barracks in the delivery of onsite and online tours and workshops in the bookings system.
- Keeping up to date with developments in exhibitions, education and learning resources, services and programming at the three Dublin-based Museums on an ongoing basis.
- Managing communication about onsite group bookings with front of house staff at Collins Barracks including the generation of weekly timetables.
- Working as a member of the Education team on financial administration, processes and reports.
- Working as a member of the Education team at Collins Barracks on maintenance and development of the Engage & Learn web pages which relate to the work of the

# National Museum of Ireland

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Education Department, and in particular ensure that the pages relating to bookings information are up-to-date and accurate.

- Collection and collation data on bookings including phone and email logs.
- Acting as the key liaison staff member for Collins Barracks with the Marketing Department on the regular Museum Newsletter.
- Work on development of the new online Booking System for the four Museum sites.
- Assist with any other duties relating to the work of the Education Department at Collins Barracks, for example key projects or exhibitions, as required.

## **Personal Specification**

### **Essential**

- Excellent communication skills
- Excellent administrative and organisational skills and experience of working in an office environment.
- Excellent ICT skills – a good working knowledge of a range of software packages including Word, Excel and Access.
- An ability to work as part of a team and to use her/his own initiative.
- Practical experience of working with the public and delivering customer service to a consistent & high standard.
- Ability to build and maintain effective relationships with colleagues, key audiences and visitors
- Ability to work within agreed procedures and guidelines
- Ability to work to tight deadlines and prioritise
- Good attention to detail
- An ability to be flexible and adaptable within a challenging and complex work environment.
- An understanding of museum learning for a range of audiences, including schools, families and intergenerational groups.

### **Desirable (but not essential)**

- A qualification in Education, Museum or Heritage Studies, History, Art History, Archaeology, Zoology or a combination of any of the aforementioned.
- Knowledge of the Irish language.
- Experience in the museum or heritage sector.

# National Museum of Ireland

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## **Selection Process**

In the event that the number of applications received significantly exceeds that required to fill existing and anticipated future vacancies over the lifetime of the panel, the National Museum of Ireland may implement a shortlisting process to select a number of candidates to be invited to interview on the basis of the information contained in their application. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that, on this occasion, there are some candidates who are, on the basis of the information provided, better qualified, and /or have more relevant experience.

The National Museum of Ireland does not reimburse the cost of travel to interview.

## **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 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.

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

## **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 the 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 funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

## **Collective Agreement: Redundancy Payments to Public Servants:**

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period

## National Museum of Ireland

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of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Declaration: Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised 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.

# National Museum of Ireland

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## **APPLICATION INSTRUCTIONS**

Applications are submitted on the vacancies section of the **National Museum of Ireland website**: <https://www.museum.ie/en-IE/About/Careers/Vacancies>

Applicants are required to complete an application form and submit it with an up to date CV and cover letter. **We request that all three documents are combined and submitted in one single PDF.**

Failure to do so will render the application incomplete and the application will not be considered.

The application form must be completed in full and submitted in typescript. Handwritten applications will not be accepted.

To commence the application process, visit our [Vacancies](#) page.

### **Steps to apply:**

- Go to the Vacancies page and select the position you wish to apply for.
- Read the Information Booklet for full details of the position.
- The documents required for your application appear on this page as links.
- Click each document, which will open in a new window. Download/Save each document to your computer/device.
- Complete the documents required, and combine into one single PDF along with your CV and cover letter.
- When this is complete, return to the NMI website to finish the application process.
- Again, from the [Vacancies](#) page, find the position you wish to apply for.
- Click the **Apply Now** button.
- Complete the Form.
- Upload your single combined PDF.
- Complete the Captcha check and then click **Submit Your Application**.

Please provide a **valid, monitored email address**. The email address will be used to acknowledge receipt of the application and as the main form of contact to liaise with applicants. Please note, a panel may be formed from this competition for which future vacancies may be filled.

Applicants should note that the closing date and time will be strictly adhered to.

## **Closing Date for Applications**

**Applications must be received no later than 17:00  
On Friday, 29 January 2021**

**LATE APPLICATIONS WILL NOT BE ACCEPTED. PLEASE NOTE THE ONUS IS ON THE APPLICANT TO ENSURE THAT ALL APPLICATIONS ARRIVE IN ADVANCE OF THE CLOSING DATE AND TIME. Closing date and time will be strictly adhered to.**

Please note that applications for this position will only be considered on the Application Form provided as well as a CV and letter of Application. Contact details of three referees will be required if an applicant progresses to the later part of the recruitment process. Canvassing will disqualify.

# National Museum of Ireland

## Education Assistant – Bookings and Information Clerical Officer Level

### Principal conditions of service

#### Pay

€471.20	€502.02	€509.85	€525.13	€547.67	€570.17	€592.67	€609.05
1	2	3	4	5	6	7	8
€627.60	€649.16	€664.35	€685.68	€706.90	€739.99	€766.01	€777.93
9	10	11	12	13	14 NMAX	15 *LSI(1)	16**LSI(2)

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

\* After 3 years satisfactory service at the maximum

\*\*After 6 years satisfactory service at the maximum

#### **Starting Salary**

Entry will be at the minimum of the scale - **€471.20** per week, the 1<sup>st</sup> point on the Clerical Officer, PPC Scale (**PSSA 2% Oct 2020**). The rate of remuneration may be adjusted from time to time in line with Government pay policy.

#### **Tenure**

The appointment will be on a 42 week Special Purpose Contract (Maternity Leave Cover). The appointment may be terminated at any time by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 and 1991.

#### **Annual leave**

Annual leave will be **18** working days for the duration of the special purpose contract.

#### **Hours of Attendance**

Hours of attendance will be fixed from time to time in line with central agreements but will amount to not less than 43.25 gross hours per week (37 net hours 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. Flexible working hours are available in line with the National Museum of Ireland's policy on flexible working hours.

#### **Duties**

You will be required to perform any duties which may be assigned to you from time to time as appropriate to the position. The position will be whole-time and you will not be connected with any outside business which would interfere with the performance of official duties. You 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.

#### **General**

The appointment is subject to the Civil Service Regulation Acts, 1956 to 1996, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the civil service. The appointee will be subject to the National Museum's policies in respect of Code of Standards and Behaviour.

#### **Superannuation and Retirement**

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the National Museum of Ireland at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme

# National Museum of Ireland

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terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Key provisions attaching to membership of the Single Scheme are as follows:

## a. Pensionable Age

The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

## b. Retirement Age:

Scheme members must retire at the age of 70.

## c. Pension Abatement

- If the appointee was previously employed in the Civil Service and is in receipt of a pension from the Civil Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, 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.
- If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. **This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.**
- **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 that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

## d. Prior Public Servants



# National Museum of Ireland

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While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However the key exception case (in the context of this competition and generally) is that **a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.** In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants (“Non-Established State Employee Scheme”). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below:

## **e. 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 would 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.**

## **f. 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. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>

## **Sick leave**

Full pay during properly certified sick absence, provided that there is no evidence of permanent disability for service, may be allowed up to a maximum 92 days in one year and at half pay thereafter, subject to a maximum of 183 days sick leave in any period of four years or less.

The appointee will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to the National Museum of Ireland and 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.

## **Official secrecy and integrity**

The appointee will be subject to the provisions of the Official Secrets Act 1963, as amended by the Freedom of Information Act 1997. The appointee will agree not to disclose to third parties any confidential information especially that with commercial potential either during, or subsequent to, the period of employment.

## **Prior approval of publications**

The appointee will agree not to publish material related to official duties without prior approval by the Director of the National Museum of Ireland.

## **Political activity**

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

## **Further details**

Detailed provisions regarding various other terms and conditions, such as categories of leave (including maternity, adoptive and health & safety leave), some or all of which may be relevant to the appointee, are set out in circulars available on [www.personnelcode.gov.ie](http://www.personnelcode.gov.ie).

# National Museum of Ireland

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This is intended only as a guide. Full terms and conditions will be issued as part of the contract of employment.