

Application Form Guide

Retail Assistant

Clerical Officer, Part - Time, Permanent Position

Dublin Sites: Collins Barracks, Kildare Street, Merrion Street on Re-opening

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

SECTION 1 – PERSONAL DETAILS

In this section, the candidate is asked for routine personal details relevant to their application.

SECTION 2 – ACADEMIC/PROFESSIONAL RECORD

In this section, the candidate should provide details of their academic and/or professional records.

SECTION 3 – EMPLOYMENT DETAILS

In this section, the candidate should provide a chronology of their employment starting with their most recent employment. For civil and public service employment, each section that the candidate has worked in, and each change of grade should be recorded as a separate entry.

SECTION 4 – TRAINING & DEVELOPMENT RECORD

In this section, the candidate may provide details of their recent training and development events. Information provided here will be considered by the assessment panel in the context of assessing the candidate under the Delivery of Results competency (section 8 of the application form). In particular, **a commitment to personal development will be considered to reflect a commitment to staff development generally.**

Information in this section should be provided in chronological order starting with the most recent event.

SECTION 5 – OTHER INFORMATION TO SUPPORT YOUR APPLICATION

In this section, the candidate may provide other information to support their application. This may include details of interest and achievement, which contribute to their suitability for appointment to the position of Retail Assistant (Clerical Officer) in the National Museum of Ireland. Candidates may find it beneficial to identify non-work-related achievements or activities in this section, which they refer to in section 6.

SECTION 6

These are the most critical sections of the application form. The information provided here will be used to assess the candidate during the interview process. To be appointed to the position of Retail Assistant (Clerical Officer), the candidate must, during the interview process, demonstrate their competency under six different competency areas as follows:

Team Work

Information Management & Processing

Delivery of Results

Customer Service and Communication Skills

Specialist Knowledge, Expertise and Self Development

Drive & Commitment to Public Service Values

Definitions for each of the competencies are provided in Appendix 3.

These six competency areas are important skills or qualities needed by the Retail Assistant (Clerical Officer) in the National Museum of Ireland, and candidates are asked to give examples from their own experience that best shows their ability to demonstrate these skills and handle various aspects of the work.

Candidates are asked not use the same example to illustrate more than two questions.

Candidates are requested not to exceed the space allowed in the boxes. Remember, the ability to communicate effectively in writing is a key competency for the position of Retail Assistant (Clerical Officer) in the NMI.

For section 6, there are 2 segments to be completed, as follows:

1. Summarise your experience to date under this competency heading

This element of the application replaces the requirement to describe the candidate's current role or the need to outline the tasks performed or to list all of the achievements of the candidate in Section 4 (employment details). Instead, the candidate is asked to reflect on the breadth of their experience and to summarise their experiences, which are particular to each of the competency areas. This should provide a context for the specific example chosen to demonstrate the candidate's competency.

2. Describe two examples that illustrate your competency under this heading

For each of the competency areas, the candidate is also asked from their experience to give specific examples from their career to date where they demonstrated the skills relevant to the work of Retail Assistant (Clerical Officer).

Candidates should compose replies very carefully and try to structure what is written so that specific information is given. Comments should be evidence based and candidates should be careful of underselling or overselling their role in the specific example chosen. Please state what **you** have done – for example, do not say that “X was successful”, and describe exactly what **you** did and why you did it. The information you provide will be used in assessing your application.

For each of the chosen examples, please include the following:

- The nature of the task, problem, situation or objective
- What **you** actually did and how **you** demonstrated the skill/quality
- The outcome or result of the situation

SECTION 7 – CANDIDATE'S DECLARATION

This should be the final part of the application to be completed.

By signing the application, candidates are verifying that the information given in the application is accurate.