



## **BRIEFING DOCUMENT, APPLICATION AND SELECTION PROCESS**

### **Office Administrator**

Discover Limerick DAC has been established as a wholly owned subsidiary of Limerick City & County Council to operate and develop key tourism attractions in Limerick that will strengthen Limerick as a key destination and attract increased visitor numbers. Discover Limerick DAC is responsible for the operation of King John's Castle since April 2022, Lough Gur, April 2023 and Adare Heritage (November 2023).

We are currently inviting applications from suitably qualified persons for the above position. It is proposed to form a panel of qualified candidates to fill the vacancy of Office Administrator on a 3-year fixed term contract.

### **The Position**

The successful applicant will report to the Financial Controller and work closely with the General Manager(s) of Limerick tourist sites. The office administrator will work as part of a team supporting the CE, Financial Controller, managers, and colleagues to meet work goals and objectives and to deliver quality services to internal and external customers.

### **Key Duties**

- Supporting the Financial Controller in the day-to day operations of the company
- Processing monthly invoices and payments
- Provide support for the HR function of Discover Limerick DAC
- Support various database systems for Reservations, Finance, HR Functions, and Payroll & ICT.
- Manage and support Tourist Attraction Booking requests by phone, email or online
- Manage the visitor database and ensure all details are accurate and up to date
- To prepare reports, correspondence, and other documents as necessary.
- To organise and facilitate internal and external meetings as required
- Take minutes of meetings
- To provide assistance and support in the delivery of projects as required.

- To comply with Health and Safety legislative requirements, policies and procedures and safe systems of work
- It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.
- Any other duties as assigned

### **Requirements/Essential Skills**

- Relevant administrative experience at a sufficiently high level
- Has worked in an office environment with proficiency in excel, word, Microsoft office and ICT systems.
- Knowledge and experience of working with accounting software packages.

### **The ideal candidate will also:**

- Be self-motivated with ability to work on their own initiative.
- Have strong interpersonal and communications skills
- Be capable of representing the company in a professional and credible manner with all customers, suppliers and stakeholders.

## The Person

### Qualifications

1. **Character:**

Candidates shall be of good character.

2. **Health:**

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. **Education, Training, Experience, Etc.:**

Each candidate must, on the latest date for receipt of completed application forms have:

(i) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects (or four if Irish is included) from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme including Irish and/or English and one of the following: Mathematics, Accounting, Business Organisation or Economics,

**or**

(ii) have obtained a comparable standard in an equivalent examination,

**or**

(iii) hold a third level qualification of at least diploma standard,

Non-Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document.

## **Salary**

€35,000 per annum with annual increments

While a candidate might meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Discover Limerick DAC may decide a number only will be invited to same. In this respect, Discover Limerick DAC provides for the employment of a shortlisting process to select a group for interview, who, based on the examination their application form, appears to be 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 based on their application, appear to be better qualified and/or have more relevant experience. It is, therefore, in your own interest to provide a detailed and accurate account of your relevant qualifications/experience on the application form.

## **Competitive Interview**

Selection will be by means of a competition based on an interview conducted by or on behalf of Discover Limerick DAC. This will be an in-person interview.

A panel may be formed on the basis of such interview. Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency:

<p><b>Work related knowledge and skills (200 marks)</b></p> <ul style="list-style-type: none"> <li>• Range and depth of experience relevant to post</li> <li>• Specialist knowledge, expertise in previous and current working environment</li> </ul>
<p><b>Delivering Results – Delivering quality Outcomes and Ensuring Compliance (200 marks)</b></p> <p>Promotes the achievement of quality outcomes in delivering services, with a focus on continuous improvement.</p> <ul style="list-style-type: none"> <li>• Plan and prioritise work and resources effectively.</li> <li>• Establish high quality service and customer care standards.</li> <li>• Make timely, informed and effective decisions and show good judgement and balance in making decisions or recommendations.</li> </ul>
<p><b>Problem Solving and Decision Making (100 marks)</b></p> <p>Can pinpoint critical information and address issues logically. Understands the context and impact of decisions made. Can act decisively with complex information and multiple stakeholders.</p> <ul style="list-style-type: none"> <li>• Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors.</li> <li>• Takes account of broader issues, agendas, considerations and related implications when making decisions.</li> <li>• Uses previous knowledge and experience in order to guide decisions.</li> <li>• Uses judgement to make sound decisions with a well-reasoned rationale and stands by these.</li> <li>• Puts forward solutions to address problems.</li> </ul>
<p><b>Personal Effectiveness – Personal Motivation and Initiative - (100 marks)</b></p> <p>Is enthusiastic about the role and is motivated in the face of difficulties and obstacles. Adopts a positive attitude to work; is enthusiastic and open to taking on new challenges or responsibilities. Takes the initiative and is proactive in addressing issues.</p> <ul style="list-style-type: none"> <li>• Adopts a positive and constructive approach to work.</li> <li>• Sets challenging standards and achieves high quality outcomes.</li> <li>• Responds positively to the challenges of the role.</li> <li>• Manages own time effectively to achieve objectives.</li> <li>• Demonstrates experience of managing resources and budgets in particular monitoring, assessing evaluating and adhering to them</li> </ul>

Candidates must achieve a minimum 50% of the total marks available in each of the competencies to qualify for inclusion on the panel.

Discover Limerick DAC is an equal opportunities employer.

**November 2023**