



Comhairle Chontae na Gaillimhe
Galway County Council

CANDIDATE INFORMATION BOOKLET

Please Read Carefully

RECRUITMENT AND SELECTION CAMPAIGN FOR THE POSITION OF TRAVELLER LIAISON OFFICER (GRADE VI)

Closing Date for Receipt of completed applications

4 p.m. on Thursday 14th August, 2025

Important Notes:

- Please submit your application form inclusive of all other required documentation to hr@galwaycoco.ie as **ONE SINGLE document** (not individual scanned documents) before the closing date and time.
- Candidates must submit a copy of all declared qualifications and a copy of photographic identification with their application forms.
- Application forms must be fully completed. CVs will not be considered.

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THE COMPETITION:

Galway County Council is establishing a panel for the position of Traveller Liaison Officer (Grade VI) from which permanent and/or temporary positions may be filled during the lifetime of the panel.

QUALIFICATIONS FOR THE POST

CHARACTER

Each candidate must be of good character and the successful applicant will be subject to Garda Vetting prior to any appointment being confirmed.

HEALTH

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the health requirements, it will be necessary for successful candidates to undergo a medical examination by a qualified medical practitioner to be nominated by the Local Authority. This will be at their own expense and will take place before they are appointed. On taking up appointment the expense of the medical examination will be refunded to candidates.

EDUCATION & EXPERIENCE

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

- a) be a serving employee in a local authority, or a regional assembly and have not less than two years' satisfactory experience in a post of Clerical Officer or analogous post, and
- b) have satisfactory experience in administrative procedures, including adequate practical experience in work of an executive nature, office organisation and control of staff.

Or

- c) hold a Third Level Qualification in a subject which can be proven relevant to the post (community development, social housing, etc.)

- d) have a minimum of 3 years' experience working with vulnerable individuals, such as those experiencing homelessness, living with disabilities or facing other challenges.
- e) possess excellent interpersonal and communication skills, and organisational and negotiating skills
- f) be able to show an ability to work on their own initiative and resolve issues as they arise.
- g) have excellent problem-solving skills

It is **desirable** that the ideal candidate should possess:

- Good knowledge of social housing policy and approaches, including a good understanding of issues and needs of the Travelling Community and a knowledge of Public Sector Equality and Human Rights Duty.
- Ability to develop and maintain positive, productive and beneficial working relationships;
- Ability to handle potentially complicated situations and to prevent and manage conflict situations;
- Strong management, communication and negotiation skills;
- Ability to work effectively as part of a team and with statutory, community and other agencies;
- Experience of working with community / voluntary / disadvantaged groups;
- Experience of preparing reports and correspondence;
- Capacity to develop and implement work programmes;
- Ability to work on own initiative and resolve issues as they
- Knowledge and experience of operating ICT systems.

TRANSPORT

Candidates must hold a clean, current, Class B Driving Licence and will be required to have access to his/her own car as the role may require some travel.

ROLE DUTIES AND RESPONSIBILITIES

The Traveller Liaison Officer will work as part of a team with Galway County Council's Housing Department. The Traveller Liaison Officer will work primarily on the provision of services, advice and support to Travellers but may also be required to become involved in housing related services relating to non-Traveller tenants and applicants of the Council where necessary.

The Traveller Liaison Officer will report to the Administrative Officer, Housing or any other officer as designated by the Chief Executive.

The following is a non-exhaustive list of duties of the Traveller Liaison Officer:

- 1) Be the main point of contact for Galway County Council in relation to accommodation issues relevant to the Traveller community;
- 2) Making regular onsite visits to Traveller Specific Accommodation, including halting sites, houses, roadside encampments;
- 3) Providing in-person support and assistance to members of the Travelling Community in their homes and in Council offices;
- 4) Estate management of Traveller Specific Accommodation to promote sustainable communities;
- 5) Responding to and investigating complaints of anti-social behaviour, in collaboration with the Tenancy Enforcement Officer. This will include taking action in accordance with Galway County Council's Anti-Social Behaviour Policy;
- 6) Encouraging positive participation by Travellers in the management of their estate, including the setting up of resident's groups;
- 7) Providing post -tenancy support to Traveller households in Traveller Specific Accommodation, including engagement with other support services where required;
- 8) Responding to referrals from staff in the Housing Unit in relation to:
 - i. tenants and occupants in Traveller specific accommodation and Standard Local authority Housing
 - ii. and housing applicants to offer advice and support;
- 9) Investigations and compilation of reports on matters which have been referred by a member of the Housing Unit;
- 10) Working closely with staff in the Housing Unit to ensure the timely progression and delivery of the Traveller Accommodation Programme;
- 11) Identifying, developing and fostering positive working relationships through regular communication with individuals, agencies and professionals involved in the provision of support services to Travellers including working with Travellers Representative Groups and Organisations;
- 12) Working collaboratively and liaising, where appropriate, with relevant agencies and signposting Travellers to supports available in other agencies;
- 13) Assisting and advising in relation to all matters associated with Local Authority Housing with reference to the Traveller community including proactively developing, reviewing and updating of

traveller related policies and procedures, including the development of Traveller Accommodation Programmes;

- 14) Compiling accurate data for completion and submission of returns to Galway County Council and Government Departments;
- 15) Compilation of household information and updating of housing database records accordingly;
- 16) Attending Court, if required;
- 17) Respond to emergencies as they arise, including outside of office hours when necessary;
- 18) Undertake training as and when required;
- 19) Use of new technology as required;
- 20) Carrying out such other duties or responsibilities as may be assigned by the local authority from time to time.

KEY COMPETENCIES:

Candidates will be expected to demonstrate enough evidence within their application form of competence under each competency.

Judgement, Analysis & Decision Making	<ul style="list-style-type: none">• Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors• Takes account of broader issues, agendas, sensitivities and related implications when making decisions• Uses previous knowledge and experience in order to guide decisions• Uses judgement to make sound decisions with a well-reasoned rationale and stands by these• Puts forward solutions to address problems
Management & Delivery of Results	<ul style="list-style-type: none">• Takes responsibility and is accountable for the delivery of agreed objectives• Successfully manages a range of different projects and work activities at the same time• Structures and organises their own work and others work effectively• Is logical and pragmatic in approach, delivering the best possible results with the resources available

	<ul style="list-style-type: none"> • Delegates work effectively, providing clear information and evidence as to what is required • Proactively identifies areas for improvement and develops practical suggestions for their implementation • Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively • Applies appropriate systems/processes to enable quality checking of all activities and outputs • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Builds and maintains contact with colleagues and other stakeholders to assist in performing role • Acts as an effective link between staff and senior management • Encourages open and constructive discussions around work issues • Projects conviction, gaining buy-in by outlining relevant information and selling benefits • Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances • Presents information clearly, concisely and confidently when speaking and in writing • Collaborates and supports colleagues to achieve organisational goals
Specialist Knowledge, Expertise and Self Development	<ul style="list-style-type: none"> ▪ Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/Organisation and effectively communicates this to others • Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work • Focuses on self-development, striving to improve performance

DETAILS AND PARTICULARS

PROBATION

Where a person is permanently appointed to Galway County Council the following provisions shall apply –

- a) there shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- b) such period shall be one year, but the Chief Executive may, at his discretion, extend such period;
- c) such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;
- d) the period at (a) above may be terminated on giving one weeks' notice as per the Minimum Notice and Terms of Employment Acts;
- e) there will be assessments during the probationary period.

REMUNERATION:

Point	01/03/2025
1	€56,754
2	€58,108
3	€59,758
4	€62,862
5	€64,716
LSI 1	€67,020
LSI 2	€69,337

Holders of the post will be paid at the appropriate point on the salary scale in accordance with the relevant Department Circular. New entrants to the Local Authority Sector will be appointed to the minimum of the scale.

WORKING HOURS

35.10 hours per week

ANNUAL LEAVE:

30 days per annum.

RESIDENCE:

Holders of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

GARDA VETTING:

Successful candidates will be subject to Garda Vetting Procedures.

OUTSIDE EMPLOYMENT

The position is whole-time, and the employee may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

SUPERANNUATION CONTRIBUTION

A person who becomes a pensionable employee of a local authority who is liable to pay the Class A rate of PRSI contribution will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

A person who becomes a pensionable employee of a local authority who is liable to pay the Class D rate of PRSI contribution will be required in respect of his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration.

A person paying Class D rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to

contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the scheme.

A person paying Class A rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Employees are admitted to the Superannuation Scheme in accordance with the terms of the Local Government Superannuation (Consolidation) Act, 1998 and the Superannuation (Miscellaneous Provisions) Act 2004, with effect from date of appointment. This scheme is contributory and provides pension, retirement and death gratuities.

In order for a new entrant to the scheme to qualify for a pension, he/she must have served a minimum of two years employment in a local authority.

For new entrants under the Single Public Service Pension Scheme, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on career-average pay; pensions will be co-ordinated with the State Pension Contributory

CLOSING DATE FOR SUBMISSION OF APPLICATION FORM

- The Closing Date for the receipt of completed forms is **4.00p.m. on Thursday, 14th August 2025**
- Applications may be submitted to hr@galwaycoco.ie or posted to Galway County Council, Human Resources Department, County Hall, Prospect Hill, Galway. Please ensure that applications are posted in sufficient time to be received by **the closing date above.**
- Failure to submit all the required documentation with your application will result in your application being invalid and you will not be permitted to proceed any further in the selection process.
- Application forms, once submitted, will be checked to ensure that they meet the required minimum criteria for the position.
- If your application form does not meet the minimum qualifications for the post as set out in this booklet then your application will be deemed invalid, and you will not be permitted to proceed any further in the selection process.

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SHORTLISTING

Galway County Council reserves the right to shortlist applications. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the application form or a shortlisting interview (online/in person) or other written, oral or practical test(s) appropriate to the position. You will be contacted in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated.

FINAL INTERVIEW

Final Interview Process

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Local Authority's opportunity to assess your suitability for the role of Housing Liaison Officer. In Interview may take place online or in person. The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that Galway County Council is satisfied that such person fulfils the requirements of the Regulations or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important therefore, for you to note the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense, as Galway County Council will not be responsible for refunding any expenses incurred.

Interviews shall be conducted by Board(s) set up by Galway County Council. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed Qualifications and any other relevant matters. Only candidates who reach such a standard as Galway County Council consider satisfactory in the competitive interview shall be considered for selection and placed on a panel. The onus is on all applicants to make themselves available for the obligatory test(s) on the date(s) specified by Galway County Council and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the postal or email address specified on their application form.

Candidates on the panel, who satisfy all the requirements for the post may be offered employment subject to:

- (i) their place, in order of merit, on the panel.
- (ii) the requirements of Galway County Council.

Please note that interview may be held online via Microsoft Teams.

ACCEPTANCE OF OFFER OF EMPLOYMENT

The Local Authority shall require persons to whom appointments are offered to take up such appointments within a period of not more than one month and if they fail to take up the appointments within such period or such longer period as the Local Authority in its absolute discretion may determine, the Local Authority shall not appoint them.

COMMUNICATIONS

Galway County Council will contact you, when necessary, at each stage of the competition by post /email/sms. It is strongly recommended that you do not change your email address or mobile phone number during this recruitment campaign, as any email/text message will be sent to the email address/telephone number originally supplied on your online expression of interest form. It is important to note that the email address you provide when applying must be one that you can access always. The onus is on the applicant to inform the Human Resources Department of any change in postal address throughout the recruitment and selection campaign. This can be done by emailing hr@galwaycoco.ie. The onus is also on each applicant to ensure that s/he is in receipt of all communication from the Galway County Council. Galway County Council does not accept responsibility for communications not accessed or received by an applicant.

THE FINE PRINT

GENERAL INFORMATION

1. Galway County Council reserves the right to vary the number and sequence of each stage of the selection process as the competition progresses
2. Galway County Council will not be responsible for refunding any expenses incurred by candidates.

3. The admission of a person to the competition, or invitation to partake or attend any element of the selection process, or a successful result letter, is not to be taken as implying that Galway County Council is satisfied that such a person fulfils the requirements.

4. Placement on any panel from this competition is not a guarantee that a position will be offered.

5. The Importance of Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by Galway County Council are treated as strictly confidential subject to the provisions of the Freedom of Information Acts 1997 & 2003.

6. Deeming of candidature to be withdrawn

Candidates who do not complete and submit any assessments before the specified date; or do not attend/ undertake any stage of the selection process as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

7. Data Protection

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data.

To make a request to access your personal data please submit your request by email to: dpo@galwaycoco.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

8. Candidates should note that canvassing will disqualify.

IMPORTANT INFORMATION-TERMS AND CONDITIONS

Your attention is drawn to this important information. By submitting an application, accessing or attempting any assessment / test materials you are agreeing to be bound by the terms set out below:

1. All test and assessment materials are subject to copyright and all rights are reserved. No part of the tests/ assessment materials (including any text, questions and/or potential answer options) or associated materials (including practice and/ or familiarisation materials) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, printing, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process.
2. Canvassing - Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the recruitment campaign.
3. Candidates in the recruitment process must not:
 - Knowingly or recklessly provide false information
 - Canvass any person, with or without inducements
 - Interfere with or compromise the process in any way.
4. A third party must not impersonate a candidate at any stage of the process.

If a person found guilty of such an offence was or is a candidate in a recruitment process, then:

 - Where s/he has not been appointed to a post, s/he will be disqualified as a candidate
 - Where s/he has been appointed subsequent to the recruitment process in question, s/he shall forfeit that appointment.
5. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that Galway County Council is satisfied that such a person fulfils the essential requirements.

GENERAL PRINCIPLES

This Code of Practice sets out the commitment by Galway County Council to comply with standards of best practice and integrity in its recruitment and selection procedures. It also outlines the obligations and responsibilities of persons who apply for employment with the Council, as well as their rights. It is based on the general principles of fairness and consistency in approach to all candidates, through competency-based selection procedures which are conducted in an open and transparent manner.

ADVERTISING

The Council is committed to ensuring that vacancies are communicated openly to afford equality of opportunity. Advertising mechanisms are selected which offer value for money and are appropriate to the vacancy under consideration. In general, vacancies are normally advertised in the national and local newspaper's, as well as the Council's website at www.galway.ie and the national website www.localgovernmentjobs.ie

LEGISLATION

The Council has regard to all relevant legislative requirements and considerations in its recruitment and selection processes, including;

- *Official Languages Act* – in accordance with government policy and having regard to our county's cultural identity, the Council conducts optional oral Irish interviews as part of its recruitment process, which awards an additional 3% / 6% of marks attained at main interview, to candidates who demonstrate a reasonable / very good knowledge of the Irish language. The Council is committed to achieving its obligations under the Official Languages Act on a planned basis.
- *Freedom Of Information* – all information received and processed by the Council is treated in confidence subject to the requirements of the Freedom of Information Act.
- *Data Protection Acts* – the information submitted with your application is used solely in processing your candidature, and such information is held subject to the rights and obligations of the Data Protection Acts.
- *Equality Acts* – the interview process and Interview Boards have regard to all equality considerations. Employment opportunities are accessible to all potentially qualified applicants,

including people with disabilities, for whom all appropriate facilities are provided to ensure that they have the opportunity to perform to their optimum at interview.

WHAT ARE YOUR RESPONSIBILITIES?

- *Full Completion of Application Form* – applications must be made on the official application form, and all sections of the form must be fully completed. When completing the form, it is essential that full details (e.g. Employment dates & duties) are given, as you may be shortlisted on the basis of information supplied.
- *Submission Prior to the Closing Date* – the completed application form must be forwarded to reach Galway County Council in hard or electronic copy, not later than the closing time and date for receipt of applications. An application form sent by post should be posted in sufficient time to ensure delivery by the deadline. Allegations of loss or delay will not be considered unless supported by a Certificate of Postage.
- *Attendance at Interview* – candidates who do not attend at interview or tests as required, or who do not, when requested, furnish evidence in relation to their candidature, will have no further claim for consideration in the recruitment process for that vacancy.
- *Integrity and Fairness* – this comprises four main issues:
 - Any attempt by a candidate, or by any person(s) acting on his/her instigation, directly or indirectly by means of written communication or otherwise, to canvass or otherwise influence in the candidate's favour, any member of staff of the County Council or person nominated by the Council to interview or examine applicants, will automatically disqualify the candidate for the position he/she is seeking.
 - Candidates must not knowingly provide false information on their application.
 - No other person may impersonate or represent a candidate at any stage of a selection process.
 - Candidates must not interfere with or compromise the process in any way.
 - Any candidate found to carry out any of the above and who was/is a candidate in the recruitment process, may be disqualified as a candidate or if appointed, may forfeit the appointment.

APPOINTMENT ON MERIT

- *Eligibility* – specific requirements for posts may be set down by the appropriate Minister/Body, such as academic/professional qualifications, minimum amount and type of experience and/or knowledge, and in some cases, other factors such as health/fitness, security clearance considerations, etc. Candidates are advised as soon as possible after the closing date of the

decision regarding their eligibility for the post. However, admission to a competition or invitation to interview is not to be taken as implying that the Council is satisfied that the candidate fulfils all requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. Therefore, the onus is on the candidate to ensure that they meet the eligibility requirements before attending for interview, as candidates attend for interview at their own expense.

- *Shortlisting* – where a large number of persons apply for a post, the Council reserve the right to admit to the competition, only candidates who appear to be likely to possess a standard sufficient for appointment. The shortlisting process can take the form of: -
 - Shortlisting of candidates on the basis of information contained in their application form;
 - Other written, oral or practical tests appropriate to the position;
 - Preliminary interviews to reduce the number of candidates to a more manageable number for the final Interview Board or
 - Preliminary interviews to determine qualified candidates, after which a selected number of the qualified candidates are called back for final interview.
- *Main Interview* – the Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualification, attributes and skills required to undertake the duties and responsibilities to the standard required in the post.
- *Interview Board* – the Interview Board are selected and convened having regard to their training, experience and expertise in the particular functional area. Gender representation is also taken into consideration when constituting a board, subject to availability. Interview Board Members have regard to their responsibilities under Equality and Freedom of Information legislation in the conducting of interviews.
- *Panel* – following completion of interviews, a panel may be formed, the duration of which is at the discretion of the Council. While a panel remains in force, offers of temporary or permanent employment may be made subject to confirmation of qualifications and satisfying clauses in relation to health, character or other requirements of the particular post. Persons to whom an offer of employment is made must take up duty within 1 month from the date of offer, or such extended period as the Council may agree, otherwise, the Council may decide not to appoint them.

YOUR RIGHT TO INFORMATION AND TO APPEAL

The Council is committed to offering meaningful feedback to candidates who request it, and to dealing with such requests in a timely and efficient manner. A request for marks awarded at interview and

comments made by the Interview Board, may be made in writing to the Freedom of Information Officer, under the Freedom of Information Act.

The Council will consider appeals in relation to eligibility and shortlisting decisions. Such appeals must be made by candidates in writing within 5 working days of notification of the relevant decision. On receipt of appeal, the selection decisions will be re-visited, and the candidate will be informed of the outcome of this review.

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Application Form Checklist

- ✓ All application forms must be submitted fully completed and inclusive of all the requested documentation (Educational Qualification Documents and Driving Licence) by the closing date. All **incomplete applications** will be returned as **invalid** after the closing date and will not be included in the competition.
- ✓ All information must only be provided on the formal application form. Additional information via Curriculum Vitae **will not** be considered.
- ✓ Ensure that you have answered all questions fully.
- ✓ Copies of Educational qualifications & driving licence (not originals), i.e. Leaving Certificate, degree etc., whichever is applicable in your case, must be submitted with your application. Original certificates will be required prior to any appointment.
- ✓ Applications may be submitted by email to hr@galwaycoco.ie providing all required information is included on the application (i.e. scanned copy of educational qualifications, driving licence etc.)
- ✓ Applications will be short-listed on the basis of the information provided on the application form and therefore you should ensure that you have fully completed your application, and all documentation requested is submitted.
- ✓ Candidates who send their applications by post should allow sufficient time to ensure delivery **not later** than the latest time for acceptance. The responsibility rests with the applicant to ensure the application form, in full, along with all requested documentation is **received** on time by the Human Resources Department, Galway County Council.
- ✓ Claims that any application form or letter relating to it has been lost or delayed in the post will not be considered unless a Post Office Certificate of Posting is produced in support of

such claims. The responsibility to make contact with An Post regarding any delays rests with the applicant.

- ✓ Please notify the Human Resources Department of any change of address, telephone number or email address.

The onus rests with the applicant to ensure that his/her application form and all required documentation is received by the Human Resources prior to the competition closing date.