

Clerical Officer (Operations)

Competition and Information Booklet

Please read carefully

Job Title:	Clerical Officer (Operations)
Contract Type:	Permanent full-time contract
Location:	Blended work model with office in Portlaoise, Co. Laois
No. of Hours:	35 hours per week
Starting Salary:	€30,811 - €47,945(LSI 2)

Closing Date for receipt of Applications

12.00 noon on Thursday 8th May 2025

Contact: lo.manager@locallink.ie

About Laois TRIP CLG t/a TFI Local Link Laois Offaly

We are a not-for-profit organisation managed by a voluntary board of directors and act as agents for the National Transport Authority (NTA) with responsibility for managing TFI Local Link (Rural Transport) services in counties Laois and Offaly.

Laois TRIP CLG was formed in 2003 as part of the Rural Transport Initiative, to provide door to door services in rural areas of the County. In 2007 services were extended to cover the whole County and in 2015 Laois TRIP CLG expanded to cover Laois and Offaly under the Local Link brand and is funded by the National Transport Authority.

Background to TFI Local Link

TFI Local Link services are funded by Government to secure, through several mechanisms, public transport services in rural Ireland. In 2019 Local Link total patronage was 2.5m and the budget to provide services was €24.1m. There has been significant growth over recent years that reflects a growing awareness of the importance of public transport in supporting and enhancing the quality of life of those living in rural Ireland. The pandemic has seen a reduction in passenger numbers travelling during the restrictions however there has been a steady return as restrictions are lifted with over 297,000 passengers' journeys undertaken in 2024 in counties Laois and Offaly.

The Rural Transport Programme through 15 nationwide Transport Co-ordination Units (TCUs) such as Laois TRIP CLG manage the rural transport services locally. TFI Local Link services are delivered through the procurement of licenced passenger transport operators via public tendering competitions.

Two types of services are provided:

- Demand Response services provide the opportunity for customers to pre-book trips on designated days, some are door-to-door and most of these services now use wheelchair accessible vehicles.
- Scheduled services (rural regular services as they are referred to) provide timetabled services connecting communities to local amenities and to longer distance coach transport hubs and trains stations for onward travel to regional centres.

Services under the rural transport programme are constantly reviewed to ensure they continue to meet the objectives of the programme and the needs of those of the service users and the communities they serve.

Role Overview

The duties of the Clerical Officer (Operations) are to support the Operations Co-ordinator in scheduling and co-ordinating appointments, meetings along with assisting with administrative tasks such as managing and filing paperwork, preparing and editing correspondence, contracts and reports, answering phone calls and making bookings for passengers. Included in this role will be taking part in community engagement events and meetings.

Duties and responsibilities

- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Managing deliveries and walk-in customers/operators.
- Promptly and professionally responds to passenger service requests and, subsequently, schedules transport services to meet the needs of passengers and partner organisations to assure timely and efficient services in line with company policies and procedures.
- Answer customer service telephone, provide general information to current and potential passengers (timetables, public transport service timetables) and determine specific service needs in relation to accessibility and location. Research addresses and verify pick-up and destination information. Also monitors the company mobile, WhatsApp, Instagram and company email providing customer service
- Record unmet transport needs and coordinate with Transport Coordinators, Manager, and other relevant stakeholders.

- Enter passenger information on data base (loading system). Monitor, review, update and maintain the data base regularly or as required. And comply with relevant Data protection policy as prescribed.
- Use a bespoke computerised systems such as ITMS and to input passenger and service information, to plot and design services based on passenger and/or partner organisation need/requirements and to make transit service bookings. Training will be provided.
- Use CRM Monday.com. Training will be provided.
- Assist the Manager with preparation of schedules and passenger information for service providers/drivers based on the strategic planning of service provision and on passenger requests.
- Trouble shoot problems encountered while providing service and take steps to remedy identified problems and coordinate with manager on problem resolution
- Analyse and evaluate data and information and produce reports, information and data as required to the management team and board.
- Assist promotion and marketing of existing and new routes through all social media mediums and advise Manager and senior staff of new marketing possibilities
- Assist in management of marketing competitions and analysis of data for funding report
- Represent the company positively and develop and maintain effective and professional relationships with the Board, Manager, staff, other key stakeholders, the media, and the public.
- Adherence to Policies and Procedures – ensuring compliance with Company policies and procedures.
- Assisting with health and safety matters pertaining to the TFI Local Link Laois Offaly operations.
- Take part in other projects and initiatives as required.
- Ensure audit trail is evident and GDPR adhered to.
- Please Note: The functions and responsibilities initially assigned to this position are based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the organisation.

Essential Criteria

Please Note: In order to satisfy the shortlisting panel that you meet the criteria of this role, you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.

Each candidate must meet the following requirements at the time of the competition closing:

- Level 5 (Leaving Certification minimum)
- 2 years dispatch, customer service and communications experience in a transport or customer-focussed environment
- Ability to post items on social media forums and update accordingly
- Ability to be courteous and respectful and discrete in providing customer services

- Ability to utilise standardised IT packages along with specialised software and programme related systems.
- Effective verbal and written communication skills.
- Ability to establish and maintain effective working relationships with co-workers and the public
- B Drivers Licence and own car

Desirable Criteria

Please Note: Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.

The ideal candidate will also:

- a) Understanding of TFI Local Link services especially services pertaining to the Laois Offaly region.
- b) Knowledge of reading and interpreting maps and journey planning on a computerised system

Additional Information for the Role

Funding: It must be understood that all posts within Laois TRIP CLG are subjected to continued funding and if discontinued any post holder's contract may be terminated.

Annual Leave: Annual Leave entitlement will be 21 days per annum plus public holidays. The needs of the position must be considered when applying to take annual leave.

Hours of Work: The normal hours of work are 09:00 to 17:00 with 1 hour for lunch. These hours will vary depending on position requirements, flexibility is required regarding start, finish and break times, while overall the employment will be on the basis of a 35-hour working week

Salary: Incremental Pay Scale starting at €30,811 with 6% employers' contribution to Pension (after 6 months' probation).

The salary will be commensurate with experience and qualifications

Location: The employment base for this role will be Portlaoise. An application can be submitted to work from home for a maximum of 2 days per week (after 6 months' probation).

Probation: There is a 6-month probationary period which may at the discretion of the Manager be extended to 10 months.

Travel: This position may involve some travel within Ireland and occasional meetings. Travel and expenses will be paid in accordance with approved civil service rates

Closing Date: The deadline for receipt of Application is 12 noon, Thursday May 8th 2025.

How to Apply

Please submit your application referencing **Clerical Officer (Operations)** in the subject of the email to lo.manager@locallink.ie with the following:

1. A comprehensive cover letter outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Clerical Officer (Operations) to (max 250 words) and
2. A comprehensive CV (not to exceed 3 pages) with a passport photograph attached and
3. Completed Application form attached

Please Note: The omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

Closing Date

The closing date and time for applications is strictly **12.00 (noon)** on **Thursday 8th May 2025**. Applications received after the specified deadline cannot be accepted.

Interviews will be held week commencing May 19th, 2025

Laois TRIP CLG is an equal opportunities employer

Key Competencies

Please note that all or some of the competencies will be examined on your application form and at interview.

Information Management & Processing	<ul style="list-style-type: none"> • Demonstrates Organisational Skills • Ability to understand and adhere to procedures and processes • Demonstrates proficiency in the use of Information Technology • Collating Data and information processing • Analytical and reporting skills
Team Working	<ul style="list-style-type: none"> • Interpersonal skills and ability to communicate effectively with a wide range of stakeholders • Develop and maintain good working relationships with teams • Demonstrate dignity and respect for colleagues • Understand own role and personal contribution within a team
Delivering Results	<ul style="list-style-type: none"> • Take responsibility for delivering quality work in a timely manner • Assess and prioritise workloads • Ensure accuracy and high standards in work delivered • Flexibility in approach to work • Adapt quickly to change and new ways of doing things • Use initiative and self-motivate when required
Communication Skills	<ul style="list-style-type: none"> • Communicates clearly • Actively listens • Demonstrates positive customer service attitude
Personal Effectiveness	<ul style="list-style-type: none"> • Clear knowledge and understanding about the services TFI Local Link provide • Commitment to self-development and improving skills and knowledge. • Strives to perform at a higher level • Enthusiastic and energetic about the role • Acts with honesty and integrity • Treats others in a fair and consistent manner • Possess resilience and ability to work in a demanding environment

Clerical Officer Role Application Information Form

Please complete and return with your cover letter and CV

Name		
Address		
Contact No		
Email Contact		
Education History: Secondary School Name Other Education Qualifications:		Year
Work Experience: Company Name:	Duties (summary)	Year