

KILKENNY COUNTY COUNCIL



HUMAN RESOURCES DEPARTMENT

Recruitment Guidance Booklet - Applicants

Competition Name: Pay Station Attendant

Competition ID: 2024/O/P/O/49

Competition Type: Open

Competition Closing Date: 19th November 2024 at 4.00 pm

1.0 TABLE OF CONTENTS

1.0	TABLE OF CONTENTS	2
2.0	KILKENNY COUNTY COUNCIL	4
3.0	JOB REQUIREMENTS	5
3.1	Minimum Eligibility Requirements.....	5
3.2	Desirable Requirements.....	6
4.0	CITIZENSHIP	6
4.1	Citizenship	6
5.0	JOB DESCRIPTION	7
5.1	Role	7
6.0	JOB DUTIES AND RESPONSIBILITIES	7
7.0	PARTICULARS OF OFFICE.....	7
7.1	Type Of Post.....	7
7.2	Salary	8
7.3	Superannuation contribution	8
7.4	Pension Abatement.....	8
7.5	Pension Acrual.....	9
7.6	Probation	9
7.7	Pre-Employment Medical Examination.....	9
7.8	Hours Of Work	9
7.9	Annual Leave	10
7.10	Travel.....	10
7.11	Location	10
7.12	Safety, Health & Welfare.....	10
7.13	Training.....	11
7.14	Policies & procedures	11
8.0	SELECTION PROCESS	11
8.1	Stage 1 - Submission of Applications	11
8.2	Stage 2 - Eligibility & Shortlisting Of Applications	11
8.3	Stage 3 - Interviews	12
8.4	Stage 4 – Panels.....	13
8.5	Notification of shortlisting/interview results	14
8.6	Feedback	14
8.7	Appeals.....	14
8.8	Offer Letters.....	14
8.9	References	14
8.10	Clearances (Garda Vetting & Pre-Employment Medical Examination) .	15
9.0	GENERAL.....	15
9.1	The Importance of Confidentiality.....	15

9.2	Deeming of Candidature to be Withdrawn.....	15
9.3	Quality Customer Service.....	15
9.4	Use of Recording Equipment	16
9.5	Applicants' Obligations:.....	16
9.6	Contravention Code of Practice	16
9.7	General Data Protection Regulation (GDPR)	17

2.0 KILKENNY COUNTY COUNCIL

Kilkenny County Council provides services to a population of over 104,000 citizens in County Kilkenny in areas of housing, roads, transportation, planning, environment, economic and community development, tourism, libraries, fire and emergency response, parks, amenities, heritage, arts and water services.

We have over 600 employees and can offer exciting careers across our services in various roles such as engineering, technical, financial, management, administration, library services, fire services and general services. Our headquarters are in Kilkenny City, and we have area offices throughout the county.

The Council operates within an annual revenue budget of €111.1 million and a multi-annual three-year capital budget of €160 million.

Our Mission

Kilkenny County Council is committed to working with the people of Kilkenny to develop sustainable, connected, economically thriving and proud communities with the consideration of climate change embedded into all our policies and services.

Our Values

1. Accountability and Transparency

We will communicate openly with people, and we will be transparent in all decision-making.

2. Inclusiveness, Equality and Accessibility.

We prioritise social inclusion, equality of access and opportunity, and we will encourage the people, groups, and organisations we work with to take a similar approach.

3. Leadership

We are committed to providing democratic and civic leadership in guiding the positive development of the City and County.

4. Pride

We will take pride in our work and in the leadership role of Kilkenny County Council in the economic, social, cultural, and environmental development of the City and County.

5. Quality Service

We will provide an accessible, courteous, consistent, impartial, and responsive service and we will strive for continuous improvement in our service delivery.

6. Sustainability

We will act in a sustainable way in relation to finance, the environment, our heritage, community affairs and socio-economic issues. We will work in ways that will not constrain the current or future needs of the people and communities of Kilkenny City and County.

7. Value for Money

We will use resources efficiently and continually assess and evaluate our performance

For further information on Kilkenny County Council see:

[Kilkenny County Council Corporate Plan 2019 – 2024](#)

3.0 JOB REQUIREMENTS

PLEASE NOTE:

- **FAILURE TO UPLOAD ALL REQUIRED DOCUMENTS I.E. QUALIFICATIONS, I.D. ETC., AT SUBMISSION STAGE WILL AUTOMATICALLY RESULT IN AN INVALID APPLICATION.**
- **APPLICANTS SHOULD SATISFY THEMSELVES THAT THEIR EDUCATIONAL QUALIFICATIONS MEET THE MINIMUM REQUIREMENTS FOR THIS POSITION.**
- **APPLICANTS WITH NON-IRISH QUALIFICATIONS CAN AVAIL OF THE ON-LINE RECOGNITION OF FOREIGN QUALIFICATIONS SERVICE PROVIDED BY QUALITY AND QUALIFICATIONS IRELAND (QQI) AND MUST SUBMIT PROOF OF SAME WITH THEIR APPLICATIONS.**

FAILURE TO FULLY COMPLETE EACH QUESTION ON THE APPLICATION FORM MAY DEEM YOUR APPLICATION INVALID (ANSWERS WHICH REDIRECT TO OTHER RESPONSES ARE NOT PERMITTED)

3.1 MINIMUM ELIGIBILITY REQUIREMENTS

Minimum Eligibility Requirements are the minimum requirements required for the position and are set out by the Department of Housing, Local Government and Heritage for administrative and technical/engineering grades.

For outdoor grades and some specialised grades, the minimum eligibility requirements are set out by Kilkenny County Council Human Resources Department in consultation with the relevant Line Manager as they are not set centrally by the Department.

Applicants will be required to submit scanned images of documentation to establish the applicant meets the following minimum eligibility criteria:

3.1.1 CHARACTER

Applicants shall be of good character.

3.1.2 HEALTH

Applicants must be in good health and not suffering from any illness that would render him/her unsuitable or unable to hold the position.

For the purposes of satisfying the requirement as to health it will be necessary for each successful applicant, before he/she is appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority. If after undergoing the medical, you do not take up the post the cost of the medical must be refunded to the Council.

3.1.3 QUALIFICATIONS

Each applicant must, on the latest date for receipt of completed applications forms:

- (i) Have a standard of education sufficient to enable him/her to discharge the duties of the post; which shall include computer literacy and ICT skills.
- (ii) Have the ability to keep efficiently any records which may be required
- (iii) Possess satisfactory experience in dealing with the public
- (iv) Possess a full driving licence for Class B vehicles, free from endorsements.
- (v) Possess the capacity to contribute to and work well in a team.

3.2 DESIRABLE REQUIREMENTS

Kilkenny County Council can for any position they advertise, include Desirable Requirements. Desirable Requirements are those that would be beneficial to optimising job performance. Desirable Requirements can be used if necessary to reduce numbers called for interview.

THE IDEAL CANDIDATE WILL POSSESS

- 3.2.1 Excellent customer service, communication and interpersonal skills
- 3.2.2 A flexible attitude and the ability to learn new skills as required
- 3.2.3 Sufficient knowledge and understanding of Health & Safety requirements.
- 3.2.4 Have the ability to use initiative and judgement.

4.0 CITIZENSHIP

4.1 CITIZENSHIP

Candidates must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; **or**
- (b) A citizen of the United Kingdom (UK); **or**
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; **or**
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; **or**

- (e) 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**
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident.

5.0 JOB DESCRIPTION

5.1 ROLE

Kilkenny County Council invites applications from suitably qualified persons who wish to be considered for inclusion on a panel from which temporary and permanent vacancies will be filled.

6.0 JOB DUTIES AND RESPONSIBILITIES

Successful applicants shall render to the Council such services as may be required from time to time by the Council as Pay Station Attendant and any other duties assigned to them.

Duties of the Pay Station Attendant shall include but not limited to:

- 6.1.1 Opening car parks each day.
- 6.1.2 Collecting cash from outlying car parks.
- 6.1.3 Monitoring car park entries, exits and Automatic Pay Stations.
- 6.1.4 Maintaining car park machinery.
- 6.1.5 Reporting maintenance faults.
- 6.1.6 Reconciling income, submitting shift reports, maintaining financial reports and data.
- 6.1.7 Manning the pay station and responding to the public through an intercom system
- 6.1.8 Working with and liaising with Business/Shop Owners.
- 6.1.9 Ensuring the car parks and pay station always remain in a clean and safe condition.

The above specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

7.0 PARTICULARS OF OFFICE

7.1 TYPE OF POST

To form a panel from which relevant vacancies may be filled during the lifetime of the panel.

7.2 SALARY

Pay Station Attendant scale **€743.62** per week up to a Maximum of **€766.72** per week after 11.5 years.

In accordance with EL02/2011 persons who are not serving Local Authority employees must be placed on the minimum of the scale. Where a person being appointed is a serving Local Authority employee normal starting pay rules will apply

7.3 SUPERANNUATION CONTRIBUTION

7.3.1 Public Service Pensions (Single Scheme and Other Provisions) Act 2012

New members joining the public sector on or after 1st January 2013 will be required to join the Single Public Service Pension Scheme. It applies to all first-time entrants to the Public Service as well as former public servants returning to the public sector after a break of more than 26 weeks. Your contributions will be made up of 3% of your gross pensionable remuneration and 3.5% of your net pensionable remuneration (your gross pensionable remuneration less twice the value of the Contributory State Pension). As of 25th March 2019, the weekly CSP rate is €248.30.

Your normal retirement age under this scheme is the same age at which you can claim the Contributory State Pension. The minimum age for receipt of this pension is Age 66. There is a compulsory retirement age of 70 years.

7.3.2 Persons who commenced in Public Service Employment after 6th April 1995 and prior to 1st January 2013:

Persons who became pensionable employees after 6th April 1995 and prior to 1st of January 2013, without a break in employment, will join the Local Government (Superannuation) (Consolidation) Scheme 1998. Contributions are payable at the rate of 1.5% of your basic salary, 3.5% of basic salary less twice two times the value of the Contributory State Pension and a further 1.5% is payable for spouse and children's contributions (*non-officer grades pay a co-ordinated contribution:

'Non-New Entrants' (those who became pensionable after 6th of April 1995 and prior to 1st April 2004) have a minimum retirement age of 60 and a compulsory retirement age of 70.

'New Entrants' (those who became pensionable after 1st April 2004 and prior to 1st January 2013) have minimum retirement age of 65 with no compulsory retirement age.

7.3.3 Persons who commenced in Public Service Employment before 6th April 1995:

Their minimum retirement age is 60 and they have a compulsory retirement age of 70 as per Department of Housing, Planning and Local Government Circular Letter CL/2/2019. Contributions are 5% of basic salary and 1.5% of basic salary toward Widow's & Orphan's or Spouse & Children's Scheme.

7.4 PENSION ABATEMENT

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 (Section 52) 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 that 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.

Prior to appointment, successful applicants will be obliged to complete a declaration in relation to previous Public Service pensionable employment. Please note: In applying for this position, you are acknowledging that you understand the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

7.5 PENSION ACRUAL

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e., non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

7.6 PROBATION

A probationary period will be served during which there will be an ongoing review of your performance. The probationary period may be extended at the Council's discretion.

7.7 PRE-EMPLOYMENT MEDICAL EXAMINATION

For the purposes of satisfying the requirement as to health, it will be necessary for each successful applicant, before he/she is appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by Kilkenny County Council. In the event the applicant does not take up the post following the pre-employment medical, he/she will reimburse Kilkenny County Council the cost of the medical examination, as per a previously signed understanding.

7.8 HOURS OF WORK

Pay Station Attendant Working Rota:

Monday to Sunday working a revolving three week rota.

The Pay Station is closed New Years Day, St Patricks Day, Easter Sunday and 4 days at Christmas starting Christmas Day.

The Rota is as follows:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	0800- 1700	0800- 1700	0800- 1800	0800- 1800	0800-1300		
Week 2			0800-1900	0800- 2000	0800- 2000	0800- 1900	
Week 3	0800- 1900	0800-1900			1400- 1800	0800-1800	0800- 1800

When staff are rostered off on a Bank Holiday they get a day off in lieu. Staff have to work overtime every third Sunday which is paid at double time.

Lunch breaks are of 1 hour duration taken alternatively between 12 pm and 2 pm.

Applicants will be expected to be available for overtime work [mornings/evenings/weekends] if and when required by the Council. Overtime at the appropriate rates may will be paid for any periods worked in excess of the normal working week once approved.

7.9 ANNUAL LEAVE

Annual leave entitlement for this position is **25 days** per annum (pro rata) in accordance with Department of Environment, Community & Local Government Circular LG(P) 07/2011.

7.10 TRAVEL

When required to do so holders of the office shall hold a full driving licence for class B vehicles free from endorsement and disqualification and, shall drive a motor car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the Local Authority.

It is Kilkenny County Council policy that all staff using their private cars for work purposes, regardless of the frequency should:

- 1) Indemnify Kilkenny County Council on their personal insurance policy
- 2) Note business class on their personal policy
- 3) It is the obligation of the driver/owner to ensure that the vehicle is fit to be on the public road.

Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and any other relevant documents.

If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

7.11 LOCATION

The holder of the office shall reside in the district in which his/her duties are to be performed or within a reasonable distance thereof.

7.12 SAFETY, HEALTH & WELFARE

The holder of the post shall comply with Kilkenny County Council's Safety Management System. He/she shall familiarise him/herself with the Safety statement for his/ her section and all the associated safety & health risk assessments, safe

systems of work, and procedures and make proper use of all safety clothing and equipment. Failure to comply with the Safety Statement and its requirements may result in disciplinary action.

7.13 TRAINING

It is a condition of employment that successful applicants will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

7.14 POLICIES & PROCEDURES

The post-holder will be expected to abide and adhere to the policies & procedures applicable to Kilkenny County Council.

8.0 SELECTION PROCESS

The selection process may include:

Stage 1: Submission of completed applications and required supporting documents.

Stage 2: Eligibility & Shortlisting of applicants on the basis of information submitted in the applications and supporting documents.

Stage 3: A competency-based interview which may be conducted face to face or by way of remote interview.

Stage 4: Panel formation.

8.1 STAGE 1 - SUBMISSION OF APPLICATIONS

8.1.1 Applicants should complete the Application Form on line via the advert link or through the www.kilkennycoco.ie link.

8.1.2 Applicants are required to submit their applications electronically, along with the required documentation.

Be advised that once **FULLY COMPLETED** applications supported by the prescribed evidentiary proof of meeting minimum qualifications and eligibility requirements are submitted this information cannot be amended.

When completing the employment history section on the Application Form please ensure all periods of employment and unemployment (if applicable) are recorded and accounted for.

8.1.3 Applicants should retain a copy of their Application Form for their own personal reference.

When completing the employment history section on the Application Form please ensure all periods of employment and unemployment (if applicable) are recorded and accounted for.

8.1.4 The submission of **Photo Identification is an essential requirement** and can include one of the following forms of ID only: Passport, Drivers Licence, Public Service Card or Safe Pass Card.

8.2 STAGE 2 - ELIGIBILITY & SHORTLISTING OF APPLICATIONS

8.2.1 Kilkenny County Council will conduct a preliminary verification of eligibility of applicants. This will comprise of both the Minimum Requirements as outlined in **Section 3.0** above, as well as the mandatory documentation specified for the competition. Kilkenny County Council reserve the right to recheck eligibility criteria at a later stage. The decision of Kilkenny County Council as to the applicant meeting the eligibility criteria specified is final.

8.2.2 Kilkenny County Council may decide, by reason of the number of persons seeking admission to a competition, to carry out a shortlisting procedure. The Shortlisting procedure may be by way of a desktop analysis of the applications and/or a shortlisting interview. The number of persons to be invited, in these circumstances shall be determined by Kilkenny County Council from time to time having regard to the likely number of vacancies to be filled. Shortlisting can be based on the eligibility criteria (qualifications, relevant experience etc.), as well as the detail provided for the listed competencies and other relevant information submitted on the Application Form.

In this instance, an expert Board will examine the application forms against a pre-determined criteria based on the requirements of the position. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding those requirements may result in you not being called forward to the next stage of the selection process.

It is expected that given the qualifications and experience of prospective applicants that the short-listing requirements will be significantly higher than the minimum eligibility criteria (qualifications and experience) requirements set out for the post.

8.2.3 Kilkenny County Council reserves its right to shortlist applicants in the manner it deems most appropriate.

8.3 STAGE 3 - INTERVIEWS

An independent interview Board will conduct interviews. The interview will be competency based and the Board will comprise of a Chair and one/two other Board members. The interview duration is competition specific and can range from 20 – 45 minutes. The following is an example of the interview format:

Time	Member of Board	Interview Component	Note Taker
0-10 mins	Chair	Introduction/Application Form etc.	Board Member No. 3
10-20 mins	Board Member No. 2	Competencies x 2	Chair
20-30 mins	Board Member No. 3	Competencies x 2	Board Member No. 2
30-35 mins	Chair	Close out interview	Board Member No. 3
35-40 mins	All	Score on Current Interview/Prepare for next interview	n/a

8.3.1 Competency Framework

Interviews are competency based and competencies are drawn from the Local Government Sector Competency Frameworks.

Applicants called for interview will be required to demonstrate the following competencies:

Competency Headings	Competency Descriptions
Communicating Effectively	<ul style="list-style-type: none"> • Strong interpersonal skills – listening, verbal and written • Excellent organisational skills • Ability to articulate.
Delivering Quality Work and Services	<ul style="list-style-type: none"> • Knowledge and understanding of the post • Demonstrates a strong customer service ethos • Knowledge of Health and Safety requirements and its importance in the workplace • Represent the organisation positively and professionally when dealing with members of the public and other stakeholders.
Problem-solving and Initiative	<ul style="list-style-type: none"> • Identifying problems and contributing to solutions • Open to taking on new challenges and responsibilities • Demonstrates excellent time management skills and the ability to prioritise work effectively
Teamwork	<ul style="list-style-type: none"> • Work as part of a team to ensure delivery of plans and schedules. • Have a strong team ethic of co-operation, mutual support and flexibility to meet evolving service needs.

Kilkenny County Council will not be responsible for the payment of any expenses incurred by the applicants in presenting themselves for interview. Appointments to a panel will be made in order of merit from the results of the interviews.

8.4 STAGE 4 – PANELS

Panels may be formed and will be based on the order of merit resulting from the interviews. Applicants whose names are on a panel and who satisfy Kilkenny County Council that they possess the eligibility criteria declared for the office and that they are otherwise suitable for appointment may within the life of the panel concerned be appointed as appropriate vacancies arise. Panel duration will be 12 months.

Prior to recommending any applicant for appointment to this position Kilkenny County Council will make all such enquiries that are deemed necessary to determine the suitability of that applicant. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made. Should the person recommended for appointment decline, or having accepted it, relinquish it, or should additional vacancies arise, Kilkenny County Council may at its discretion, select and recommend another person for appointment on the results of this selection process. Future vacancies may be filled from the panel formed for this campaign. All applicants having attended for interview will be provided with feedback regardless of placement on the Panel or not.

8.5 NOTIFICATION OF SHORTLISTING/INTERVIEW RESULTS

Shortlisting and Interview results will be issued by Human Resources as soon as possible after the competition administration has been finalised.

If your results are related to a Shortlisting exercise you will receive an email with the outcome.

If your results are related to an interview, you will receive an email with details of each competency score, as well as the Board comments and if successful at interview you will receive details of your Panel placing.

8.6 FEEDBACK

All applicants will be provided with feedback in relation to the selection outcome, appropriate to the stage they progressed to in the competition.

8.7 APPEALS

Applicants who are dissatisfied with the manner in which the recruitment process was conducted may appeal in the first instance to the Senior Executive Officer, Human Resources Department within a five working day period from the date their results were issued.

In the interest of clarity Kilkenny County Council will facilitate appeals in respect to the process applied to the recruitment competition. Appeals will not be considered in respect to the decision of the interview Board/shortlisting panel, as their decision is final, save any upheld appeal in relation to due process.

8.8 OFFER LETTERS

Prior to accepting an offer of employment candidates need to ensure they have a valid work permit for employment in Ireland. Kilkenny County Council requires candidates to respond within 5 working days to any offer of employment made to them or by the date indicated on the offer letter.

Kilkenny County Council shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month from the date the Contract of Employment was issued. If he/she fails to take up the appointment within such period (or such longer period as Kilkenny County Council in its absolute discretion may determine) Kilkenny County Council shall not appoint him/her.

8.9 REFERENCES

Each applicant is required to submit as references the names, addresses and email addresses of two responsible persons to whom he/she is well known but not related and of which at least one must be a previous employer.

Any offer of employment will be subject to both references being of a satisfactory standard. In the event an unsatisfactory reference is received, Kilkenny County Council reserves the right not to proceed with the offer of employment.

8.10 CLEARANCES (GARDA VETTING & PRE-EMPLOYMENT MEDICAL EXAMINATION)

8.10.1 **Garda Vetting:** Applicants may be subject to Garda Vetting. Appointment(s) will be considered having regard to receipt of Garda Vetting clearance, particularly to determine suitability to work with children/vulnerable adults.

8.10.2 **Pre-Employment Medical Examination:** Applicants will be subject to a pre-employment medical examination as referenced in **Section 6.7** above.

9.0 GENERAL

Kilkenny County Council is an Equal Opportunities Employer.

Kilkenny County Council will not be responsible for any expenses an applicant may incur in attending for interview.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Kilkenny County Council is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

9.1 THE IMPORTANCE OF CONFIDENTIALITY

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

9.2 DEEMING OF CANDIDATURE TO BE WITHDRAWN

Applicants who do not attend for interview or other test when and where required by Kilkenny County Council, or who do not, when requested, furnish such evidence as the Authority require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Applicants are expected to provide all requested documentation to Kilkenny County Council, including all forms issued by the Council for completion, within five days of request. Failure to do so will result in the applicant being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

9.3 QUALITY CUSTOMER SERVICE

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

On occasion applicants may be requested to part-take in a survey to provide feedback on our services, we would appreciate your co-operation on this matter if requested to do so.

9.4 USE OF RECORDING EQUIPMENT

Kilkenny County Council does not allow the unsanctioned use of any type of recording equipment when conducting business. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this policy. Any applicant involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

In addition, where a person found guilty of unauthorised use of recording was or is an applicant at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as an applicant; and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

9.5 APPLICANTS' OBLIGATIONS:

Applicants in the recruitment process must not:

1. Knowingly or recklessly provide false information
2. Canvass any person with or without inducements
3. Interfere with or compromise the process in any way
4. Disrespect or ill-treat Kilkenny County Council staff or Board members
5. A third party must not personate an applicant at any stage of the process

9.6 CONTRAVENTION CODE OF PRACTICE

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. If a person found guilty of an offence was, or is an applicant at a recruitment process:

- They will be disqualified and excluded from the process
- Has been appointed to a post following the recruitment process, they will be removed from that post.

9.7 GENERAL DATA PROTECTION REGULATION (GDPR)

9.7.1 Basis for Processing Your Personal Information

The basis for processing your personal data is to progress your application for the position you have applied for with Kilkenny County Council under the Terms of the Employment (Information) Act 1994 and Human Resources policies and procedures. Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, particulars of education, details regarding your record of employment and confirmation if you require an employment permit/visa/or work authorisation.

9.7.2 Sharing of Information

Outside of the relevant recruitment teams, the information provided in your application form will only be shared for progressing the competition for which you have applied, with a designated shortlisting and/or interview board. If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File.

9.7.3 Storage Period

Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired. Applications that are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested Kilkenny County Council will not be able to progress your application form for the competition.

When your application is received, Kilkenny County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, **1988 & 2018** and will be destroyed following the expiry of any panel put in place in respect of this competition.

Kilkenny County Council's General Privacy Statement can be assessed [here](#).

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

