

Citizens Information Phone Service: Information Officer x 2 & Panel of Qualified Candidates **(<https://www.activelink.ie/node/110732>)**



Information Officer

Citizens Information Phone Service (CIPS) provide free, confidential and impartial information, advice and referral services to the public on social services, rights and entitlements.

CIPS is currently seeking to recruit **one full-time permanent and one part-time permanent Information Officer** and form a **Panel of Qualified Candidates** from which all permanent, temporary, part, and full time **Information Officer** posts (which arise in a specified period up to a maximum of 12 months) will be filled. Posts will be located in the CIPS office, which is based in Blackrock, Cork.

Role

CIPS is a busy, dynamic, national phone service. The primary role of the **Information Officer** is to provide information and advice to members of the public, primarily via the phone in a call centre environment. Additionally, the **Information Officer** will assist the management team as appropriate in the work of CIPS and the development of its services. Previous experience in a busy information environment is desirable. Commitment to high-quality customer service and strong teamwork is essential. Excellent induction is provided for all new staff, with first-class training and support offered on an ongoing basis, ensuring a high-quality, customer-focused service.

- **Full Time Salary:** €29,821 - €42,658 per annum (inclusive of two Long Service Increments (LSI), (pro-rata if part-time). See the Candidate Pack for further information).
- **Incremental Credit Assessment:** CIPS operates an incremental credit process for new entrants to the CIS network at request. For further information please see the Candidate Pack. Please note that incremental credit is assessments maybe limited by budgetary availability.
- **Annual Leave:** 23 days – 25 days (after 5 years' service).

Application

An Application Form must be completed in full (late applications and CVs not accepted). The application process is outlined in the Candidate Pack, which is downloadable below:

<https://www.citizensinformationboard.ie/en/news/vacancies/fo20240906.html> (<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.citizensinformationboard.ie%2Fen%2Fnews%2Fvacancies%2Ffo20240906.html&data=05%7C02%7Ckatrina.guilfoyle%40citinfo.ie%7C3d81491b3f404585e36208d0ce49aa7>)

[url=https%3A%2F%2Fwww.citizensinformationboard.ie%2Fen%2Fnews%2Fvacancies%2Ffo20240906.html&data=05%7C02%7Ckatrina.guilfoyle%40citinfo.ie%7C3d81491b3f404585e36208d0ce49aa7](https://www.citizensinformationboard.ie/en/news/vacancies/fo20240906.html)

Closing date: 5pm, Monday 30th September 2024.

Funded and supported by the Citizens Information Board.

CIPS is an equal opportunities employer.

Region

Blackrock, Cork

Date Entered/Updated

6th Sep, 2024

Expiry Date

30th Sep, 2024

Source URL: <https://www.activelink.ie/vacancies/civil-liberties-human-rights/110732-citizens-information-phone-service-information-officer-x-2-panel-of-qualified-candidates>