

Citizens Information Phone Service: Information Officers x 2 & Panel **(<https://www.activelink.ie/node/113257>)**

Citizens Information Phone Service CLG



Information Officers

(https://www.citizensinformationboard.ie/en/news/vacancies/cips_io20250116.html)

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 **two full-time permanent Information Officers** and form a **Panel of Qualified Candidates** from which all permanent, 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: €32,270 - €49,234** per annum (inclusive of two Long Service Increments (LSI), (pro-rata if part-time). See the Candidate Pack for further information).
- **Incremental Credit Assessment:** It is expected that all new entrants to CIPS will be appointed at point one of the salary scale. However, CIPS operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into CIPS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment. The decision on whether to award an incremental credit or not is a decision made by the Board and is subject to the availability of funding.
- **Pension Employee contribution:** 5% of salary, Employer contribution; 7% of salary. Please note the Citizens Information Service has established a normal retirement age in line with the state pension age (currently 66).
- **Annual Leave:** 23 days – 25 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:

[Vacancies - Citizens Information Board \(https://www.citizensinformationboard.ie/en/news/vacancies.html\)](https://www.citizensinformationboard.ie/en/news/vacancies.html)

Closing date: 5pm, Friday 31st January 2025.

Funded and supported by the Citizens Information Board.

CIPS is an equal opportunities employer.



Region

Blackrock, Cork

Date Entered/Updated

20th Jan, 2025

Expiry Date

31st Jan, 2025

Source URL: <https://www.activelink.ie/vacancies/civil-liberties-human-rights/113257-citizens-information-phone-service-information-officers-x-2-panel>