

North Connacht & Ulster Citizens Information Service: Information Officer (<https://www.activelink.ie/node/113802>)



Information Officer

Permanent, Full Time, 35 Hours per week

North Connacht & Ulster Citizens Information Service is currently seeking to recruit a permanent, Full Time Information Officer for its Buncrana office.

Key tasks for the post include the direct delivery of information, advice, advocacy and referral services, and liaison with other service providers, both statutory and voluntary.

Excellent communication skills, a good level of research and IT skills, and a Leaving Certificate and/or equivalent of education are required. Ideally, applicants will also hold a higher-level qualification in relevant field of study, (e.g. social policy, human rights, social work/social care practice, legal qualification etc.), and / or substantial previous work experience in a busy information/advice/advocacy environment.

- **Permanent Post:** This is a permanent position, subject to completion of a 6 month probationary period
- **Full Time Salary Scale:** €32,270 - €49,234 including 2 x LSIs, long serving increments (pro rata for part-time staff)
- **Incremental Credit:** It is expected, that all new entrants to North Connacht & Ulster Citizens Information Service will be appointed at point one of the salary scale. However, North Connacht & Ulster Citizens Information Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into North Connacht & Ulster Citizens Information Service. 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 or not to award an incremental credit is a decision made by the Board and is subject to the availability of funding.
- **Annual leave entitlement:** 23 - 25 days (after 5 years' service)
- **Pension:** There is a pension scheme in place where 5% is contributed by the employee and 7% by North Connacht & Ulster Citizens Information Service. Membership of the pension scheme is mandatory.
- **Applications must be made on the relevant application form and sent to: ronan.moyne@citinfo.ie (<mailto:ronan.moyne@citinfo.ie>)**

A detailed job description and application form together with further information on CIS can be accessed at:

<https://www.citizensinformationboard.ie/en/news/vacancies/io20250211.ht...>
(<https://www.citizensinformationboard.ie/en/news/vacancies/io20250211.html>)

For details on how your personal data will be used as part of this process our Data Protection Notice for Job Applicants is available at: http://www.citizensinformationboard.ie/en/data_protection/cib.html
(http://www.citizensinformationboard.ie/en/data_protection/cib.html)

Closing date: 5.00pm on Friday 7th March 2025 (*late applications will not be accepted*).

North Connacht & Ulster Citizens Information Service is an equal opportunities employer

North Connacht & Ulster Citizens Information Service is funded and supported by the Citizens Information Board.

Region

Buncrana, Co Donegal

Date Entered/Updated

13th Feb, 2025

Expiry Date

7th Mar, 2025

Attachment	Size
APPROVED Candidate Pack Buncrana IO Feb 2025.pdf	1.02 MB
APPROVED 2.0 IO.Application.Form_. v.3.BuncranaCIC.FEB2025 (1).docx	64.46 KB

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