



An tSeirbhís um Cheapacháin Phoiblí  
Public Appointments Service

## CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

Open Competition for appointment to:

**FORESTRY INSPECTOR GRADE III**

Department of Agriculture, Food and the Marine

**Closing Date: 5 May 2016**

**CID: 1634204**

The Public Appointments Service is committed to a policy of equal opportunity.

The Public Appointments Service is advertising this post and conducting the selection process up to the interview stage on behalf of the Department of Agriculture, Food and the Marine in compliance with the Code of Practice for Appointments to positions in the Civil and Public Service, prepared by the Commission for Public Service Appointments (CPSA).

The post interview stage will be carried out under the Department of Agriculture, Food and the Marine's own recruitment licence.

Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)

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**CONTACT: Siobhan Manning**  
PROFESSIONAL & TECHNICAL RECRUITMENT

CHAPTER HOUSE  
26 – 30 ABBEY STREET UPPER  
DUBLIN 1

Telephone Number: (353) 1 8257407 – Main number: (353) 1 8587400

URL: [www.publicjobs.ie](http://www.publicjobs.ie)

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**Forestry Inspector Grade III**  
**Department of Agriculture, Food and the Marine**

**Title of Position:** Forestry Inspector Grade III

**Employer:** Department of Agriculture, Food and the Marine

**Section:** Forestry Inspectorate

**Location:** Vacancies currently exist in the following location;

Agriculture House, Kildare Street Dublin 2;

- In addition, vacancies may arise at Regional Department of Agriculture, Food and the Marine Offices in the future.

**Background:**

The Department of Agriculture, Food and the Marine, is responsible for ensuring the development of forestry within Ireland in a sustainable manner and to a scale that maximises its contribution to national socio-economic well-being and that is compatible with the protection of the environment. The Department is responsible for issuing consent for:

- Afforestation and forest roads;
- Administrating a range of forestry grant schemes;
- Control of felling;
- Carrying out and updating the national forest inventory;
- Implementation of the forestry aspects of the EC Plant Health Directive on the marketing of Forest Reproductive Material and Forest Protection;
- Regulation of wood packaging material in international trade (ISPM 15); and
- Compliance with relevant EU and national legislation.

Among its other functions, the Department also provides research funding for public good forest research, with the aim of developing a scientific foundation to support a sustainable, competitive, market orientated and innovative forest sector.

**Job Specification**

**Principal duties:**

Depending on the position and work assigned, and working as part of a team, one or a combination of the following tasks may be allocated to successful candidates:

- Implementation of EU and National legislation and other measures;
- Input to policy and development work leading to the initiation, implementation or modification of legislation schemes or policy;
- Participation in negotiations and meetings related to the development and implementation of EU legislation;
- Inspections and documentation checks regarding forestry consents and schemes;
- Inspections and documentation checks regarding forest protection and forest reproductive material;
- Inspections and documentation checks regarding control of felling;
- Measuring and recording of forest data for National Forest Inventory work;
- Evaluation, monitoring and verification of progress and expenditure on DAFM funded forest research projects and related duties;
- Representing the Department at national and international scientific and other forums.

### **Working Environment:**

Work will be a mix of office and outdoors depending on the duties assigned. Outdoor work may involve travel to various parts of the country on official duties.

### **Special Equipment:**

The use of specialised equipment may be required for the completion of some duties which will be provided for by the Department e.g. GPS, clinometers. Personal protective equipment will also be provided.

### **Training:**

The Department will provide specialised training courses as required as part of the Department's Performance Management and Development System.

### **Person Specification**

#### **Essential Requirements:**

Candidates must have on or before 5<sup>th</sup> May 2016:

1. A qualification at Level 8 on the National Framework of Qualifications for which forestry was taken as a major subject or a qualification that would be acceptable to the Department of Agriculture, Food and the Marine as being at least equivalent;

**and**

2. Experience of working in the forestry sector or related area(s);
3. A full driving licence and/or have access to a car;
4. Excellent interpersonal and communications skills;
5. Willingness to work as part of a team;
6. The ability to work on their own initiative;
7. A commitment to updating and broadening their professional knowledge and skills on a continuing basis;
8. The ability to work to rigid timelines while maintaining standards of scientific excellence.

A successful candidate on whom the required University degree has not been conferred at time of appointment will be required to have the degree formally conferred within a period of six months from the date of appointment.

#### **Desirable:**

A relevant postgraduate qualification

## **Eligibility to Compete and Certain Restrictions on Eligibility**

### **European Economic Area Nationals**

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss Citizens under EU agreements may apply.

### **Incentivised Scheme for Early Retirement (ISER)**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

### **Department of Health and Children Circular (7/2010)**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

### **Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)**

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

### **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28<sup>th</sup> June 2012 to Personnel Officers introduced, with effect from 1<sup>st</sup> June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

### **Declaration**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

## PRINCIPAL CONDITIONS OF SERVICE

Forestry Inspector Grade III  
Department of Agriculture, Food and the Marine

### (A) PRINCIPAL CONDITIONS OF SERVICE:

#### 1. Pay:

The salary scale for this position is as follows:

Personal Pension Contribution (PPC) Pay Scale will apply where the appointee is an existing civil public servant appointed on or after 6<sup>th</sup> April 1995 or is newly recruited to the Civil Service and is required to make a personal pension contribution:

€29,376	€31,729	€32,317	€35,254	€38,200	€41,148	€44,096
€45,915	€47,731	€49,556	€51,372	€53,193	€55,013	€56,830
€58,656(max)		€60,681 (LSI1)		€62,701 (LSI2)		

#### 1.1 Rates effective from 1<sup>st</sup> January 2011:

Increments (apart from Long Service Increments - LSIs - payable following three and six years satisfactory service respectively after reaching the maximum of the scale) may be awarded annually subject to satisfactory service.

**Important Note:** Different pay and conditions may apply if immediately prior to appointment the appointee is already a serving Civil or Public Servant.

#### 1.2 Starting Salary and Payment Arrangements:

Candidates should note that entry will be at the minimum point of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of an officer's choice. Payment cannot be made until a bank account number and bank sort code has been supplied to the Department of Agriculture Food and the Marine. Statutory deductions from salary will be made as appropriate.

An officer appointed to the post of Forestry Inspector Grade III will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991. In accordance with that Act, the Authority will advise the officer in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will deduct the overpayment, at an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

**Annual Leave:** The annual leave allowance will be 25 working days. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays.

#### **Hours of Attendance:**

Hours of attendance will be fixed from time to time but will amount, on average, to not less than 43 hours 15 minutes gross or 37 hours net per week.

No additional payment will be made for extra attendance (over and above 43 hours 15 minutes gross or 37 hours net per week) as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

**Location:** The post will be headquartered at Agriculture House, Kildare Street, Dublin 2 or at Department of Agriculture, Food and the Marine Offices as vacancies arise.

## **Part II (Other conditions which apply generally to appointees to this position)**

**General:** The appointment is subject to the Civil Service Regulation Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004, and any other Act for the time being in force relating to the Civil Service. The appointee will also be subject to the Civil Service Code of Standards and Behaviour.

### **Tenure & Probation:**

The appointment is to an established position as Forestry Inspector Grade III on a probationary contract for a period of one year.

During the period of the probationary contract, an officer's performance will be subject to review by the appropriate supervisor(s) to determine whether the officer:

- (i) has performed in a satisfactory manner
- (ii) has been satisfactory in general conduct
- (iii) is suitable from the viewpoint of health with particular regard to sick leave.

Prior to completion of the probationary contract a decision will be made as to whether or not the officer will be retained pursuant to Section 5A (2) *Civil Service Regulation Acts 1956-2005*. This decision will be based on the officer's performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to the officer by the Department of Agriculture, Food and the Marine. A copy of Department of Finance guidelines on probation will also be made available to the officer.

Where an officer is an existing civil servant and is not considered suitable for the position having been assessed against stated criteria, the officer will be notified in writing of the action to be taken prior to the expiry of the probationary contract and any extensions thereof.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the terms of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In certain circumstances the contract may be extended and the probation period suspended. The extension must be agreed by both parties.

- The probationary period stands suspended where an employee is absent due to maternity or adoptive leave
- in relation to an employee absent on parental leave or carers leave, the employer may require probation to be suspended if the absence is not considered to be consistent with a continuation of the probation
- probation may be suspended in cases such as absence due to a non-recurring illness.

The employee may in these circumstances make an application to the employer for an extension to the contract period.

### **Unfair Dismissals Act 1977 – 2005:**

The Unfair Dismissals Acts 1977 – 2005 will not apply to the termination of this employment by reason only of the expiry of this probationary or fixed term contract without either being renewed.

### **Duties:**

The officer will be required to perform any duties assigned from time to time as appropriate to the position.

**Organisation of Working Time Act:**

The terms of the Organisation of Working Time Act, 1997 will apply, where appropriate, to this employment.

**Headquarters:**

An officer's headquarters will be such as may be designated from time to time. When absent from home and headquarters on duty the officer will be paid appropriate travelling expenses and subsistence allowance. Travel to and from headquarters will not be eligible for travel expenses.

**Outside Employment:**

The position is wholetime and the officer may not engage in private practice or be connected with any outside business which would interfere or conflict with the performance of official duties. Clarification must be sought from line management where any doubt arises.

**Sick Leave:**

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars. The appointee will be required to sign a mandate authorising the Department of Social Protection to pay benefits due under the Social Welfare Acts direct to the Department of Agriculture, Food and the Marine and payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

**Secrecy, Confidentiality and Standards of Behaviour:****Official Secrecy and Integrity**

During the term of the probationary contract, an officer will be subject to the provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to third parties any confidential information either during or subsequent to the period of employment.

**Civil Service Code of Standards and Behaviour:**

The officer will be subject to the Civil Service Code of Standards and Behaviour.

**Ethics in Public Office Acts:**

The Ethics in Public Office Acts will apply, where appropriate, to this employment.

**Prior Approval of Publications:**

An officer will agree not to publish material related to his or her official duties without prior approval by the Head of the Department or by another appropriate authorised officer.

**Political Activity:**

During the term of employment the officer will be subject to the rules governing civil servants and politics.

**Personnel Code:**

Further details and circulars regarding these terms and conditions can be found in An Cod Pearsanra and are available on the following web site [www.codpearsanra.gov.ie](http://www.codpearsanra.gov.ie)

**Retirement and Superannuation:** Successful candidates will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see section titled "Prior Public Servants" below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Key provisions attaching to membership of the Single Scheme are as follows:

**Pensionable Age:**

The scheme's minimum pension age will be linked to the State Pension age (66 years initially, rising to 67 in 2021 and 68 in 2028).

**Retirement Age:**

Single Public Service Pension Scheme members must retire at the age of 70.

**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 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 who 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.**

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) , the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community and Local Government (Circular letter LG(P) 06/2013) which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

**Ill-Health Retirement:**

For an individual who has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

**Prior Public Servants:**

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme. In this case such a candidate would instead be offered membership of the superannuation scheme for established civil servants. In this event the "New Entrant" status under the 2004 Superannuation Act must be defined. The abatement as detailed in section titled "Pension Abatement" above would apply, and in addition there are implications in respect of pension accrual as outlined below.

**Pension-Accrual:**

Appointees who were previously employed in the Civil Service or in the Public Service should note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 became law on 28 July 2012. Since that date the Act imposes a 40-year limit on the total service which can be counted towards pension where a person has been a member of more than one existing public service pension scheme. This may have implications for any appointee who has acquired pension rights in a previous Public Service employment.

**Pension-related Deduction:**

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act 2009. For further information on pension scheme for Established State Employees please see the following website: <http://www.cspensions.gov.ie>

**IMPORTANT NOTICE**

**The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate(s).**

## **COMPETITION PROCESS**

### **How to Apply**

Applications should be made **online** through [www.publicjobs.ie](http://www.publicjobs.ie) All sections of the form must be fully completed.

Before applying candidates should log-on to [www.publicjobs.ie](http://www.publicjobs.ie) and if you have not already done so you must register as a '**New User**' to create your profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application. Once you have created a profile you must then access the application form, complete and submit it.

Once you have submitted your application form it is suggested that you return to your publicjobs account and ensure that it has been successfully submitted via 'My Applications'. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a publicjobs e-mail has been blocked.

Only fully completed and submitted applications will be accepted into the campaign. **Applications will not be accepted after the closing date.**

### **Closing date**

**Your application must be submitted on the Public jobs website not later than midnight, 5 May, 2016.** If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact: Siobhan Manning at (01) 8587407 or [siobhan.manning@publicjobs.ie](mailto:siobhan.manning@publicjobs.ie).

**Interviews for this post are likely to be held in May/June 2016.**

You are advised to check your messageboard on a regular basis as email notifications of updates/tests/Interviews etc issued to your messageboard may sometimes be filtered into your Junk/Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that she/he is in receipt of all communication from the Public Appointments Service (PAS).

The PAS accept no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by the PAS and should make sure that the contact details specified on the application form are correct.

### **Selection Methods**

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application;
- a competitive preliminary interview;
- a written exercise
- completion of online questionnaire(s);
- presentation or other exercises;
- a final competitive interview;
- work sample/role play/ media exercise, and any other tests or exercises that may be deemed appropriate.

### **Shortlisting**

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Public Appointments Service may decide that a number only will be called to interview. In this respect, the Public Appointments Service provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.

### **Confidentiality**

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

### **Security Clearance**

Police vetting may be sought in respect of individuals who come under consideration for appointment. The applicant will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided. Enquiries may also be made with the police force of any country in which the applicant under consideration for appointment resided. If unsuccessful this information will be destroyed by the Public Appointments Service. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

### **Other important information**

The Public Appointments Service will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that the Public Appointments Service are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to assigning a candidate for appointment to this position the Department of Agriculture, Food and the Marine will make all such enquiries that are deemed necessary to determine the suitability of that candidate. 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 if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

**Should similar type vacancies arise elsewhere in the Civil Service candidates may be drawn from this competition.**

### **Candidates' Rights** - Review Procedures in relation to the Selection Process

The Public Appointments Service will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>

Where a candidate is unhappy with an action or decision in relation to an application, s/he can seek a review under Section 7 of the code of practice:-The candidate must address his/her concerns in relation to the process in writing, setting out the basis for the complaint being made, to the Chief Executive, Public Appointment Service, in the first instance. A complaint or request for review must be made within 10 working days of the notification of the initial decision or within 5 working days of the outcome of the informal review stage, if availed of.

However, where the decision being conveyed relates to an interim stage of a selection process, a request for review must be received within 4 working days of the date of receipt of the decision. Candidates electing to use the informal process at the interim stage must do so within 2 working days of communication of the decision to them.

In communicating the outcome to the candidate, which will be done by means of written report, the initial reviewer should indicate that he/she may seek further review by referring the matter to the Decision Arbitrator and that a request to do so must be made with 7 working days of receipt of the outcome of the initial review. Where a candidate believes that an aspect of the process breached the CPISA's code of practice, s/he can have it investigated under Section 8 of the code by the CPISA.

### **Candidates' Obligations**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

#### **Candidates must not:**

knowingly or recklessly provide false information;  
canvass any person with or without inducements;  
interfere with or compromise the process in any way.

A third party must not personate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then: where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

### **Specific candidate criteria**

#### **Candidates must:**

Have the knowledge and ability to discharge the duties of the post concerned;  
Be suitable on the grounds of character;  
Be suitable in all other relevant respects for appointment to the post concerned, and if successful, they will not be appointed to the post unless they:

Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed;

Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

#### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other test when and where required by the Department of Agriculture, Food and the Marine, or who do not, when requested, furnish such evidence as the Department of Agriculture, Food and the Marine require in regard to any matter relevant to their candidature, will have no further claim to consideration.

### **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.

Feedback will be provided on written request.

### **Data Protection Acts. 1988 and 2003**

When your application form is received, we create 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 and should you be successful certain information you provide will be forwarded to the employing organisation. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: The Data Protection Co-Ordinator, Public Appointments Service, "Chapter House", 26-30 Abbey Street Upper, Dublin 1, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to the 'Public Appointments Service'. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.