



Comhairle Chontae Liatroma Leitrim County Council

Candidate Information Booklet (Please read carefully)

Post of:

Part-Time Seasonal Travel Adviser
(Carrick-on-Shannon Tourist Information Office
& Sliabh an Iarainn Visitor Centre, Drumshanbo)

Closing Date: 4.00pm Thursday 6th February 2025

Important Notes

Completed Application Form (*inclusive of all other required documentation*) must be emailed in **PDF Format only** as **One Single Document** (not individual scanned documents) to jobs@leitrimcoco.ie.

Please quote '**Seasonal Travel Adviser Application**' followed by your **name** in the subject line of the email.

Note: Hard copy Application Forms will not be accepted

General Information:

County Leitrim, located in the North West of Ireland, has a growing economy, picturesque landscape, vibrant communities and a strong arts and cultural sector. Leitrim County Council's vision is to build an economically strong, creative, inclusive county, making Leitrim the best place to live, work, invest and visit. Key to the achievement of our priorities and objectives is a skilled and committed workforce, supported by enabling technologies, efficient work processes and learning and development opportunities. We are committed to the training, support and encouragement of our staff and we offer benefits across family friendly initiatives, personal development and wellbeing of staff.

The Role:

The Travel Advisers will be required to work at either of the following locations, to include the provision of cover, as necessary, in either location:

- ✓ The Carrick on Shannon Tourist Office, which is part of national tourist information network
- ✓ The Sliabh an Iarainn Visitor Centre, Drumshanbo

An assignment to the Sliabh an Iarainn Visitor Centre, Drumshanbo will require the successful applicant to work on their own in the Facility. The Adviser will be responsible for managing the daily operations and promotion of the centre. Appropriate training and health and safety supports will be put in place.

The overall purpose of the roles is to engage with tourists and visitors to significantly enhance their experience of Ireland, and in particular County Leitrim, by providing accurate information and other support services in a friendly and efficient manner. The Tourist Information Offices provide a vital service to Irish and International visitors and the tourism industry. Tourist Information Offices provide travel and accommodation information to tourists, promote tourism, and assess tourist opportunities for local communities.

The Qualifications:

1. Character

Each candidate must be of good character.

2. Health

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. Education

Each candidate must have a good general level of education.

4. 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 in, an EEA member state or the UK or Switzerland and has a stamp 4 visa

The Ideal Candidate shall have:

- A comprehensive knowledge of local and regional tourist attractions and main national attractions.
- Excellent customer service and telephone skills that demonstrate an ability to deliver a range of services in a helpful, friendly and efficient manner.
- Ability to communicate with local and regional tourism organisations and collaborate with them in specific promotional activities.
- Strong interpersonal and verbal and written communication skills.
- Ability to work under pressure in a team environment and on their own initiative.
- Competent computer literacy skills i.e. Word, Excel, Outlook and Internet including social networking sites e.g. Facebook, Twitter.
- Fluency in the English language.

In addition, it is desirable that candidates have fluency in one or more of the following additional languages – Irish, French, German, Spanish, Italian or Polish.

Competencies for the Post:

Key Competencies for the post include the following and candidates will be expected to **demonstrate sufficient evidence within their application form** of competence under each of these. Please take particular note of these when completing the application form as any short-listing or interview processes will be based on the information provided by candidates:

<p>Customer Service & Communication Skills:</p>	<ul style="list-style-type: none"> • Implements high quality service and customer care standards. • Delivers a high standard of service in line with work plans and schedules. • Is respectful, courteous and professional, remaining composed, even in challenging circumstances. • Communicates clearly and fluently when speaking and in writing. • Can be firm when necessary and communicate with confidence and authority.
<p>Team Work:</p>	<ul style="list-style-type: none"> • Understands own role and personal contribution to the workplace. • Works as part of a team to ensure delivery of Tourism plans and programming. • Relates well to others and maintains positive working relationships. • Has a strong team ethic of co-operation and mutual support. • Represents the organisation positively and professionally when dealing with members of the public and other stakeholders.
<p>Personal Effectiveness:</p>	<ul style="list-style-type: none"> • Takes pride in the quality of service delivered and seeks to improve it. • Takes initiative and is proactive when he or she sees the opportunity to make a contribution. • Is open to taking on new challenges or responsibilities. • Manages time and workload effectively. • Maintains a positive, constructive and enthusiastic approach to their role. • Demonstrates flexibility and openness to change.

Knowledge, Experience and Skills:

- Has knowledge of the Tourism offering in Leitrim including Attractions and Visitor Information
- Understanding of the role of a Travel Adviser.
- Has knowledge and understanding of the structures and functions of the local authority.
- Understanding of Health & Safety policies and procedures
- Relevant administrative and customer service experience and skills.
- Has knowledge and experience of operating ICT systems.

Principal Terms and Conditions:

The positions are temporary/seasonal, part-time and pensionable and will be located in either Carrick on Shannon or Drumshanbo, with cover to be provided in either location as required.

1. Duties:

The duties of the office are to give to the local authority and

- (a) Such other local authorities or bodies for which the Chief Executive, for the purposes of the Local Government Acts, is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies mentioned in sub-paragraph (a) of this paragraph,

under the general direction and control of the Chief Executive or of such other officers as the Chief Executive may from time to time determine, such appropriate services of an administrative, supervisory and advisory nature as are required for the exercise and performance of any of its powers, duties and functions as may be delegated to him or her by the Chief Executive from time to time and shall include the duty of deputizing for other officers of the local authority.

The main duties & responsibilities of the role of **Seasonal Travel Adviser** may include but are not limited to the following:

- Engagement with visitors to enrich and enhance their experience of Ireland, and in particular Leitrim, as a tourism destination e.g. identify their preferences/plans and provide information and advice on places to visit, things to do, places to eat and national/local festivals and events. Provide tourist literature for these and other attractions and advise on other sources of information e.g. internet etc.
- Making suggestions on tours, travel routes, accommodation and local attractions.
- Providing literature and information on local, interstate and international tours and places of interest.
- Promotion of the Carrick on Shannon Tourist Office and/or The Sliabh an Iarainn Visitor Centre including the use of social media.
- General guiding duties of the Sliabh an Iarainn Visitor Centre.
- Operations of all equipment at the Sliabh an Iarainn Visitor Centre and reporting any faults that may arise.
- Providing a balance of local and national information including transport routes, directions etc.
- Participating in specific tourism promotional initiatives in partnership with the tourism trade.
- Maintaining excellent standards of customer service in all interactions with visitors and colleagues and keeping Tourist Information facilities and/or Visitor Centre in an excellent condition.
- Working as part of a team to ensure that all services to visitors are integrated and efficient.
- Carrying out duties according to Tourist Information Office standards e.g.
 - Attendance schedules and flexibility
 - Management of visitor complaints

- Management of cash payments and stock levels as required
- Preparation of end of day, week and month reports
- Participation in training programmes
- Answering questions from tourists, visitors, local residents and other tourism industry colleagues, over the counter or by phone.
- Maintaining literature and/or brochure stocks.
- Selling smart cards and other merchandise.
- Undertaking general clerical and other duties that may be assigned.
- Compiling statistics concerning the number and nature of enquiries.
- Monitoring Health and Safety standards in the office and reporting in line with Leitrim County Council Health and Safety Policy.
- Cover for staff during periods of leave etc at the Carrick on Shannon Tourist Office and/or The Sliabh an Iarainn Visitor Centre may be required as appropriate. This cover will entail the duties of the visitor experience adviser.
- Staff covering leave will be reimbursed for travel expenses to and from the relevant office at either Drumshanbo or Carrick on Shannon.
- Any other duties as may be assigned from time to time.

2. Salary:

The salary for this post will be based on the minimum of the Clerical Officer scale applicable at 1st October 2024 **i.e. €29,811 per annum** (based on full time hours), pro-rata based on hours worked.

The rate of remuneration may be adjusted from time to time in line with Government Policy.

The salary shall be fully inclusive and shall be as determined from time to time. Holders of the office shall pay to the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of services which they are required by or under any enactment to perform.

3. Residence:

The holder of the post shall reside in the district in which his or her duties are to be performed or within a reasonable distance thereof and will be required to serve in the Local Authority's Offices, or wherever assigned by the Local Authority

4. Probation:

The employment will be on a temporary/seasonal, part-time contract basis and will be subject to an appropriate probationary period during which there will be an ongoing review of performance. The probationary period may be extended at Leitrim County Council's discretion.

5. Annual Leave:

The annual leave entitlement for this post will be 27 days per annum on a pro-rata basis depending on contracted hours.

6. Working Hours:

It is envisaged that the hours of work will vary between 14 and 25 hours per week, rostered over 6 days, including split-shifts, with a good deal of flexibility required. This will necessitate attendance on Saturdays, Public Holidays and evenings as determined by the Employer, and dependent on the opening times throughout the tourist season.

The employer reserves the right to alter the hours of work from time to time.

All hours worked will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

7. Superannuation:

All new entrants to pensionable public service employment on or after 1st January 2013 will be members of the Single Public Service Pension Scheme.

All members of the Single Public Service Pension Scheme will be required to contribute 3.5% of net pensionable remuneration plus 3% of pensionable remuneration. Pension and retirement lump sums for member of the Single Public Service Pension Scheme will be based on career-average pay; pensions will be co-ordinated with the State Pension Contribution Scheme.

Persons who are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998, and are liable to pay the Class A rate of PRSI contribution, will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children). You will also be required in respect of the Local Government (Spouses and Childrens' Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the Scheme.

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration. You may also be required to pay Spouses and Children/Widows and Orphans contributions at the rate of 1.5% of pensionable remuneration.

8. Retirement Age:

The Single Public Service Pension Scheme ("Single Scheme") as provided by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 commenced with effect from 1st January 2013. The act introduced new retirement provisions for new entrants to the public service appointed on or after 1st January 2013, as well as to former public servants returning to the public service after a break of more than 26 weeks. Retirement age set initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028. Compulsory Retirement Age will be 70.

There is no mandatory retirement age for "new entrants" to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004. Anyone who is "not a new entrant" to the public service, as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, is subject to a compulsory retirement age of 65 years – the Public Service Superannuation (Age of Retirement) Act 2018 provides for an increase in the compulsory retirement age of most pre-2004 public servants from age 65 to age 70.

9. Pension Abatement

If an appointee has previously been employed in the Civil or Public Service and that appointee is entitled to, or in receipt of, a pension from the Civil or Public Service, or where a Civil/Public Service pension comes into payment during the appointee's re-employment, that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

Please note: In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office/Body will support an application for an abatement waiver in respect of appointments to this position.

10. Driving Licence/Travel

Holders of the post may from time to time be required to travel in the course of their duties and for this purpose they shall possess a current unendorsed full driving licence (Category B) 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. The post holder's Insurance policy must cover such use and must indemnify Leitrim County Council.

Travel and subsistence expenses will be paid in accordance with nationally agreed rates applicable in the sector.

11. Garda Vetting:

The successful candidate may be subject to the Garda Vetting Procedures in line with the provisions of the National Vetting Bureau (Children & Vulnerable Persons) Act 2012 to 2016 as appropriate in advance of appointment.

12. Data Protection:

Please note that the information received is used solely for the purpose of considering your application. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988, 2003 & 2018 and EU Regulation 2016/679.

SELECTION PROCESS

- (i) Selection shall be by means of a competition based on an interview conducted by or on behalf of the local authority.
- (ii) Leitrim County Council reserves the right to shortlist applications on the basis of information supplied on the application form and only those shortlisted will be called for interview.
- (iii) Candidates called for interview will be assessed on the **competencies** for the post as set out above.
- (iv) A panel may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the position and that they are otherwise suitable for appointment may within the life of the panel be appointed to this post in either location. The life of the panel will not be more than one year from the date of formation of the panel.
- (v) The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such period or longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them. **It is envisaged that the successful candidate(s) will be required to be available to take up the contract from March to September 2025.**

All applications must be made on the official Application Form which is available to download on Leitrim County Council's website www.leitrim.ie or alternatively contact the Human Resources Department by emailing jobs@leitrimcoco.ie.

Completed Application Forms (inclusive of all required documentation) must be submitted in PDF Format only as One Single Document (not individual scanned documents) via email.

CLOSING DATE:

Completed Application Forms must be submitted by 4:00 p.m. on Thursday 6th February 2025 via email only to jobs@leitrimcoco.ie. Applications received after this date and time will not be considered.

Please quote 'Seasonal Travel Adviser Application' followed by your name in the subject line of the email.

Candidates will receive an automatic acknowledgement when they submit their application form to the above email. You should check your Spam/Junk Folders in the event that you do not receive this acknowledgement. The onus is on the candidate to ensure that their application has been received and acknowledged.

The responsibility rests with the applicant to ensure that their application form is **received** by the Human Resources Department of Leitrim County Council on time as outlined above. Candidates should ensure that they give themselves sufficient time to allow for any unforeseen circumstances which may arise and which may impact on their application form not being **received** on time.

NOTES:

Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the applicants favour any employee of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking.

Leitrim County Council is an equal opportunities employer.