

Assistant Staff Officer - 2023

Kim Keating



Email : mccabe_kim@yahoo.com

Application ID : A124KK6321

Custom Ref. -

Application Start Date: 2023-03-31 13:22:25

Application Completed Date: 2023-04-12 11:55:59

Profile

Name: Kim Keating

Contact Number: 083 817 9564

Email: mccabe_kim@yahoo.com

1 Do you wish to be considered for Panel A (Confined to Local Authority Sector)

no

2 Do you wish to be considered for Panel B (Open)

yes

3 Do you wish to be considered for Panel C (Confined to Meath County Council)

no

4 The qualifications for this post are:

Each candidate must: -

i)

(a) Have obtained at least Grade D (or pass), in Higher or Ordinary level, in five subjects (or four subjects if Irish is included) from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme including Irish and/or English and one of the following: Mathematics, Accounting, Business Organisation or Economics,

AND;

(b) Have obtained at least Grade C (or Honours) in Higher Level (or Honours) papers in three subjects in that examination (or two subjects if Irish and/or one of the following is included: Mathematics, Accounting, Business Organisation or Economics), or;

ii) Have obtained a comparable standard in an equivalent examination, or;

iii) Hold a third level qualification of at least degree standard or;

Confined Competition

iv) be a serving employee of a local authority or a regional assembly and have at least two years' satisfactory experience in a post of Clerical Officer or analogous post.

Can you please confirm if you meet this criteria?

(if you do not meet this criteria please do not proceed to complete the application form as only those that meet the criteria will be shortlisted)

yes

Section A - Personal Details

5 Address

[Click here to find your Eircode](#)

Address line 1:	Betaghstown
Address line 2:	Boyerstown
Address line 3:	Navan
Eircode:	C15 X8X8

6 Contact phone number

0838179564

7 Where did you hear about this vacancy?

Meath.ie website

Section B – Academic, Professional, Technical or Trade Qualifications

You must ensure that all sections of this application form are completed in full.

In the event of a short-listing exercise being employed, Meath County Council will examine the application forms and assess them against pre-determined criteria based on the requirements of the position.

It is therefore in your own interest to provide a detailed and accurate account of your qualifications / experience on the application form.

8 General Education

School/College Attended	Loreto Secondary School, Navan
Highest Qualification Obtained	Established Leaving Certificate
Year Obtained	2010
Other Qualification (if not listed)	

9 Add another General Education?

no

10 Academic, Professional, Technical or Trade Qualifications

Title of Course	Bachelor of Arts in Social Science
College Attended	National University of Ireland Maynooth
Qualification	B.A. (Hons)
Qualification (if other than listed above)	
Year From and To (example 2012 -2017)	2010-2013
Grade Obtained	2.1
Grade Obtained (if other than listed above)	

11 Add another Academic, Professional, Technical or Trade Qualifications?

yes

11.Y.1 Academic, Professional, Technical or Trade Qualifications

Title of Course	Professional Diploma in Financial Advice
College Attended	The Institute of Bankers, Ireland
Qualification	Financial Advisory Diploma (QFA)
Qualification (if other than listed above)	
Year From and To (example 2012 -2017)	2017-2018
Grade Obtained	Diploma
Grade Obtained (if other than listed above)	

11.Y.2 Academic, Professional, Technical or Trade Qualifications

Title of Course	n/a
College Attended	n/a
Qualification	n/a
Qualification (if other than listed above)	
Year From and To (example 2012 -2017)	
Grade Obtained	
Grade Obtained (if other than listed above)	

12 Other Relevant Courses

Please state any other relevant courses

Intermediate Excel- completed in 2018

Section C – Employment Record

Give below, in date order (starting with your current employer), full particulars of all employment (including any periods of unemployment) between the date of leaving school or college to present date.

No period between these dates should be unaccounted for. If it is necessary to continue on a separate sheet, please set the information out in the same manner as below.

13 How many previous positions have you held?

(This question is to ensure you have enough space provided in your form to cover your experience.)

4

Previous position 1

13.D.1 Previous Employment details

Name and address of previous employer	North Leinster Money Advice and Budgeting Service
Title of post held	Money Adviser
Date held (from - to)	May 2019- present
Reason for leaving	
Employment Status (Temporary or Permanent)	Permanent

13.D.2 Short description of duties

- I manage and supervise a case load of clients (100 clients) from diverse backgrounds who are experiencing a broad range of issues e.g. over indebtedness and poverty etc
- I manage the administration of my case load, ensuring all records are kept accurate and up to date in line with company policy.
- I work alongside the Service Co-Ordinator to ensure North Leinster MABS business strategy and work plan is implemented.
- I collect and collate data and objective evidence to be presented to the Board of directors at the monthly meeting.
- I network and facilitate positive working relationships with other Agencies and organizations for the benefit of the MABS clientele (e.g. Trim Family Resource Centre, Tabor House and Citizens Information etc.).
- I assist and contribute to the preparation of reports and social policy work.
- I keep up to date with legislation, policy and practice.
- I make suggestions to management on opportunities for improvement within the service.
- I assist with the overall administration in the office and picking up additional responsibilities when required.
- I maintain an open door policy enabling colleges to approach me at any point with queries. This maintains a positive working relationship within my team.
- I assist clients with the preparation of their Budgets, Standard Financial Statements and proposals for submission to their creditors.
- I strategize with clients when formulating proposals for creditors.
- I assess each client for a range of Personal Insolvency Arrangements and make recommendations where appropriate (e.g. Debt Relief Notices, Debt Settlement Arrangements, Personal Insolvency and Bankruptcy).
- I am responsible for Negotiating with creditors and securing quality resolutions for my clients.
- I provide Money Advice and Budgeting support to each client and ensuring their income is maximized.
- I refer clients to appropriate support services where required (for example Citizens information, GP's, The Department of Social Welfare and The Local Authority).
- I provide Money Management education to various groups in the community.
- I promote the MABS service through local media and exhibitions.

Previous position 2

13.D.3 Previous Employment details

Name and address of previous employer	Allied Irish Bank, Dublin
Title of post held	Case Manager
Date held (from - to)	August 2016- May 2019
Reason for leaving	Career progression and I was eager to get more experience in working directly with the public providing a service.
Employment Status (Temporary or Permanent)	Permanent

13.D.4 Short description of duties

- I managed a case load of approx. 160 customer relationships for the bank.
- As a senior member of my team I was responsible for the training and supervision of new team members and reporting to management on progress.
- I monitored performance and tracked where we were in relation to bank SLA's to ensure we were meeting targets.
- I collected and collated information on key performance indicators and reported to management to ensure targets were being met.
- I keep up to date and adhered to the Central Banks of Irelands regulations and the Banks own policies.
- I assisted with the overall administration on the team and picked up additional responsibilities when required.
- I strategized and negotiated with customers to get mutually agreeable sustainable solutions in place on their mortgage arrears.
- I liaised with clients and their nominated third parties to get Standard Financial Statements and vouching documentation.
- I was responsible for Conducting Credit Assessments and making well informed recommendations to the credit department on sustainable solutions to resolve customers mortgage arrears.
- I was responsible for managing customer expectations and communicating any credit decisions both positive and negative to clients.
- I maintained rapport with my colleagues and ensured a good team work ethic on the team.

Previous position 3

13.D.5 Previous Employment details

Name and address of previous employer	First Point Education, West Vancouver, Canada
Title of post held	Client Care Co-Ordinator
Date held (from - to)	May 2014-May 2016
Reason for leaving	Returning to Ireland
Employment Status (Temporary or Permanent)	Permanent

13.D.6 Short description of duties

- I managed the day to day administration of Two Tutoring companies- North/West Vancouver Tutor Doctor and Burnaby Tutor Doctor.
- I processed all new business which involved taking the initial lead calls, booking consultations with assessors and onboarding new clients ensuring all records were accurate and up to date.
- I managed 50 client accounts, 3 phone lines and 5 email inboxes.
- I managed the coordination of private in home tutoring sessions for clients. I was responsible for scheduling over 1200 hours of private tutoring sessions per month.
- I Supervised the tutors performance and provided feedback where necessary (120 tutors).
- I was responsible for reviewing and approving of lesson reports.
- I was the representative for customer/employee relations for both companies.
- I collected objective evidence and reported to the company owners on business needs and performance.
- I adhered to company policy and procedures.
- I observed business trends and made recommendations to the company owners.
- I coordinated the education assessors schedules.
- I processed payments and managed customer accounts through QuickBooks.
- I assisted with organization of Tutor Forums which provided an opportunity where all Tutors could come together and share ideas, lesson plans and any potential issues.
- I maintained positive working relationships with this large team.

Previous position 4

13.D.7 Previous Employment details

Name and address of previous employer	Joe Fresh, Lonsdale, North Vancouver, Canada
Title of post held	Store Supervisor
Date held (from - to)	July 2013-May 2014
Reason for leaving	Career progression
Employment Status (Temporary or Permanent)	Permanent

13.D.8 Short description of duties

- I supervised the on duty team while overseeing day to day operations within the store.
- I was responsible for the Office administration such as the opening/closing of the store, processing payroll and reporting to management on the store performance.
- I managed the processing of deliveries and monitored inventory levels on the shop floor.
- I was responsible for handing customer queries/complaints.
- I supervised the sales team performance and ensured the sales targets were met. This meant strategizing and delegating to the sales team to ensure high standards were maintained.
- I was responsible for training new and existing employees to ensure optimum customer service standards were maintained.
- I was the Health and safety officer for the store was responsible for ensuring health and safety procedures were in place and being practiced.

Section D – Competency Based Examples

NB. Please consider carefully the information provided in the Candidate Information Booklet when completing this section of the application form.

In the following section of the application form we are interested in finding out what you consider to be the key strengths and achievements, which make you particularly suitable for the role of Assistant Staff Officer in the context of the specific competencies identified for the role.

Please remember the following general points when completing this section:

- It is important that you answer every question.
- Each question asks you to describe a specific situation about which you have had experience. For each section you should write about an example that best describes your experience in relation to the competency mentioned.
- Be specific about one activity that you do at the moment or have done, rather than writing in general terms.
- For each question describe the situation, your role and what happened as a result (maximum of 200 words in total).
- It is a good idea to write/type out your answers in rough before you copy the final version on to this application form.
- Your answers must describe what you have done.

14 **Delivering Results /Communicating Effectively**

Briefly highlight in no more than 200 words, examples that best demonstrate your skills and experience in the competency outlined above.

- As Money Adviser I took on a case where there was mortgage arrears and legal proceedings had commenced for repossession the property. I've worked tirelessly with my client which involved the preparation of 6 detailed proposals with supporting Standard Financial Statements, 2 appeals and 4 court appearances. As a result of my persistence and dedication we have recently agreed a restructure on the mortgage which has put an end to court proceedings and allows the client to address their mortgage in full on a payment plan suitable to their capacity.
- After joining MABS I could see that great results were being secured for clients, however there was no objective evidence being recorded. I created the Activity Log where each advisor records their outcomes. From the activity log I prepare a monthly report which is presented to the board of directors.
- As Money Adviser I continuously monitor my own work load and schedule to ensure that each of my clients gets a high standard of service and customer care. This involves being flexible e.g. accommodating last minute appointments when a client has an emergency such as an electricity disconnection. I often assist other advisers to ensure their work load is well managed also.

15 Performance Management and Team Work

Briefly highlight in no more than 200 words, examples that best demonstrate your skills and experience in the competency outlined above.

- When I started with Joe Fresh the stock room had no organizational structure which was resulting in the loss of sales opportunities as staff couldn't locate stock. I devised an operational plan to remedy this. I managed the team ensuring products were sported by department, categorized, and finally sorted by product code and size. This contributed to the stores strategic plan for sales/productivity.
- MABS changed their database in June 2022, this lead to a lot of confusion and frustration for staff. I suggested holding a weekly forum where staff could share their issues/concerns and demonstrations could be held. This resulted in staff sharing knowledge, overcoming difficulties and an overall improvement in office morale.
- While acting up as service coordinator I was involved with a HR issue. A staff member was consistently late. Their quality of work was suffering and other staff members were agitated by this. I sent an office wide email reminder of office hours and punctuality requirements, per the staff handbook. I referred to office procedure in place which specified anyone running late should contact management. This resolved the issue quickly and effectively. If this hadn't resolved the issue I would have used PDMS to assist with resolving this issue.

16 Personal Effectiveness

Briefly highlight in no more than 200 words, examples that best demonstrate your skills and experience in the competency outlined above.

- My personal effectiveness is demonstrated through the results I deliver (e.g. the prevention of home repossessions/evictions, utility disconnections, negotiating payment arrangements etc). In 2022 this included:
 - 22 arrangements with a loan book balance - €2,045,682.
 - Debt write offs - €56,236.
 - Utility bill assistance - €8000.
- The most enjoyable aspect of my role is interacting with the public, I wanted to develop this and I approached my manager seeking further opportunities. I'm now assisting with the delivery of money management education in our community whilst managing my case load. This involves delivering presentations to various groups of the public. This has increased my work load but I'm enjoying the challenge. I adapt my workload to incorporate this and ensure my duties are completed. These presentations are face to face and they provide a great challenge and learning opportunity as the audience are encouraged to ask questions, this requires quick thinking.
- Other examples of my personal effectiveness:
 - The weekly training sessions I hold on the new data base.
 - Say Simple Project: I was involved in establishing MABS presence on social media. I worked alongside the media team and provided input on how this should look/run. I helped compile a procedure for this and I assisted with training staff members.

17 Knowledge, Experience and Skills

Briefly highlight in no more than 200 words, examples that best demonstrate your skills and experience in the competency outlined above.

- I have 6 years' experience in debt management and 14+ years' experience in customer services, throughout this time I've been responsible for the management/administration of multiple client caseloads and teams.
- I'm familiar with the Local Authorities development plan, budget and operational structure. I understand that the local authority must operate within their set compliance standards, policies, procedures and legislation and this can be challenging. Similarly I must work within MABS set policies/procedures. Example: I previously worked with a client that was in mortgage arrears and was prioritising their Credit Union loan repayments. I explained the MABS policy is to prioritize the individuals home, which would mean restructuring the secondary debt. Then any surplus remaining would be allocated to the mortgage. I managed the clients expectations and got them on board with this. Initially they believed their mortgage was the issue but infact the issue was their secondary debt. We successfully restrctured the Credit Union loan and kept the mortgage upto date which secured the family home.
- I work closely with my team and support my line manager when required. Some of the duties I take on:
 - supervising productivity
 - collate information/prepare reports
 - maintain acurate records/files on our database
 - train new staff
 - implement procedures/policies
 - ensure customer service standards are maintained

Section E - Supporting Information

- 18 Please use this space to outline any other information not already included which you feel may support your application e.g. leisure interests, hobbies, membership of clubs, travel etc.

My hobbies and interests include reading, fitness and travelling. I am also passionate about further education and I welcome any opportunity to expand my knowledge. Each year I complete 20+ hours of continuous professional development courses for my QFA designation.

Section F – Other Information

- 19 Do you have a disability/special needs?

no

20 Do you hold a current valid driving licence?

yes

20.Y.1 Type of driving licence

Full

21 Have you ever accepted Voluntary Redundancy/Early Retirement from a Local Authority or any other public service organisation by which you were employed?

no

22 Are you currently legally entitled to be employed in Ireland?

yes

23 Please provide the names of two responsible persons as referees to whom you are well known but NOT related. (If you are currently employed, one of the referees should be a present employer).

	Referee number 1	Referee number 2
Name	Emily Monaghan	AIB Human Resources
Address line 1	Meath MABS	AIB Human Resources
Address line 2	First Floor, 1B Brews Hill	AIB Human Resources
Address line 3	Navan	AIB Human Resources
Email	emily_monaghan@mabs.ie	AIB Human Resources
Phone number	085 722 0695	AIB HR only provides written references to staff when leaving the Organization. A copy of this his can be provided on request. It is company policy that no personal references are provided. Please note I have other references available outside of this if required, for the purpose of this application I have listed my 2 most recent employments.

24 Signed by the applicant:

I, the undersigned, HEREBY DECLARE that all the foregoing particulars are true and give my permission for any enquiries to be made to establish such matters as qualifications, experience, character and for the release by other people, agencies, police authorities or organisations of such information, as may be necessary, to Meath County Council for that purpose. This may include enquiries from past/present employers.

I confirm that all statements given by me on this Application Form are true, correct and without omission. Any false information given will disqualify my Application.

Signed: Kim Keating

Unverified

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