



Clerical Officer/ Oifigeach Cléireachais (Clerical Officer)

Deadline for application
Wednesday, 26th August 2026

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Introduction

About PSI – The Pharmacy Regulator

The Pharmaceutical Society of Ireland (PSI) is a public body established in law to protect the health, safety and wellbeing of patients and the public by regulating pharmacists and pharmacies in Ireland.

Our principal function is to ensure patient safety and public protection. We are committed to carrying out our work independently, ethically, and transparently. The Pharmacy Act 2007, as amended, established the statutory role and the responsibilities of PSI as the pharmacy regulator, which include:

- Registration of pharmacists, pharmaceutical assistants and pharmacies, in line with statutory requirements;
- Setting standards for pharmacy education and training at undergraduate and postgraduate level;
- Ensuring all registered pharmacists are undertaking appropriate continuing professional development (CPD);
- Promoting good professional practice by pharmacists, by raising standards and sharing information for the benefit of patients and the wider health system;
- Conducting fieldwork to assess how pharmacies comply with pharmacy and medicines law and, where necessary, acting to address poor performance and/or unsafe practices;
- Considering formal complaints made against a pharmacist or a pharmacy;
- Providing advice, support and guidance to the public, pharmacy profession and Government on pharmacy care, treatment and services in Ireland.

These functions form the basis of the work we do to promote and assure public confidence and trust in pharmacy practice and pharmacy-delivered care and services in Ireland.

Governance

The PSI is a public body, which is independent in the exercise of its statutory functions. For public accountability purposes, the PSI operates under the aegis of the Department of Health.

The PSI is governed by a 21-member Council and each member is appointed by the Minister for Health in accordance with the provisions of the Pharmacy Act 2007. The Registrar/Chief Officer is responsible for the day-to-day operation of the PSI.

Our Vision, Mission and Values

Our Vision

Safe and effective pharmacy care supporting the health of our communities.

Our Mission

We assure patient safety and public trust in pharmacy through effective regulation.

Our Values

Our values underpin how we deliver on our mission. They guide our behaviour, the expectations we set ourselves, and the experience of others who engage with us. They provide evidence as to our commitment to equality and human rights in how we fulfil our role.

Our values ensure that we achieve the objectives of the organisation in ways that are properly accountable and which meet the high standards expected of public bodies and of the public servants who work within them.



We are committed to carrying out our work independently, ethically, and transparently. Our main goal is to assure public trust in pharmacy through effective regulation. We plan to advance

the achievement of this goal through actions under three strategic objectives set out in the [PSI Corporate Strategy 2025 – 2028, which is available on our website.](#)

More information about our role and the work that we do is available on our website, [www.psi.ie.](http://www.psi.ie)

Role Specification

Job Title:	Clerical Officer/ Oifigeach Clíreachais
Grade:	Clerical Officer
Contract Type:	Permanent, Full Time- A panel will be created for permanent and fixed-term Clerical Officer Positions.
Contract Duration:	Permanent
Location:	A Blended Working Policy is being implemented with the current requirement for this role is to attend the office 4 days a week. The office is located at PSI House, 15-19 Fenian Street, Dublin 2.

Job Purpose

The PSI are looking to recruit Permanent Full Time Clerical Officers for various Business Areas. This includes but is not limited to the Community Pharmacy Assurance Team, HR and People Development Team, Pharmacy Practice, Policy, and Engagement Team and Education and Professional Standards Team.

Key Duties and Responsibilities

Clerical Officer administrative support to include processes as defined by each of the Business Areas.

Community Pharmacy Assurance

- Prepare, format and issue investigation-related correspondence.
- Manage case files, upload documentation to internal systems, and maintain accurate investigation logs.
- Assist in the coordination of meetings, interviews, follow-ups and cross-functional activities.
- Support scheduling and logistics for inspections, including preparing packs, drafting templates, and managing records.
- Process inspection outputs and ensure documentation is correctly recorded and filed.
- Maintain spreadsheets, trackers, and dashboards essential for regulatory reporting.
- Support the preparation of documentation and data for senior management, Committee and Council meetings.
- Minute taking, document production, records management, and other administrative duties as required.
- Support the implementation of standard operating procedures and documentation practices across the Community Pharmacy Assurance Business Area.

HR and People Development

- Maintenance of accurate employee records, HR databases and personnel files in line with GDPR and organisational policies.
- Administration of recruitment and selection processes, including advertising, shortlisting administration, interview coordination and candidate correspondence.
- Support for onboarding and offboarding processes, ensuring a positive employee

experience and compliance with internal standards.

- Administration of learning and development activities, including training bookings, records, evaluations and reporting.
- Support for employee relations processes, including documentation, tracking of cases and scheduling of meetings.
- Preparation of HR correspondence, reports and returns, supporting audit, governance and compliance requirements.
- General administrative support to the HR and People Development team, contributing to continuous improvement of HR processes and service delivery.

Pharmacy Practice, Policy, and Engagement

- Draft, format and issue correspondence in relation to pharmacy practice queries and guidance.
- Manage shared inboxes and log queries, requests and responses in line with agreed procedures.
- Maintain accurate electronic records, trackers and filing systems.
- Support the coordination of consultation processes, including document collation, tracking submissions and maintaining records.
- Assist with document control and version management for guidance and policy documents.
- Support the scheduling of meetings, preparation of papers and minute taking as required.
- Maintain spreadsheets and trackers to support reporting and oversight.
- Provide administrative support to the team as required, including document production and records management.
- Support the implementation of consistent administrative processes and standard operating procedures within the Pharmacy Practice, Policy and Engagement Business Area.

Education and Professional Standards

- Coordinate logistics for accreditation visits, panels and meetings.
- Prepare documentation packs and manage records associated with MPharm Programme oversight.
- Track actions, correspondence and follow-ups arising from education and accreditation activities.
- Support administration of CPD compliance and non-engagement processes.
- Maintain accurate records, spreadsheets and trackers related to education and professional standards.
- Assist with document control for the Code of Conduct and Core Competency Framework reviews.
- Coordinate meetings, prepare agendas and supporting documentation.
- Draft and issue routine correspondence.
- Assist with minute-taking and action tracking where required.
- Provide administrative support to the team as required
- Support the implementation of consistent administrative processes and standard operating procedures within the function.

- Providing general administrative support to the Education and Professional Standards Team.

General

- Share knowledge and learning with your team and wider organisation.
- Provide support to organisational projects and activities, working groups, committees, etc.
- Promote and contribute to a culture of continuous improvement, transformation and innovation in the organisation.
- Identify risk and assist the organisation in our purpose of mitigating regulatory risk.
- Participate in cross-functional initiatives and developments that contribute to the delivery of the organisation's strategic objectives.
- Proactively engage in performance development reviews and actively engaging in opportunities for learning and development.
- Other duties assigned by management and/or the Registrar/Chief Officer.

Important note: The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

Key Requirements

Applicants must have, on the closing date for receipt of applications:

- Minimum 1 year experience in a similar administration role.
- Must have working rights in the EU
- Experience using MS office including Microsoft Word, Outlook and Excel.

In addition, the following are considered desirable:

- A Level 8 qualification on the National Framework of Qualifications or equivalent experience.

Clerical Officer	
Competencies	Description
Specialist Knowledge / Expertise & Self Development	• Has a clear understanding of the objectives and targets of self and the team and how they fit into the work of the unit and the organisation • Has a breadth and depth of knowledge of issues relevant to the organisation and is sensitive to wider political and organisational priorities • Has high levels of expertise and broad knowledge relevant to his/her area of work • Is focused on self-development, seeking feedback and opportunities for growth, striving to improve performance
Management & Delivery of Results	• Effectively manages multiple projects • Assumes responsibility for challenging tasks, delivers on time and to a high standard • Plans and prioritises work in terms of importance, time-scales and other resource constraints, re-prioritising in light of changing circumstances • Ensures quality and efficiency is central to the work of the organisation • Looks critically to see how things can be done better • Open to new ideas initiatives and creative solutions to problems • Ensure controls and performance measures are in place to deliver efficient and high value services
Analysis & Decision Making	• Researches issues thoroughly, consulting appropriately to gather all information needed • Understands complex issues quickly, accurately absorbing and evaluating data • Integrates diverse strands of information, identifying inter-relationships and linkages • Makes clear, timely and well-grounded decisions on important issues • Considers the wider implications of decisions on a range of stakeholders
Leadership	• Maximises the contribution of the team as a whole • Clearly defines objectives/goals and delegates effectively, encouraging ownership and responsibility • Brings focus and drive to building and sustaining high levels of performance, addressing performance issues as they arise • Actively contributes to the development of strategies and policies of the organisation

	• Considers the effectiveness of outcomes in terms wider than their own immediate area • Identifies and takes opportunities to exploit new and innovative service delivery channels
Interpersonal & Communication	• Presents information in a confident, logical and convincing manner, both verbally and in writing • Encourages open and constructive discussions around work issues • Engages effectively with a diverse range of stakeholders • Promotes teamwork and works effectively across other parts of the organisation • Develops and maintains a network of contacts to facilitate problem solving or information sharing
Commitment to organisation's Values	• Public safety is at the heart of everything, acts to ensure that safety • Values, appreciates and respects everyone engaged with • Works in partnership with colleagues and all stakeholders • Behaves with integrity and objectivity, actions are evidence-based and timely

Conditions of Employment

Probation

A probationary period of **9 months** applies to this position.

Pay

The salary scale for this post is **€31,934 - €49,416 (LSI)** (Clerical Officer, Civil Service). Entry will be at the first point of the scale for new entrants and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance increments may be payable in line with current Government Policy.

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

Superannuation

The successful candidate will, upon appointment, become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.

Hours of Attendance/Working Week

The normal working week is not less than **35 hours**, exclusive of lunch breaks. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties, subject to the limits set

down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

Annual leave is **22 days** per annum, pro-annum rising to 26 days in line with the civil service policy and service. 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 and Good Friday.

Outside Employment

This role is full-time, and the appointee may not engage in private practice or be connected with any outside business which conflicts in any way with his/her duties, impairs performance or compromises his/her integrity.

The appointee must avoid involvement in outside employment/business interests in conflict or potential conflict with the business of the PSI. Clarification must be sought from management where doubt arises.

How to Apply

To apply for this post, candidates should submit a comprehensive covering letter outlining why they believe their skills, experience and values meet the requirements, an up-to-date CV and the completed application form.

This documentation should be emailed to the HR Team at recruitment@psi.ie on or before the closing date of **midnight on Wednesday, 26th August 2026**

Late applications will not be accepted.

The PSI is an equal opportunity employer.

Selection Process

The selection process may include:

- A competitive shortlisting of candidates based on the information submitted in their application. Both essential and desirable requirements will be used to assess the relevance of applications received.
- Up to two rounds of competitive interview before an interview board, which may include an assessment and/or a presentation. It is expected that at least one round of interview will be in person.
- An offer of employment will be dependent upon the candidate furnishing suitable professional references, proof of credentials and upon their successful completion of a pre-employment medical.

A panel of candidates may be established from this competition to fill other permanent and temporary roles under the same job description that may arise over the next 12 months.

Interview

The PSI is not in a position to reimburse expenses incurred by applicants for interview.

Candidates who do not attend for interview or other assessment when required, or who do not, when requested, furnish such evidence as the PSI requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidate Obligations

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 impersonate a candidate at any stage of the process.

GDPR Privacy Notice – Recruitment Process

Purpose

The PSI conducts a competency-based recruitment process. Candidates are asked to submit a CV and a comprehensive covering letter or an application form. The recruitment process will include a pre-employment medical assessment and references check and may also involve psychometric testing.

As part of the recruitment process, the PSI will process personal data relating to potential candidates. Personal data means any information relating to an identified or identifiable living individual. The categories of personal data defined by the General Data Protection Regulation (“GDPR”) include identification data e.g. name, address and emails. It also includes special categories of personal data for more sensitive information such as data concerning health. In meeting its data protection obligations, the PSI is committed to being accountable and transparent about how it collects and uses personal data provided in your application and as part of the recruitment process.

In the case of a successful candidate, some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address).

Legal Basis for Processing Personal Data

The PSI processes the personal data contained in your CV, covering letter and application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is required from the applicant in order to process any personal data in your application for the specific purpose of progressing your application during the recruitment process.

In the case of a successful candidate(s), some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address). The personal data of potential employees, and employees, is processed on the basis that it is necessary for the PSI’s compliance with legal obligations (Article 6(1)(c) GDPR), which includes employment legislation. PSI personnel are provided with an internal privacy statement in relation to the use of employee information.

How Your Information May Be Shared

The following parties may receive your information for reasons outlined below:

Recipient	Purpose
HR (PSI internal)	Storing application, acknowledging responses and corresponding with candidates.

HR (external service provider)	In the recruitment of certain posts, the PSI may outsource some or all parts of the recruitment process to an external service partner. An external service partner will receive candidate submissions, in full or part, to assist with administration or assessment for the post, or to manage the entire recruitment process.
Designated Hiring Manager	The designated hiring manager(s) and/or a Head of Business Area will receive applications to conduct shortlisting of candidates.
Interview Panel	Member(s) of Interview Panel(s), including the designated Hiring Manager and/or Head of Business Area and /or independent member(s) external to the PSI will receive applications to conduct the assessment of candidates.
HR (external service provider – psychometric or other testing)	In the recruitment process for certain post, the PSI may require psychometric or other testing to be carried out by an external service provider. The external service provider will receive candidate information, in full or part, to be used as directed by the PSI to conduct the assessment and provide information to the PSI. They will hold information relating to a candidate only for a period necessary to fulfil the service required.
Referees	Candidates are asked to provide references who can be contacted to validate work history and/or comment on suitability of the candidate for the position. Where a candidate gives consent for the PSI to contact a named referee(s), referee(s) will be provided with the candidate's name for the purpose of providing the reference.
Occupational Health	If considered for appointment to the role, a candidate will be asked to undergo a pre-employment medical assessment. The PSI will notify the occupational health provider of the name of the candidate and contact telephone number.

Data Transfers Outside The EU/EEA

There is no transfer of information outside of the EU/EEA in the course of this process.

Automated Decision Making

This does not apply to this process.

How Long We Store Your Data

The PSI has a document management policy and retention schedule in relation to the information it holds. This may be updated from time to time.

For unsuccessful candidates, applications and all relevant correspondence will be retained and held securely by the PSI's HR Office for a period of 12 months. At the end of that period, or once you withdraw your consent, your data is securely deleted or destroyed.

For successful candidates, their application (to include interview records, assessments such as psychometric tests and evaluations of interviews conducted) will be placed on their employee file and retained during the course of their employment and for an appropriate period thereafter.

Your Data Protection Rights

You have rights in relation to the data held and processed about you by the PSI. The PSI has a Data Protection Officer, who can be contacted if you wish to exercise your data protection rights.

Email: dataprotection@psi.ie

Address: Data Protection Officer, Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72.

Further detail can be found on the [PSI website](#).

Right	Explanation
Access	You can request and receive access to the information held about you for the purpose of this process at any time.
Portability	You can request and receive a copy of this information, in electronic/transferrable format, at any time.
Erase	You can request the data held be erased. The anticipated retention period is outlined above.
Rectification	You can request to have any incorrect information about you updated or corrected.
Objection	You can withdraw your consent or object to this information being processed.
Complaint	You can make a complaint to the PSI's Data Protection Officer (above) and/or make a complaint to the relevant supervisory authority in Ireland, the Data Protection Commission.