

# An Garda Síochána

Oifig Saorála Fáisnéise  
An Garda Síochána, Teach áth Luimnigh  
Lárionad Gnó Udáras Forbartha Tionscail  
Baile Sheáin, An Uaimh  
Contae na Mí  
C15 DR90



Freedom of Information Office  
An Garda Síochána, Athlumney House  
IDA Business Park  
Johnstown, Navan  
Co Meath  
C15 DR90

Teileafón/Tel: (046) 9036350

Láithreán Gréasain/Website:

[www.garda.ie](http://www.garda.ie)



Ríomh-phoist/Email: [foi@garda.ie](mailto:foi@garda.ie)

Please quote reference number FOI-000095-2017

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**Mr. Eamonn Patterson**

## **RE: Freedom of Information Request FOI-000193-2017 Request Granted**

*Dear Mr. Patterson,*

I refer to your request, dated and received on the 2<sup>nd</sup> May 2017, which you have made under the Freedom of Information Act 2014 (FOI Act) for records held by An Garda Síochána.

Part 1(n) of Schedule 1 of the FOI Act states that An Garda Síochána is listed as a partially included agency "insofar as it relates to administrative records relating to human resources, or finance or procurement matters". Therefore, only administrative records that relate to human resources, finance or procurement shall be considered

Your request sought:

*The number of civilians posts that are allocated to each Garda District in the Dublin Region as of 31 December 2015, 1 June 2016 and 1 May 2017; please provide a list of duties that civilians staff carried out at each stations'*

I have now made a decision to grant your request on 6<sup>th</sup> June 2017.

The purpose of this letter is to explain my decision.

### **1. Findings, particulars and reasons for decision.**

A search of records was conducted by the Human Resource Management Section in respect of your request and a number of records have been identified. These records are outlined in the attached schedule of records.

Over 2,500 full-time and part-time Civilian Staff work in An Garda Síochána, over 200 of these civilian members of staff are attached to the DMR Region.

Civilian staff who are civil servants provide a wide range of support services to An Garda Síochána particularly in management and supervisory positions which are at the grade of Higher Executive Officer, Executive Officer and Staff Officer. Clerical Officer's provide an administrative support role within the Garda Districts.

The District Finance Officer is a specific role to An Garda Síochána and was equivalent to the Staff Officer for pay purposes. However, the District Finance function involves the processing and administration of Garda pay and allowances and the management of the Imprest Accounts.

A job description of each of the above roles is also attached as set out in the schedule of records.

It should be noted that the District Finance Officer/Staff Officer roles have been amalgamated with the Executive Officer role with effect from 1<sup>st</sup> January 2017.

## **2. Right of Appeal**

In the event that you are not happy with this decision you may seek an Internal Review of the matter by writing to the address below and quoting reference number **FOI-000193- 2017**.

Freedom of Information Office,  
An Garda Síochána,  
Athlumney House,  
IDA Business Park  
Johnstown,  
Navan,  
Co. Meath,  
C15 DR90.

Please note that a fee applies. This fee has been set at €30 (€10 for a Medical Card holder). Payment should be made by way of bank draft, money order, postal order or personal cheque, and made payable to Accountant, Garda Finance Directorate, Garda Headquarters, Phoenix Park, Dublin 8.

Payment can be made by electronic means, using the following details:

**Account Name:** Garda Síochána Finance Section Public Bank Account  
**Account Number:** 10026896  
**Sort Code:** 900017  
**IBAN:** IE86B0F190001710026896  
**BIC:** BOFIE2D

**You must ensure that your FOI reference number FOI-000193-2017 is included in the payment details.**

You should submit your request for an Internal Review within 4 weeks from the date of this notification. The review will involve a complete reconsideration of the matter by a more

senior member of An Garda Síochána and the decision will be communicated to you within 3 weeks. The making of a late appeal may be permitted in appropriate circumstances.

Please be advised that An Garda Síochána replies under Freedom of Information may be released in to the public domain via our website at [www.garda.ie](http://www.garda.ie).

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

Should you have any questions or concerns regarding the above, please contact me by telephone at (046) 9036350.

Yours sincerely,

  
\_\_\_\_\_**SUPERINTENDENT**  
**HELEN DEELY**  
**FREEDOM OF INFORMATION OFFICER**

  
\_\_\_\_\_**JUNE 2017**

**Requester Name: Eamonn Patterson - Schedule of Records File Re: FOI-000193-2017**

<b>Page No</b>	<b>Description of document</b>	<b>Deletions</b>	<b>Relevant Section of FOI Acts</b>	<b>Reason for decision</b>	<b>Decision Maker's decision</b>
1-2	Breakdown of Civilian posts attached to DMR Garda Districts				Grant
3	Higher Executive Officer Job Description				Grant
4	Executive Officer Job Description				Grant
5	District Finance Officer Job Description				Grant
6-7	Supervisory Staff Officer Job Description				Grant
8-9	Clerical Officer Job Description				Grant
<b>Total number of pages</b>					<b>9</b>
<b>Total number of pages for full release</b>					<b>9</b>
<b>Total number of pages for partial release</b>					<b>0</b>
<b>Total number of pages being withheld</b>					<b>0</b>

	31.12.2015	31.05.2016	30.04.2017
<b>Station</b>			
<b>DMR SOUTH</b>			
<b>Crumlin</b>	10	10	10
<b>Sundrive Road</b>	3	3	3
<b>Tallaght</b>	10	12	13
<b>Rathfarnham</b>	2	2	1
<b>Terenure</b>	4	5	5
<b>Rathmines</b>	1	2	2
<b>DMR SOUTH CENTRAL</b>			
<b>Pearse Street</b>	14	13	13
<b>Kevin Street</b>	7	7	7
<b>Kilmainham</b>	2	2	2
<b>Donnybrook</b>	5	5	5
<b>Irishtown</b>	2	2	2
<b>DMR NORTH</b>			
<b>Ballymun</b>	12	12	9
<b>Santry</b>	3	3	3
<b>Dublin Airport</b>	1	1	1
<b>Coolock</b>	12	12	12
<b>Malahide</b>	2	2	2
<b>Swords</b>	3	3	3
<b>Raheny</b>	6	6	6
<b>Howth</b>	1	1	1
<b>Clontarf</b>	2	2	2
<b>Balbriggan</b>	4	4	5
<b>Skerries</b>	1	1	1
<b>DMR NORTH CENTRAL</b>			
<b>Store Street</b>	12	13	14
<b>Fitzgibbon St</b>	9	9	8
<b>Mountjoy</b>	3	3	4
<b>Bridewell</b>	14	14	12
<b>DMR EAST</b>			
<b>Dun Laoghaire</b>	10	10	10
<b>Cabinteely</b>	1	1	1
<b>Shankill</b>	3	3	2
<b>Blackrock</b>	7	7	6
<b>Dundrum</b>	2	2	3
<b>DMR WEST</b>			
<b>Blanchardstown</b>	18	19	16
<b>Cabra</b>	1	1	1

<b>Finglas</b>	4	5	5
<b>Clondalkin</b>	11	11	11
<b>Rathcoole</b>	1	1	1
<b>Ballyfermot</b>	3	3	3
<b>Lucan</b>	11	11	10
<b>Ronanstown</b>	2	2	2
<b>HARCOURT SQUARE</b>			
<b>Assistant Commissioner DMR</b>	8	8	8

## Higher Executive Officer (HEO) - Job Summary

Higher Executive Officers (HEO) in the main, support the Management in the delivery of a high quality service from their unit. In certain instances, they may report directly to Garda Management. Although the role is predominantly focused on service delivery through the management of the work in their respective area, HEO's have to balance the need to address divisional issues with the day to day operations.

A consistency between, divisional and organisational goals and the outputs of the office is maintained by the HEO. HEO's support the integration of their own area within the framework of the organisation, through effective communications and involvement with other areas. The delivery of a high quality service to customers is influenced directly by the activity of the HEO. Resources, based on the output of the unit's business plans, are identified in conjunction with Management.

A key aspect of their role is actively engaging with, co-ordinating and organising EO's, SO's and CO's in their respective areas, to ensure that a high quality and efficient service is provided. HEO's are directly responsible for coaching, encouraging and fostering commitment amongst staff in their unit. Mentoring and coaching staff is a fundamental aspect of their role. They also meet with Management on a frequent basis to identify and communicate issues.

In all, HEO's have a large role in increasing teamwork throughout the office due to their contact with EO's, SO's and CO's.

HEO's have responsibility for improving and monitoring internal processes. Promoting innovation and continuously identifying ways of improving internal processes in the office are key to this role.

HEO's have a key role in dealing with Human Resource issues such as training and development, working arrangements, etc., in their own unit. HEO's have the responsibility for contending with HR issues that are raised by staff in their unit.

### **Divisional Executive Officer - Job Description**

The duties of the Divisional EO will include a HR function, liaison with Headquarters Branches on behalf of the Chief Superintendent, and any other duties that may be assigned to them by the Chief Superintendent.

The Divisional EO will report directly to the Divisional Officer and will liaise closely with the Regional HEO and with District SOs and other local staff supervisors.

The Divisional EO will submit applications for annual leave, Family Friendly Policies etc to the Divisional Officer or an officer delegated by the Divisional Officer at a rank not below the rank of Inspector. The same procedure will apply in relation to the assessment of the EO for promotion. The Divisional EO will be part of the Divisional Management Structure and will work closely with the Divisional Clerk in this regard.

Specific duties of the Divisional EO will include the following:

- Responsibility for maintaining thorough, accurate and up-to-date data for all Divisional civilian staff on the Human Resource Management System (HRMS). (HRMS is an online, electronic database of HR data - grade, pay, leave, seniority, training etc - for all staff) and the SAMS system;
- Monitoring vacancies, coordinate information on leave (e.g. annual and sick leave) and family-friendly arrangements (e.g. maternity leave, term-time, and work sharing) in respect of civilian staff throughout the Division, on behalf of the Divisional Officer.
- Where potential organisational challenges arise from individual leave or family-friendly arrangements, taking action as requested by Divisional or District Officer (e.g. arranging redeployment of staff within the Division, preparing requests to the Civilian HR Directorate for temporary or additional staff);
- Liaising, on behalf of the Divisional Officer, with the Regional HEO and/or Civilian HR Directorate, as required, on Divisional staffing matters;
- Processing applications for work-sharing, term-time, annual leave, transfers etc;
- Co-ordinating the distribution to all relevant staff in the Division of all Civilian HR Directorate office notices/circulars, and dealing with queries on same;
- Advising Divisional civilian staff on various HR issues as they arise, and liaising with the Divisional Officer, the Regional HEO and individual staff supervisors on local and individual HR and IR matters as appropriate;
- Consulting the Employee Assistance Officer in relation to individual cases as appropriate;
- Providing regular data, updates and briefing to the Regional HEO on all relevant HR matters in the Division;
- Any other duties that may be assigned to them by the Divisional Officer.



### District Finance Officer - Job Description

The District Finance Officer will report to the Superintendent (or Inspector acting for Superintendent). The District Finance function involves the processing and administration of Garda pay and allowances and the management of the Imprest Account.

#### Responsibilities:

- Process claims for pay and allowances.
- Process claims for subsistence and travel allowances for personnel attached to the District/Section.
- Ensure compliance with the requirements of the Prompt Payment of Accounts Act 1997.
- Process claims for professional services in respect of the District/Section and personnel attached thereto.
- Compute and comply with Withholding Tax requirements. -
- Keep accounts in accordance with standard procedures including related filing and book-keeping.
- Process monies emanating from the Fines on the Spot System, Abstract Reports, Seizure of Vehicles, Firearms Receipts and other recurring monies received throughout the District/Section.
- Ensure lodgement of all monies in accordance with regulations.
- Process witness expenses claims.
- Forward appropriate remittances to relevant sections.
- Prepare and reconcile monthly accounts.
- Liaise with account holder (Bank).
- Process all claims both recurring and non-recurring relevant to respective District/Section.
- Generate computerised and/or manual records when required.
- When not engaged on financial duties to be flexible by performing other duties as assigned by the Superintendent.
- Undergo training /development courses as required.
- Liaise with the Personal Assistant to the Superintendent on areas of mutual concern.

## **Supervisory Staff Officer - Job Description**

The primary purpose of the Staff Officer (SO) in An Garda Síochána is to co-ordinate the tasks appropriate to the clerical staff in the District Office (or other Garda office where applicable) and to manage the staff assigned to them. Staff Officers are also responsible for liaising with local district management on various HR and organisational issues regarding the clerical staff of the District. The SO will report directly to the relevant District Officer and will liaise closely with the relevant Divisional Executive Officer and Regional Higher Executive Officer.

SOs must be able to manage and direct staff. They must be able to work on their own initiative and make decisions. They must also be able to deal with issues as they arise, know when to refer a matter to a higher authority, and bring matters to a successful conclusion.

Specific duties of the SO will include the following:

### **Management of civilian clerical staff**

- Management and supervision of staff - including assignment of duties, in liaison with the District Officer, in a fair and equitable manner
- Actively manage absence from duty through sick leave, maternity leave etc. to ensure that the needs of the Section/District are met at all times
- Provide coaching, guidance and support to staff in the context of their duties and responsibilities
- Review staff performance to ensure that duties are fully and professionally attended to
- Identify areas for improvement where in-service training, guidance or instruction can enhance performance
- Liaise with District Officer, Divisional EO and/or Employee Assistance Officer as appropriate in the event of any staff problems/difficulties
- Maintain discipline and report cases that cannot be dealt with locally to the Divisional EO for attention.

### **Members' personnel records**

- Maintain record of annual and sick leave for Inspectors, Sergeants and Gardaí
- Maintain record of injuries sustained on/off duty
- Prepare weekly/monthly/bi-monthly/annual returns for Assistant Commissioner HRM
- Manage and update members' personnel files to include:
  - Details of courses passed, driver qualifications etc.
  - marriages, birth of children
  - professional examinations/promotions
  - dates of transfer to and from District or of allocation to alternative duties/units within the District

### **Correspondence/file management**

- Ensure that correspondence is dealt with promptly and appropriately
- Compile statistical information/returns etc. for District Officer and/or Inspectors
- Prepare and compile written reports at request of District Officer

- Ensure that all official records and files are completed accurately and fully
- Review and quality assure official files and reports by staff – ensure that all files contain all the necessary supporting documentation before files are forwarded
- Ensure that all files are registered on correspondence register and that all file movement is recorded and updated
- Distribution of all Civilian HR Directorate office notices/circulars to District staff, and dealing with queries on same.

#### **Other**

- Responsibility for the management and administration of the District Office in the absence of District Clerk
- Any other duties that may be assigned by the District Officer (or Inspector acting on their behalf) in relation to management of staff and work in the office or wider District.

**This is a list of the main duties of the Staff Officer. It is not exhaustive and additional duties may be assigned to Staff Officer in the future, for both sworn and civilian members when the structures are put in place for the establishment of an integrated HR Directorate in An Garda Síochána.**



## Clerical Officer Job Description

A Clerical Officer is required to work as part of a team while also contributing their own ideas and perspectives. S/He is required to have good communication skills in writing and when speaking. S/He provides a good customer service on the phone and in person.

A Clerical Officer takes responsibility for their work and completes tasks to a high level with enthusiasm and honesty, S/He has the ability to follow procedures and processes while can suggest where a task can be done more efficiently. They keep high quality records that others can follow.

Clerical Officers understand the role, objectives and targets and how they fit into the work of the unit and the overall organisation. A Clerical Officer will be required to carry out a variety of tasks, for which they are trained including the following duties:

- Database Management – working with written and numerical information
- Answering phones
- Drafting letters
- Managing emails
- Managing excel sheets
- Scanning documentation
- Photocopying
- Manual and electronic filing
- And any other assigned administrative duty.

<b>Clerical Officer Core Competencies Public Appointments Service</b>	
<b>Team work</b>	Shows respect for colleagues and co-workers. Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate. Offers own ideas and perspectives. Understands own role in the team, making every effort to play his/her part.
<b>Information Management / Processing</b>	Approaches and delivers all work in a thorough and organised manner. Follows procedures and protocols, understanding their value and the rationale behind them. Keeps high quality records that are easy for others to understand. Draws appropriate conclusions from information. Suggests new ways of doing things better and more efficiently. Is comfortable working with different types of information, e.g. written, numerical, charts and carries out calculations such as arithmetic, percentages etc.

<b>Delivery of Results</b>	Takes responsibility for work and sees it through to the appropriate next level. Completes work in a timely manner. Adapts quickly to new ways of doing things. Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes. Writes with correct grammar and spelling and draws reasonable conclusions from written instructions. Identifies and appreciates the urgency and importance of different tasks. Demonstrates initiative and flexibility in ensuring work is delivered. Is self reliant and uses judgment on when to ask manager or colleagues for guidance.
<b>Customer Service and Communication Skills</b>	Actively listens to others and tries to understand their perspectives/ requirements/ needs. Understands the steps or processes that customers must go through and can clearly explain these. Is respectful, courteous and professional, remaining composed, even in challenging circumstances. Can be firm when necessary and communicate with confidence and authority. Communicates clearly and fluently when speaking and in writing.
<b>Specialist Knowledge, Expertise and Self Development/Drive &amp; Commitment</b>	Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc. Clearly understands the role, objectives and targets and how they fit into the work of the unit. Is committed to self development and continuously seeks to improve personal performance. Consistently strives to perform at a high level and deliver a quality service. Serves the Government and people of Ireland. Is thorough and conscientious, even if work is routine. Is enthusiastic and resilient, persevering in the face of challenges and setbacks. Is personally honest and trustworthy. At all times acts with integrity.