

CITIZENS INFORMATION PHONE SERVICE

Team Supervisor

Full-Time, Permanent

Applicant Information Pack

January 2026

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Citizens Information Phone Service - Service Offer

The Citizens Information Phone Service (**CIPS**) was established in 1999 as a national **Citizens Information** call centre. This centre is in Blackrock, Co Cork. CIPS aims to provide a comprehensive and confidential information service to people throughout the country, mainly via the phone but also through a variety of other access routes more suited to the needs of customers with disabilities. The service strives to offer equality of access to accurate and high-quality information on civil and social rights and entitlements.

CIPS is one core strand of an integrated approach to the delivery of **Citizens Information**. Information delivery is coordinated and resourced by the Citizens Information Board (**CIB**) - a statutory body - and designed to ensure that all members of the population have ready access to **Citizens Information** through a channel most appropriate to their needs. The other core delivery channels are www.citizensinformation.ie, and a national network of Citizens Information Centres.

Team Supervisor - Job Description

Taking direction from the CIPS Manager, Team Supervisors will manage CIPS Information Teams and information delivery systems and practices to ensure that all customer service objectives and standards are met.

Reporting to:

The CIPS Manager.

Main Responsibilities:

Operational

- Contribute to the overall management of the service, and particularly the day-to-day operational management of CIPS.
- Assign work to the information team through the organisation of rotas and the monitoring of workflows etc.
- Ensure staff deployment and service operations deliver on all agreed customer service targets (Service Level Agreement – SLA) and that the service is sufficiently geared to respond to periods of peak demand.
- Operate the ICT systems to ensure optimum resource allocation, service delivery and performance analysis.
- Produce, analyse and present reports on a weekly, monthly and ad-hoc basis.
- Take an active and positive role in supporting and implementing all changes within the service and proactively seek to identify process improvements.
- Lead and/or participate in projects assigned by the CIPS Manager.

Personnel

- Actively lead, motivate and manage the CIPS team, ensuring that all members are working to achieve clear service objectives and delivery targets / SLA.
- Assess individual performance and provide constructive feedback to staff by holding one-to-one meetings, call coaching and performance reviews.
- Ensure the CIPS team is fully aware of its responsibilities and performance standards.

- Provide appropriate support to staff not meeting performance standards and managing any performance issues. Perform bi-monthly one-to-one meetings and Call Coaching sessions as per the quality assurance procedures.
- Communicate effectively with the CIPS Team by holding regular meetings to ensure all are aware of the Team performance and manage and arrange fortnightly Information Exchange meetings.
- Conduct training needs analysis on an ongoing basis. Train, support and appraise a team of Information Officers, assisting everyone to achieve optimum performance while maintaining a supportive working atmosphere.
- Report regularly to the CIPS Manager regarding the performance of CIPS staff.
- Assist with the recruitment and selection of staff for the service as may be requested from time to time.
- Communicate CIPS HR policies and procedures to team members and ensure their implementation.

Information

- Assist with complex customer queries and appropriate referrals.
- Provide information directly to customers, as required.
- Engage with and implement quality monitoring and control mechanisms.
- Ensure CIPS' active engagement in the social policy aspect of Citizens Information SLA.

Managerial Support

- Contribute to the development and implementation of policies and procedures as required.
- Deputise for the CIPS Manager as delegated by the CIPS Manager or the CIPS Board of Directors.
- Engage with CIB and other stakeholders as delegated by the CIPS Manager.
- Engage in such other duties and responsibilities as may be delegated by the CIPS Manager.
- Other duties as required by management.

This list is not exhaustive but serves to reflect the nature of the responsibilities included in the role. Given the nature of the organisation and the need to respond to customers' needs on an ongoing basis, the role is subject to change over time.

Team Supervisor - Person Specifications

	Essential	Desirable
Training and Education	Third Level Qualification	A recognised management/leadership qualification or Additional training/qualifications more of the following areas: Staff support and supervision; ICT; Quality Assurance; Change Management.
Proven Record of Attainment	<p>Two years' line management experience in a front-line service delivery setting – including recruiting, supervising, appraising, training, coaching and motivating staff.</p> <p>Experience in a leadership role.</p> <p>Operational planning and service development.</p> <p>Service evaluation/quality assurance.</p> <p>Management reporting (quantitative and qualitative).</p>	<p>At least two years' full-time (or equivalent part-time) experience in an information giving role within, or comparable with, the Citizens Information service.</p> <p>At least one year's full-time (or equivalent part-time) experience in a multi-channel contact centre, preferably in a leadership role.</p> <p>At least one year experience in social media.</p> <p>Information systems development.</p> <p>Using and developing customer interaction management systems.</p> <p>Social Policy input.</p>
Service Delivery and Floor Management in a Call Centre setting	Experience in engaging in floor management in a call centre providing a service to customer/clients.	

	<p>Strong capacity to plan and deploy resources in busy multi-channel environment i.e. anticipating customer service demand; planning and deploying staff resources as appropriate; responding on a 'real time' basis to variances in customer demand and staff availability; contingency planning.</p> <p>Ability to direct and supervise staff 'on the floor', intervening as appropriate in all situations requiring immediate hands-on management.</p> <p>Capacity to develop customer service guidelines and quality-assurance templates across all delivery channels, and to oversee their implementation.</p> <p>Ability to develop referral guidelines.</p> <p>Ability to set and manage rosters.</p> <p>Capacity to assist Information Officers with complex queries.</p>	
Training Experience / HR Experience (including recruitment)	<p>Develops or oversees employee training Staff supervision. Provide training, coaching and induction supports on a systematic basis, and to actively appraise and feedback on staff and service performance in one-to-one and group settings.</p> <p>Administers benefits/entitlements to staff.</p> <p>Experience in employee relations/industrial relations.</p> <p>Undertaken the recruitment process on behalf of an employer.</p>	
Experience of coaching, mentoring and supporting staff	<p>Actively helps and supports others to achieve goals. Conducts performance management and appraisal, 1-to-1 and Call Coaching.</p>	

	Builds effective working relationships to support learning.	
Team/Staff Supervision	<p>Awareness of the importance of, and ability to positively influence, organisational culture</p> <p>Provide training, coaching and induction supports on a systematic basis, and to actively appraise and feedback on staff and service performance in one-to-one and group settings</p> <p>Sets high standards and monitors and supports to ensure delivery of service. Creates capacity and preparedness to lead by example</p> <p>Provides others with clear guidelines and indication of expectations</p> <p>Delegates wisely, motivates and challenges others to perform to their potential</p> <p>Range of aptitudes with respect to change and conflict management</p> <p>Awareness of importance of, and ability to positively influence, organisational culture</p> <p>Willingness and capacity to both work on own initiative and to take direction.</p> <p>Sound decision-making skills</p> <p>Ability to offer appropriate support and guidance to staff in a service delivery environment</p>	

Communication Skills	<p>Excellent communication skills</p> <p>Builds rapport with colleagues and customers to understand their issues.</p> <p>Puts information across clearly, concisely and convincingly and communicates effectively to build relationships.</p>	
Customer Service	<p>Deals with people in a helpful and professional manner, displaying empathy, diplomacy and tact, particularly in difficult situations.</p> <p>Demonstrates a customer-oriented approach to work, being in touch with and understanding the concerns and needs of the customer.</p> <p>Relates well to a wide range of customers both in person and over the telephone.</p> <p>Judges well when to refer a matter to a higher level.</p>	
Management Reporting	<p>Ability to analyse statistical information, and to prepare and present operational / management reports.</p> <p>Identify and collect relevant data; examine the data; identify factors indicating effectiveness or otherwise of service; make recommendations.</p> <p>Strong analytical and critical thinking skills.</p> <p>Strong IT skills, particularly MS Excel.</p> <p>Excellent communication skills.</p>	
<p>Flexibility is required. The successful candidate will work 35 hours per week, on a shift basis, currently between the hours of 09:00 and 20:00, with attendance at meetings and training courses outside these hours occasionally required.</p>		

Team Supervisor – Required Competencies

Competency	Definition
Management in a Call Centre setting	Experience in engaging in floor management in a Call Centre environment providing a service to customer / clients
HR / Training Experience (incl recruitment)	<p>Demonstrates one or more skills required in the HR function e.g. Administers benefits/entitlements to staff.</p> <p>Experience in employee relations/industrial relations- Undertaken the recruitment process on behalf of an employer.</p> <p>Developed or overseen employee training.</p>
Staff Supervision	<p>Demonstrates one or more skills required for the criteria e.g.</p> <p>Sets high standards and monitors and supports to ensure delivery.</p> <p>Conducts performance management and appraisal</p> <p>Provides others with clear guidelines and indications of expectations.</p> <p>Delegates wisely, motivates and challenges others to perform to their potential.</p>
Communication Skills	<p>Demonstrates one or more skills required for the criteria e.g.</p> <p>Build rapport with colleagues and customers to understand their issues.</p> <p>Put information across clearly, concisely and convincingly.</p> <p>Communicates effectively to build relationships.</p>
Customer Service	<p>Demonstrates one or more skills required for the criteria e.g.</p> <p>Deals with people in a helpful and professional manner, displaying empathy, diplomacy and tact, particularly in difficult situations.</p> <p>Demonstrates a customer-oriented approach to work, being in touch with and understanding the concerns and needs of the customer.</p> <p>Relates well to a wide range of customers both in person and over the telephone.</p> <p>Judges well when to refer a matter to a higher level.</p>

Experience of coaching, mentoring and supporting staff	<p>Demonstrates one or more skills required for the criteria e.g.</p> <p>Actively helps and supports others to achieve goals.</p> <p>Build effective working relationships to support learning.</p>
Ability to analyse statistical information, and to prepare and present operational reports	<p>Demonstrates all skills required for the criteria e.g.:</p> <p>Identify and collect relevant data; examine the data; identify factors indicating effectiveness or otherwise of service; make recommendations.</p> <p>Strong analytical and critical thinking skills.</p> <p>Preparation of management reports.</p>

Team Supervisor – Terms and Conditions

All position is subject to satisfactory completion of a probationary period. The period of probation may be extended at the discretion of the CIPS Manager. The successful candidate will be available to work 35 hours (full-time). There will be a requirement to work alternative shifts between the hours of 09:00 and 20:00, Monday to Friday.

Full Time Salary: Scale range of €48,625, €50,244, €51,861, €53,476, €55,095 (Max for 3 years), €56,969 (LSI1 – Long Service Increment for 3 years), €58,837 (LSI2). Salaries pro-rata for part-time work.

Incremental Credit: It is expected that all new entrants to the Citizens Information Phone Service (CIPS) will be appointed at point one of the salary scale. However, CIPS operates an incremental credit process for appointments higher than point one of the salary scale. This process is applicable to new entrants into the CIPS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment. The decision on whether to award an incremental credit or not is a decision made by the Board and is subject to the availability of funding.

Pension: A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. Please note the Citizens Information Service has established a normal retirement age in line with the state pension age (currently 66).

Annual Leave: 26 days per year, calculated on a pro rata basis for part year service.

Full terms and conditions are contained in a Staff Handbook, which is issued with and forms part of the Employee Contract at CIPS.

Team Supervisor – How to Apply

- A relevant application form can be accessed at www.citizensinformationboard.ie
- Applicants must possess all required competencies for the role and will be shortlisted solely on the basis of information provided in their completed application form.
- **Curriculum Vitae (CVs), late, incomplete or hand-written applications will not be considered.**
- Please contact cips.jobs@citinfo.ie if you have any special requirements in relation to completing the application form.
- **Closing date: 5pm on Tuesday 20th of January 2026**
- **Please email application form to: cips.jobs@citinfo.ie**
- If you require any reasonable accommodation to your application due to your circumstances (e.g. disability), please contact the above email address and we will try and facilitate you were reasonably practicable.
- Interviews will take place in person.
- A panel of qualified candidates may be formed from which temporary, full-time Team Supervisor posts which arise in a specified period, up to a maximum of 12 months, will be filled.
- For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link: https://www.citizensinformationboard.ie/en/data_protection/cips.html

The Citizens Information Phone Service is an equal opportunities employer.