



NORTH DUBLIN CITIZENS INFORMATION SERVICES



#WPEP-2393760



CITIZENS INFORMATION, Northside Civic Ctr, Bunratty Road, Dublin 17, D17 K462



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



30/06/2025



25/08/2025

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Information/Admin Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

Assist with answering phones and recording details

Assist callers in scheduling appointments

Supporting staff where needed

Inputting of information into data collection systems

Monitor reception emails

Provide simple non-confidential information and advice at reception

Handle administrative tasks for example, photocopying, recording of post, collecting customer feedback

Assist callers in completing application forms

Schedule client appointments

Attend regular team meetings

Such duties as may be assigned by the Development Manager

Role Description

Training for participants in the Citizens Information Service include both formal and informal learning opportunities. Participants will receive training on our e-learning platform in relation to Customer Service, Data Protection, Cyber Security, Safeguarding Children and Adults and information giving. There is access to our Introduction Training to Information Provision and also to our Essential Training for Information Provision.

Manual handling, fire warden and first aid training may also be offered. A training needs assessment is carried out with each participant and training tailored for the individual needs is provided, this may include IT training, presentation skills training, and a suite of courses on various rights and entitlements such as Social Welfare Entitlements, Employment rights etc.

Access to NFQ level 5 and 6 courses may also be facilitated

- **Sector:** administrative and support service activities

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0