



An Post Clondalkin



#WPEP-2433194



AN POST, Clondalkin Post Off, The Mill



Centre, Ninth Lock Road, Dublin 22, D22

XD37



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



12/02/2026



09/04/2026

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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Post Office Customer 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

We are offering a structured 26-week trainee placement in our busy Post Office. This Work Placement Experience Programme (WPEP) role will provide hands-on training in customer service, cash handling, and postal & financial services.

The placement is designed for individuals with no prior experience — full training and mentoring will be provided. Over the course of the programme, you will gain valuable skills in:

- Assisting customers with postal, savings, and payment services
- Handling transactions securely and accurately
- Using computer systems and office processes
- Developing strong communication and organisational skills

A dedicated workplace mentor will support you throughout the placement, with at least 60 hours of training.

This placement is an excellent opportunity to build practical workplace skills, gain confidence in a customer-facing environment, and enhance your employability for future permanent roles.

The participant will receive formal/ informal training in the following

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

Role Description

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Formal Training (20 Hours)

Customer Service Skills – 10 hours

Cash Handling & Fraud Awareness – 5 hours

Health & Safety in the Workplace – 5 hours

Informal Training (40 Hours)

On-the-job training in postal and financial services operations – 15 hours

Customer interaction and communication practice – 10 hours

Office administration, reporting, and systems training – 10 hours

Teamwork, shadowing, and workplace integration – 5 hours

- **Sector:** financial and insurance activities

Career Level

- Not Required

Candidate Requirements

(Essential)

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