

**ANTI-DISCRIMINATION (PAY) ACT, 1974**

**EQUALITY OFFICER'S RECOMMENDATION NO: EP 09/1999**

**42 Named Male Employees  
(Represented by S.I.P.T.U.)**

**AND**

**University College Cork  
(Represented by I.B.E.C.)**

*File No: EP 23/1998*

## **1. DISPUTE**

- 1.1** This dispute concerns a claim by S.I.P.T.U., on behalf of 42 named male employees who are employed as General Attendants (Security Services Operatives) by University College Cork, that they are entitled to the same rate of remuneration as that paid to five named female comparators in terms of Section 3(a), 3(b) and 3(c) of the Anti-Discrimination (Pay) Act, 1974. The details of the claimants and the comparators are set out in Appendix A.

## **2. BACKGROUND**

- 2.1** University College Cork is a third level institution employing more than 1,850 employees and serving 11,500 students approximately.
- 2.2** The claimants are employed as General Attendants (Security Services Operatives) and are paid a basic rate of pay of £228.17 per week (rising to £234.61 per week after one year's service) for a 39 hour week. They receive extra payments for shift work, service pay, week-end work and driving duties. Three of the named female comparators are employed as Telephone Switchboard Operators and are paid on the basis of an incremental scale ranging from £176.63 to £288.45 per week for a 33 hour week. The remaining two named female comparators are employed as Laboratory Aides and earn £264.97 per week for a 39 hour week. These pay details relate to the pay earned by both the claimants and the named female comparators as at the date of this claim (September, 1998).
- 2.3** The Union argues that the claimants perform 'like work' with that performed by each of the named female comparators and, therefore, are entitled to the same rates of pay. It endeavored to resolve this dispute at a local level with the respondent. When the Union failed in its efforts it referred this claim under Section 3(a), Section 3(b) and Section 3(c) of the Anti-Discrimination (Pay) Act, 1974 to an Equality Officer on 17<sup>th</sup>

September, 1998 for investigation and recommendation. The Union subsequently withdrew its claim under Section 3(a) of the 1974 Pay Act by letter dated 24th June, 1999.

### **3. SUMMARY OF THE UNION'S SUBMISSION**

**3.1** In its submission the Union says that the claimants are claiming equal remuneration as that paid to the five named female comparators in terms of Section 3(b) of the Anti-Discrimination (Pay) Act, 1974. The Union argues that the duties and responsibilities of the claimants are of a similar nature to those of the named female comparators. The Union says that the claimants are claiming full retrospection under the terms of the 1974 Pay Act.

**3.2** According to the Union the claimants' work involves a wide range of duties and responsibilities that demand a high level of commitment, knowledge, expertise, skill, mental and physical effort, along with an ability to work on their own initiative. The Union says that the claimants also display a willingness to respond quickly to emergencies in a spirit of teamwork in the interest of the health, safety and welfare of the Staff, Students and Visitors. The Union states that each duty undertaken by the claimants include the constant patrolling of the designated area assigned to a specific duty, the monitoring and checking of all security systems, fire alarm panels and audio visual equipment to ensure that they are functioning properly. The claimants are also involved in the collection and delivery of post to the faculties located in specified areas. The Union says that the claimants are available at all times to those seeking directions and information on a multiplicity of academic faculties. They also give directions to a large number of people who attend many public functions e.g. Conferings, Seminars, Conferences, Public Debates, etc.

- 3.3 The Union, in its submission, set out in detail (see Appendix B) the mental and physical efforts, skill, responsibility and working conditions associated with the tasks undertaken by the claimants in the course of their work.

#### **4. SUMMARY OF THE RESPONDENT'S SUBMISSION**

- 4.1 According to the respondent the claimants must show that “like work” exists between their job and that of the named comparators. It is only if “like work” is established that an Equality Officer needs to address an argument of “grounds other than sex”. The respondent contests that “like work” as defined by the 1974 Pay Act exists between the jobs of the claimants and the named comparators. Without prejudice to this argument the respondent states that there are legitimate “grounds other than sex” to justify the difference between the level of remuneration of the claimants and the named comparators.
- 4.2 The respondent rejects that “like work” as defined above exists between the jobs of the claimants and the named comparators. It says that no similarity exists between the job of General Attendant and that of Switchboard/Help and Information Desk Operator. The differences between the jobs occur all the time and are significant. The respondent says that the job of General Attendant is not similar to the job of Laboratory Aide. It says that the patrolling, locking and unlocking of doors, collecting and delivering of post, laying out exam centres and attendant duties at conferrings are completely different than the job undertaken by the comparator based in the Zoology Department which involves assisting Technicians, photocopying, collating and binding handouts for students, responsibility for cash and petty cash, etc. and also than the job undertaken by the comparator based in the Chemistry Department which involves photocopying material and assisting in the production of practical manuals for students. The respondent says that the differences between these jobs occur all the time and are significant in relation to the work as a whole.

- 4.3** The respondent rejects “like work”, in terms of Section 3 (c) of the 1974 Pay Act between the work performed by the claimants and the named female comparators. It sets out, in detail, its arguments under the headings of skill, physical effort, mental effort, responsibility and working conditions between the work performed by the claimants and the named comparators. These arguments are attached as Appendix C.
- 4.4** In relation to “like work” the respondent says that the named comparators employed as Laboratory Aides are paid the same as the Departmental Operatives following an Equality Officer Recommendation<sup>1</sup> and the Labour Court Determination<sup>2</sup>. According to the respondent the Departmental Operative grade was introduced in 1974 as a promotion grade for General Attendants. The differential for the Departmental Operative grade over the General Attendant grade was agreed with S.I.P.T.U. at the time the promotion grade was established. The current differential is 12.94% and the respondent says that the Union are seeking to have the differential restored to the original 14%. The respondent states that the Union agreed that the Departmental Operative grade be paid more than the General Attendant grade and, also, that the Laboratory Aide be paid at the same level as the Departmental Operative through the equal pay claim. This, according to the respondent, implies that the Union itself accepts that the Laboratory Aide job is as demanding as the Departmental Operative job. The respondent states that there can be no dispute that the Departmental Operative job is more demanding (and thus should be paid more) than the General Attendant job as it is a promotion post for the latter job.
- 4.5** The respondent states that there are legitimate grounds other than sex to justify the higher rate of pay in relation to the comparators. It says that there is a mix of males and females employed as General Attendants. The job has always been open to both

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<sup>1</sup> Recommendation No. EP 4/1988

<sup>2</sup> Determination No. DEP 1/1989

genders. The fact that the majority of the claimants in their grade are male does not prove, according to the respondent, that gender influenced in any way the hourly rate of pay for that job.

- 4.6** The respondent also notes that, while the job performed by the Laboratory Aide in the Chemistry Department is currently, for operational reasons, heavily involved in photocopying and postal duties, there are other laboratory duties carried out from time to time. She would have carried out the full range of duties of a Laboratory Aide when first appointed. Despite the changes in her duties the respondent did not change her level of remuneration which would be in line with normal practice in the respondent organisation. The respondent states that the Switchboard/Help Information Desk Operator job is paid more than the exclusively female Laboratory Aide job. It says that if the Laboratory Aide job has been accepted, up until now, as more demanding than the General Attendant job (because it is paid at the same level as the General Attendant promotion post of Departmental Operative) then the remuneration level of the Switchboard/Help Information Desk Operator job could not, according to the respondent, be influenced by gender. The respondent argues that if the Switchboard/Help Information Desk Operator is paid more than the Laboratory Aide because the work is more demanding then this claim must fail as the Laboratory Aide job has in effect been agreed by the Union as more demanding job than that of General Attendant.

## **5. EQUALITY OFFICER'S CONCLUSIONS**

- 5.1** In making a recommendation in this claim I have taken into account all of the submissions, both written and oral, made to me by the parties. I have also taken account of the work inspections which I undertook of the work of the claimants and the named female comparators. Job descriptions for the claimants are attached as Appendix D while those for the named female comparators are set out in Appendix E.

**5.2** The Union, in its referral of this claim, held that each of the claimants perform ‘like work’ with each of the named female comparators in terms of Section 3(b) of the Anti-Discrimination (Pay) Act, 1974. Section 3(b) of the Act provides that two persons shall be regarded on like work:

*“where the work performed by one is of a similar nature to that performed by the other and any differences between the work performed or the conditions under which it is performed by each occur only infrequently or are of small importance in relation to the work as a whole”.*

Having undertaken detailed work inspections in this claim I cannot accept the Union’s contention that each of the claimants perform ‘like work’ with each of the named female comparators in terms of Section 3(b) of the 1974 Pay Act. The claimants are employed as General Attendants (Security Services Operatives) and are responsible for the opening and locking of buildings. They check for damage to University property, leaks, the status on fire panels, etc. The claimants patrol the University grounds, answer queries and monitor the car parks. In the event of a person getting injured the claimants use their walkie-talkie to seek assistance and provide first aid, if necessary. Three of the named female comparators are employed as Telephone Switchboard Operators. Their job is desk based and they spend their day answering incoming calls to the University and making calls for University staff. Some of the named female comparators provide reception desk cover and while involved in this task they respond to queries from callers, accept both letters and parcels for staff and calculate telephone bills for staff who have made personal calls. The remaining two named female comparators are employed as Laboratory Aides and their task is to undertake numerous photocopying tasks including confidential information, delivering post, cleaning, etc. I am satisfied that the tasks described above, as undertaken by the claimants and the named female comparators, are not similar to each other in terms of Section 3(b) of the Anti-Discrimination (Pay) Act, 1974.

**5.3** The Union also claimed that ‘like work’ existed between the claimants and the named female comparators in terms of Section 3(c) of the Anti-Discrimination (Pay) Act, 1974. Section 3(c) of the Act states that two persons shall be regarded as employed on ‘like work’ where:

*“the work performed by one is equal in value to that performed by the other in terms of the demands it makes in relation to such matters as skill, physical or mental effort, responsibility or working conditions”.*

Each of the claimants are in receipt of the same rate of pay and I am, therefore, satisfied that they perform the same work as each other. I undertook work inspections on the work performed by a number of these claimants (Appendix D). For my analysis I have compared the work performed by Mr. Philip Corcoran with that performed by four of the five named female comparators. If I find that ‘like work’, within the meaning of Section 3 of the Act, exists between the work performed by this claimant and any or all of the four named female comparators then ‘like work’ exists between each of the claimants and this or these named female comparators.

**5.4** The Union, in its claim, named five female comparators. Three of these comparators are employed as Telephone Switchboard Operators and are on the same rate of pay as each other. With the agreement of both parties I spoke to two of these three named female comparators and I have undertaken an analysis of the work of the selected claimant and each of these two named female comparators. The other two named female comparators are employed as Laboratory Aides earning the same rate of pay as each other. I undertook work inspections on the work of both and have carried out an analysis between the work of the claimant and that performed by each of these two named female comparators. The details of my analysis are set out in Appendix F.

- 5.5** As a result of my comparison of the work undertaken by Mr. Philip Corcoran and Ms. Gwen Sheehan I find that the demands made on the claimant, in terms of skill, physical effort, mental effort, responsibility and working conditions are higher than those made on the named female comparator. I, therefore, find that 'like work' exists between the work of the claimant and the work of this named female comparator. As stated in paragraph 5.3 above since 'like work' exists between this claimant and this named female comparator then 'like work' exists between each of the claimants and this named female comparator.
- 5.6** From my analysis of the work undertaken by Mr. Philip Corcoran and that undertaken by Ms. Ann Forde I find that the demands made on the claimant, in terms of physical effort, mental effort and working conditions are higher than those made on the named female comparator. In terms of skill and responsibility, I find that the demands made on the named female comparator are greater than those made on the claimant. Overall I find that the demands made on the named female comparator are greater than those made on the claimant and, therefore, 'like work' does not exist between the work of the claimant and the work of this named female comparator.
- 5.7** Following from my work inspections of the work of Mr. Philip Corcoran and that of Ms. Emily Keating I find that the demands made on the claimant in terms of working conditions are greater than those made on the named female comparator. I also find that the demands made on the named female comparator, in terms of skill, physical effort, mental effort and responsibility are greater than those made on the claimant. Overall I find that the demands made on the named female comparator are greater than those made on the claimant and hence 'like work' does not exist between the work performed by the claimant and that performed by this named female comparator.
- 5.8** My conclusions from my work inspection of the work of Mr. Philip Corcoran and that of Ms. Agnes Porter is that the demands made on the claimant, in terms of skill and

working conditions, are higher than those made on the named female comparator. In terms of physical effort, mental effort and responsibility I find that the demands made on the claimant and the named female comparator are equal. On this basis I find that 'like work' exists between the claimant and this named female comparator. As stated in paragraph 5.3 above since 'like work' exists between this claimant and this named female comparator then 'like work' exists between each of the claimants and this named female comparator.

**5.9** In conclusion I find that 'like work' does not exist between the work of the claimants and the named female comparators within the meaning of Section 3(b) of the Anti-Discrimination (Pay) Act, 1974. However in relation to Section 3(c) of the Act I find that 'like work' exists between the claimants and two of the named female comparators one of whom works as a Secretarial Assistant (Telephone Switchboard Operator) and the other who works as a Laboratory Aide.

**5.10** I note that the respondent, in its submission, has made further arguments in relation to the question of 'like work'. It says that the Departmental Operative category is a promotion grade for General Attendants (Security Services Operatives) and the differential in pay between the two grades was agreed with the Union (S.I.P.T.U.). It, therefore, argues that the issue for consideration in this claim concerns 'like work' between the General Attendants (Security Services Operatives) and two other grades of workers. I cannot accept this argument. The Union submitted a claim where it named comparators in the grade of Laboratory Aide not in the grade of Departmental Operative. The fact that an equal pay claim in 1988 awarded equal pay between these two grades has not resulted in the amalgamation of these two grades into one grade in the respondent organisation. I am satisfied that there are still two separate grading structures within the respondent organisation despite being at the same rate of pay. I do not consider that I am obliged to consider the Union's claim for equal pay with Laboratory Aides as a claim for equal pay with Departmental Operatives.

**5.11** I have examined this claim in terms of Section 2(3) of the Anti-Discrimination (Pay) Act, 1974 relating to ‘grounds other than sex’. The respondent, in its submission, argued that the workload of the comparator (Ms. Agnes Porter) employed as a Laboratory Aide in the Chemistry Department is currently heavily involved in photocopying and postal duties for operational reasons. It stated that, when first appointed, the comparator would have been performing the full range of duties of a Laboratory Aide. The respondent further said that, despite the changes in her work over the years, it did not change her level of remuneration which would be in line with normal practice. The Equality Officer requested a copy of a job specification covering the full range of duties of a Laboratory Aide, but all the respondent was able to supply was a copy of a advertisement for the job dated 20th April, 1990 which is attached as Appendix G. The Equality Officer in her recommendation in the equal pay claim previously brought by Laboratory Aides<sup>3</sup> included a job description for Ms. Agnes Porter, the comparator named in this claim. This job description is attached as Appendix H. I am satisfied that, at that time, the comparator performed a range of duties other than photocopying and post duties. I, therefore, accept the respondent’s argument that this comparator’s work did change but that it did not amend her salary accordingly. In effect this comparator is red-circled and hence there are grounds other than sex under Section 2(3) of the Anti-Discrimination (Pay) Act, 1974 for the difference in pay between her and the claimants.

**5.12** The respondent made one further argument in regard to Section 2(3) of the Anti-Discrimination (Pay) Act, 1974. According to the respondent it employs five females as General Attendants (Security Services Operatives) in its organisation. Four of these five females are employed on shift duties while the fifth female is on day duties. All of the claimants named in this claim are on shift duties. There are three male General Attendants (Security Services Operatives) who work on day duties but are not named

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<sup>3</sup> Recommendation No. EP 4/1988

in this claim. Therefore, a total of 46 General Attendants (Security Services Operatives) work on the shift duties, 42 of whom are male and four females. The females perform the same work and are earning the same salary scale as their male colleagues who are the claimants in this case. Thus the females employed as General Attendants (Security Services Operatives) also perform 'like work' with the named female comparators Ms. Gwen Sheehan (who works as a Telephone Switchboard Operator) and Ms. Agnes Porter (who is employed as a Laboratory Aide). The reason for the difference in pay between these two categories of worker would then be unrelated to sex, hence no direct discrimination exists. This same scenario arose in the case of the Steel Company of Ireland and Ms. Denise Wilton and the Labour Court<sup>4</sup> and the High Court<sup>5</sup> both concurred with the Equality Officer where she held that, despite the finding of 'like work', there was a reason other than sex for the difference in pay between the claimant and the named comparators given that there were other males being paid the same as the claimant.

**5.13** I consider that, in this case, it is necessary to examine this latter issue in more depth given that the grade of General Attendant (Security Services Operative) is predominately male, i.e. over 90% of those employed on shift duties in the grade are male. Prior to the claim being made females in the grade have been employed by the respondent organisation for varying periods of time namely two females for less than a year, one female for 19 months and one female for 28 months. The respondent pointed out that General Attendants (Security Services Officers) have since been promoted to Departmental Operatives, one in 1994 and the other since that time. The majority of the male claimants have been employed in the grade for a number of years (see Appendix A). The position of General Attendant was advertised in September, 1994. The respondent was unable to supply details on the total number of applicants for this position but said that a shortlist of 11 candidates (10 male and 1 female) was drawn up

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<sup>4</sup> Determination No. DEP 971

<sup>5</sup> High Court judgment dated May, 1998

and the female was offered a position but declined it. The European Court of Justice in the case of Enderby vs Frenchay Health Authority and Secretary of State for Health<sup>6</sup> addressed the issue of the gender composition of grades under scrutiny in the context of indirect discrimination. The European Court held that:

*“There is a prima facie case of sex discrimination where valid statistics disclose an appreciable difference in pay between two jobs of equal value, one of which is carried out **almost exclusively by women** and the other **predominately by men**. It is for the national court to assess whether the statistics appear to be **significant** in that they **cover enough individuals** and do not illustrate purely fortuitous or short phenomena”.*

Having regard to the findings by the European Court in the Enderby case it is necessary to establish a prima facie case of indirect discrimination, when comparing grades, by being satisfied that the grades in question ‘*cover enough individuals*’ and that one of the grades must be ‘*almost exclusively*’ female and the other ‘*predominately*’ male. It is noteworthy that the issue relates to the composition of the grades as opposed to the length of time individuals (be they male or female) have been in the grade.

**5.14** In this case I note that in the claimant grade there are a total of 46 individuals employed on a shift basis, of whom 42 are male and 4 are female. In other words there is in excess of 90% of males working in this grade on a shift basis. The female comparators employed as Telephone Switchboard Operators are exclusively female and have been for a number of years. Therefore, I am satisfied that a prima facie case of sex discrimination exists and I find that the respondent has indirectly discriminated against the 42 named male claimants in terms of pay. In other words the 42 named male claimants are entitled to equal pay with the named female comparators who are employed as Telephone Switchboard Operators in a job-sharing capacity namely Ms. Sheehan and Ms. O’Mahony.

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<sup>6</sup> ECJ Case No: C-127/92

**6. RECOMMENDATION**

- 6.1** Based on the foregoing conclusions I find that the claimants employed as General Attendants (Security Services Operatives) do not perform ‘like work’ with that performed by the named female comparators who are employed as Telephone Switchboard Operators and Laboratory Aides in terms of Section 3(b) of the Anti-Discrimination (Pay) Act, 1974. In terms of Section 3(c) of the 1974 Pay Act I find that ‘like work’ exists between the claimants and three of the named female comparators. Two of these comparators are employed as Telephone Switchboard Operators in a job-sharing capacity while the third comparator is employed as a Laboratory Aide.
- 6.2** Following an examination of this claim under Section 2(3) of the Anti-Discrimination (Pay) Act, 1974 I find that there are reasons other than sex for the difference in pay between the claimants and the female comparator employed as a Laboratory Aide. In terms of the other two named female comparators I find that there exists a prima facie case of indirect discrimination.
- 6.3** Given the above, I find that the claimants have been indirectly discriminated against in relation to pay and recommend that University College Cork pay each of the claimants the same rate of remuneration as that paid to the named comparators (Ms. Gwen Sheehan and Ms. Mary O’Mahony) who are employed as Telephone Switchboard Operators. Payment should be made for three years in advance of the date of the claim or from the date each of the claimants commenced employment with the University, whichever is the later. Furthermore all the claimants are entitled to the full range of the incremental scale according to their service.

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Gerardine Coyle  
Equality Officer

3rd August, 1999

**APPENDIX A**

List of Claimants  
and  
Female Comparators

## ***DETAILS OF CLAIMANTS***

**Job Title**      General Attendants (Security Services Operatives)

<b><u>Name</u></b>	<b><u>Start Date</u></b>	<b><u>Name</u></b>	<b><u>Start Date</u></b>
Mr. Alan Ahern	May, 1995	Mr. Robert Hayden	November, 1980
Mr. Bertie Bownam	September, 1969	Mr. Eric Kennedy	March, 1993
Mr. John Bird	May, 1994	Mr. Joseph Leavey	April, 1996
Mr. Stephen Barrett	September, 1995	Mr. Dan Moynihan	September, 1969
Mr. Anthony Browne	October, 1997	Mr. Joseph Mullane	July, 1979
Mr. Kevin Barry	November, 1997	Mr. Anthony Moynihan	April, 1996
Mr. Anthony Cummins	January, 1997	Mr. John McCarthy	May, 1995
Mr. Gerry Cummins	October, 1997	Mr. Kevin McCrum	August, 1991
Mr. Philip Corcoran	March, 1992	Mr. John McGrath	1972 - Retired
Mr. Michael Coughlan	September, 1979	Mr. Derry McSweeney	July, 1970
Mr. Brian Corcoran	January, 1997	Mr. John Nyhan	January, 1995
Mr. Patrick Cosgrave	June, 1994	Mr. Anthony O'Byrne	July, 1996
Mr. Michael Cotter	January, 1979	Mr. Peter O'Connell	May, 1994
Mr. Patrick Cotter	August, 1987	Mr. Kieran O'Keefe	September, 1986
Mr. Michael Daly	May, 1991	Mr. Ted O'Leary	January, 1979
Mr. Tony Dalton	January, 1979	Mr. John O'Mahony	April, 1973
Mr. Brendan Dunne	October, 1989	Mr. Anthony O'Sullivan	March, 1986
Mr. John Fahy	November, 1979	Mr. Jerry O'Sullivan	April, 1973
Mr. John Grainger	February, 1986	Mr. Brendan Raleigh	November, 1970
Mr. Kevin Glavin	January, 1995	Mr. Billy Ring	May, 1996
Mr. Michael Hegarty	August, 1995	Mr. Paul Ryan	May, 1994

## ***DETAILS OF COMPARATORS***

<b><u>Name</u></b>	<b><u>Job Title</u></b>
Ms. Emily Keating	Laboratory Aid
Ms Agnes Porter	Laboratory Aid
Ms. Mary O'Mahony	Telephone Switchboard Operator
Ms. Gwen Sheehan	Telephone Switchboard Operator
Ms. Ann Forde	Telephone Switchboard Operator

**APPENDIX B**

Extract from the  
Union's Submission

## SKILL

The duties and responsibilities of the General Attendants (Security Services Operatives) demands a good deal of skill that is both similar and equal in value to the duties and responsibilities of the other named female comparators.

- Monitoring of all activities in National Microelectronics Research Centre, the reception area and all the car parks, making sure that only authorised personnel enter buildings and that the car parks are secure at all times.
- Franking of all external College mail, making sure they are all correctly weighed and priced.
- Use of walkie-talkies to communicate with other colleagues in College, relaying important messages.
- Checking audio-visual equipment in all lecture theatres television monitors and video overhead projectors, slide projectors and microphones, making sure that all are in working order and reporting all faults or damage to the audio-visual department.
- Evacuation of building during emergencies, and especially assisting people with physical disabilities. Where stairs are involved using the Evac chair. Making sure all buildings are clear before allowing the public to re-enter following an evacuation exercise.
- Switchboard duties at the reception centre, science building and Lee Maltings desk when the switchboard staff go off duty at 18.30p.m. the Switchboard operators do not work weekends.
- Use of fire extinguishers, fire hoses, fire blankets, also checking same on a regular basis to ensure they are all in their correct location and in perfect working order.
- Use of Gas Detectors after reports of suspected gas leaks by using an Explosimeter 2. Gas detector unit and making sure that this is checked on a regular basis to ensure the battery is fully charged.
- Hire and sale of sports equipment and logging same, also taking deposits on equipment and checking same for any damage upon return. Making sure that all moneys received are logged and tallied.
- Driving of College van and rental vans, delivering heavy office equipment, filing cabinets, steel cabinets, desks, etc., driving allowances per day £1.37.
- Calling in lift engineers during lift breakdown. This involves turning off the power supply to the lift logging the fault and safely rescuing any person trapped in the lift in question.
- Knowledge of lifts, ability and skills to comfort and reassure people who are stuck in lifts and to provide a rescue service by manual effort.
- Awareness of times and venues of lecturer and responding to requests from students and visitors for information on same. Monitoring of lecture room to ensure all rooms are in use and making sure space is properly allocated.
- When lectures are cancelled due to illness of lecturer, etc. Putting up cancellation notices on lecture room doors and liaising with students.
- Setting off controlled fire alarm for fire drills and liaising with the fire officer. Also directing staff, students, visitors away from the danger area, using the megaphone.
- Responding to alarms on fridge freezers and calling in maintenance people to look after the problem to prevent defrosting of students' experiments, where necessary phoning student postgraduates and staff to come in and remove experiments that may be in danger of thawing out.
- Control of Zoology, photocopier room, outside of office hours and issuing the key to listed academic staff, logging the time and date of the issuing of the key and its return by the staff member.
- Fire evacuation procedure at the National Microelectronics Research Centre requires that all doors are used. Following the evacuation the Intruder alarm is reset and doors secured.
- Checking that all outside contractors have valid work permits and issue safety equipment when required, before they commence work on College premises, also checking the identification of all contractors, also supplying them with information of what to do in the event of an emergency.

- Bringing College registered post to the Post Office and having same logged in College registered log book.
- Responding to water leaks in laboratories and calling in plumbers in the event of leaking pipes. Using a water suction machine to clean the area following a water spillage.
- Ability to operate the Evac-chair which is available for injured and mobility impaired persons during emergency evacuations.
- Ability to operate the voda-phone system during emergencies and evacuation situations.

## **PHYSICAL EFFORT**

The physical effort involved in the duties and responsibilities being carried out by the claimants is both similar and equal in value to the duties and responsibilities being carried out by the named female comparators.

- Moving office furniture and fittings, also filing cabinets when departments move to a new location.
- Moving old computers and attachments when they are being disposed of for newer models.
- Moving furniture in setting out examination centres both within the College campus and in outside premises being utilised for examinations i.e. City Hall, Connolly Hall, Neptune Stadium, etc.
- Arranging seating and tables in the catering areas for functions and re-arranging afterwards, this involves lifting and storing large heavy folding tables and plastic stacking chairs.
- Laying out the Aula Maxima for examinations, concerts, conferrings, recitals and prize-giving ceremonies. This involves collecting tables and chairs from an outdoor storage area.
- Loading heavy black plastic bags of confidential documents from various departments within the College into the delivery van for transporting to an outside firm for shredding.
- Lifting and conveying empty cylinders for refilling.
- Loading five gallon drums of pure alcohol in the College van and delivering same to Departments in the College.
- Collecting furniture from storage areas and delivering to areas throughout College.
- Patrolling the lower grounds area of the College campus that runs parallel to the River Lee and encountering cider parties, drug taking and unruly conduct. Having to escort unruly people off the campus.
- For conferrings, erecting heavy stand equipment – for class photographs and storing this equipment away afterwards.
- Opening heavy iron entrance gates to allow staff to enter and exit at lunch time and on finishing time.
- Collecting and delivering heavy sacks of mail to all areas of College.
- Delivering heavy packets of corrected examinations scripts to all College faculties during Summer and Autumn examination periods.
- Opening and closing and providing a security presence to all College properties.
- Manually lifting of photocopying paper, and College Calendar Diaries in the West Wing and the East Wing where many of the Administrative Departments are located. There are no lifts in the Buildings.
- Delivering television monitors and video machines to lecture rooms on request and returning same to storage area after use. This equipment is on trolleys fitted with castors.
- Using suction machines to clean up areas following leakages and flooding.
- Dealing with and releasing people trapped in lifts by providing a rescue service manually.
- Collecting coffins from storage area outside of the College campus and delivering same by College delivery van to the Anatomy Department.
- Collection and delivery of ceremonial silver College mace from the strong room for governing body meetings.

- Using Evac-chair during emergencies to convey injured and mobility impaired people away from the danger area.
- Shifting of piano's when required.

## **MENTAL EFFORT**

The mental effort involved in the duties and responsibilities being carried out by the claimants is both similar and equal in value to those duties and responsibilities being carried out by the named female comparators.

- Responsible for the issuing of keys, swipe cards to staff, cleaners, contractors, visitors, etc. This involves checking these persons' identification to make sure that they have authority to receive keys and swipe cards. Also logging the time and date of issue and return.
- Control of car parks and security of cars and other forms of transport while parked. This involves regular patrols of car parks and the monitoring of same through close circuit television monitors.
- The evacuation of buildings during emergencies and to check the building for the cause, also making sure that everybody is safely out of the building.
- Contacting the relevant people during emergencies: fire brigade, engineer on call, paramedics and to follow the Emergency Procedures and liaise with these people by relaying relevant information.
- Rendering assistance to wheelchair users in the Boole library area and using disabled machine in the Aula Maxima Hallway. In the Boole this involves the opening of a security door and the calling of a lift for wheelchair users.
- Pricing, weighing and franking of all College mail in the post room, sorting of all internal and external mail for every College Department and the sorting of all external mail, local, national and international. There is an average of £8,000 worth of post being franked every week. The person working in this Department has the responsibility for buying postal credit over the phone from Pitney Bowes and keeping a record of same.
- Receiving and signing for registered post, logging them in the main ledger, the delivering of same and on delivery getting signatures from the appropriate persons for receipt.
- Using close circuit television and videos and responsibility for the video machine and changing the tapes on a regular basis, also viewing these tapes to detect an incident.
- Monitoring of all entrances and exits in the National Microelectronics Research Centre and the control of the intruder alarm panel at the desk. Upon intruder alarm activation checking and securing this area and resetting the alarm.
- Monitoring of the fire panels for the National Microelectronics Research Centre, Zoology, Biochemistry and the Sports Centre at the Maltings. Entering all activators in the main diary and taking the appropriate action to deal with any problems for which the claimants have received training.
- All General Attendants (Security Services Operatives) are issued with their own master key and swipe cards for the Maltings area.
- During examination periods the claimants attend and render security and assistance.
- In the Sports Complex in the Lee Maltings the claimants receive telephone and verbal bookings for the squash courts. This involves putting up peoples squash numbers on the two squash courts boards and removing of same every night at the close of business.
- Using a walkie-talkie system to receive instructions and to relay important messages to colleagues and other areas within the College campus and outlying areas.
- Maintaining all audio visual equipment i.e. ensuring the equipment is in good order, taking damaged equipment to the Audio Visual Department for repair, cleaning acetate rolls, ordering new rolls, putting in VHS and monitors on request, focusing of overhead projectors and slide projectors and checking that microphones are working and adjusting sound levels.

- Maintaining and checking every lecture theatre before and after use, ensuring sure all equipment is in working order.
- After normal working hours and at weekends checking that all people entering the Lee Maltings Complex have identification and sign the attendance books.
- Signing for gas deliveries and contacting the relevant people to take charge of same, also phoning for replacement waste disposal units.
- Responding to illegally parked vehicles and issuing parking tickets, also tracking down the owners of vehicles by car registration through the computer in the reception centre.
- Receiving and logging of lost property and, where possible, tracking down the owners.
- Receiving moneys for the sale and hire of sports equipment. Collecting admission charges during the out of term period when students can bring along a visitor. Checking the cash float at the start of each shift and tallying same at the end of the shift.
- Turning on the outside security lights at night. Some lights come on automatically, but there are still a lot of lights that need to be turned on manually, failure to do so would be very dangerous and could result in an accident.
- Patrolling all areas of College on a regular basis.
- Reporting of all dangerous occurrences, leaks, faulty fittings, broken windows, tiles, electrical problems, etc. to the Buildings Office and logging same in diary. Failure to do so could result in a student, visitor or staff member having an accident.
- Checking that all contractors have identification and have valid work permits issued by the relevant College Authorities before the commencement of work on College property.
- Sorting of staff and postgraduate students monthly cheques and delivering same to all Departments.
- Providing security cover on a regular basis for finance office staff when they are bringing money to the Bank situated in the Boole library basement.
- Knowledge of manuals on fire hydrants, fire panels, gas detector unit, use of megaphone to instruct staff and students during an emergency, knowledge of the Health, Safety and Welfare at Work Act, 1989 and Emergency Procedures.
- Going to the main College stores and signing for materials for lecture rooms, these include chalk, dusters, cleaning materials.
- The claimants must check out the boiler house area in the Lee Maltings complex on a regular basis during the evening shift and at weekends to ensure that the boilers are functioning properly. When the boiler cuts out, it is the claimants' responsibility on duty to notify the plumber and/or the electrician to come in immediately to deal with the problem.
- The secondary ion mass spectrometry laboratory (S.I.M.S. lab) must be checked out regularly as there is a risk of the Cooling System developing problems i.e. water leakage or a power failure. There is a high temperature alarm beacon operating in this area. Where a problem occurs in this area, the engineer on call must be contacted immediately.
- Laboratories in the National Microelectronics Research Centre are fitted with Flood Detection Sensor Panels which are placed on floor level. When flooding occurs the claimants on duty must inform the engineer and the plumber on call to deal with the problem. They must also clean up the area using a water suction pump where necessary.

## **RESPONSIBILITY**

The responsibilities attached to the duties carried out by the claimants, who are the forefront of servicing the teaching function of the academic staff of the University and in providing a policing and security role to the College, are varied and wide ranging. They include:

- Ensuring the Health, Safety and Welfare of staff, students and visitors while they are on College premises.
- Providing a security presence at Conferings, Conferences, Examinations and Public Debates.
- Providing a help and information service to all those entering all College premises.

- Sorting and delivering post to all College Departments.
- Providing a switch/telephone operating service to the public Monday to Friday from 18.30 to 23.30 and at weekends, bank holidays and during Easter and Christmas close down periods.
- Issuing of keys and swipe cards to staff, cleaners and contractors and recording same on return.
- Monitoring on close circuit television monitors all College car parks at Arás na Laoi, Food Science, College Road, Donovans Road, the main campus and in the Lee Maltings. Also monitoring all persons entering and leaving the National Microelectronics Research Centre.
- Patrolling all outside areas of College premises and car parks on a regular basis, over a 16 hour period each day throughout the calendar year.
- Providing a car parking control service.
- Changing video tapes in VHS machine and logging same.
- Responsible for the safe keeping of emergency handbooks for the National Microelectronics Research Centre, Zoology and Biochemistry Department in Lee Maltings.
- Responsible for the intruder alarm panel linked to 18 exits doors in the National Microelectronics Research Centre and on activation the claimants on duty must check out the area for the cause.
- Accepting telephone bookings for squash games for staff and students.
- Hiring out and selling sports equipment, logging sales and being responsible for the cash received from these transactions.
- Sorting all incoming post and delivering same to the various Departments in College.
- Signing for the receipt of all registered letters, parcels, etc., and delivering same to the relevant Departments.
- Responding to fire alarms being activated and being involved in the evacuation of the building.
- Responsible for students and staff signing the records book when entering College premises after normal working hours and at weekends.
- Checking lecture rooms timetables and equipment required i.e. slide projector, microphone, chalk, dusters, VHS and monitor, overhead projector.
- Providing first-aid to injured persons, logging accidents in the diary and making arrangements to have the casualty taken to hospital.
- Recording lost property in diary, handing over the item found to the Supervisor.
- Patrolling all areas on a regular basis and maintaining a constant security surveillance presence.
- Providing a crowd control service at the Granary Theatre Performances, at concerts and musical recitals in the Aula Maxima and at Philosophy and Law Society Public Debates.
- During emergency situations ensuring the fire brigade has clear access to the source of the problem and liaising with the Fire Chief.
- Changing hand roller towels in the cloakrooms and providing soap for cloakrooms.
- Responding to water leakage's in laboratory and fish tank storage areas and using water suction machine to clean up the area following a flood.
- Responsible for checking all fire extinguishing equipment on a regular basis to ensure it is fully operational.
- Providing a security presence at all meetings of the Governing Body of the University. Being present at the entrance door to ensure that all those attending these meetings sign the attendance book. Issuing claim forms for claiming expenses by the Governing Body members.
- Operating the turnstiles at the University Sports Complex at the Mardyke for fixtures such as Hurling, Football, Rugby, Athletics, Camogie, Hockey, etc. The moneys taken at these events amounts to many hundreds of pounds at each entrance gate.
- It is the responsibility of the claimants to turn on and off all outside lights that are manually operated to ensure the College is a safe environment, failure to do so could result in an accident to a staff member, student or a visitor to the University.
- The claimants provide a wide and varied range of services i.e. security help and information, giving directions, etc., to the 11,500 students and 1,899 staff members as appropriate at various times during the University calendar year.

- The operation of the Boole library basement which is located underground contains the following services – six lecture theatres (with accommodation for 1,200 people) two banks, a bookshop, three computer bases, a number of offices, a range of public phones and three public toilets. At any time of the College working day this area of the University campus is a hive of activity.
- On the activation of the alarm system in the Boole library basement area the claimant on duty is responsible for the safe evacuation of all those in the basement. This is a difficult task which is compounded by a growing number of wheelchair user students who frequently attend lectures there.
- In the event of an emergency the person on duty, acting on his own initiative, contacts the relevant services i.e. fire brigade, ambulance and the Gardai.
- When an alarm is activated in the fish tank area of the Lee Maltings complex the claimants must contact the on-call plumber and/or the electrician immediately as the fish stocks may be lost.
- Alarms are fitted to freezer units throughout the College campus. When these alarms are activated it is the responsibility of the claimants on duty to call in the engineer on-call as failure to do so would result in experiments becoming defrosted and unusable.
- In all laboratories throughout College where research is in progress, all fume hoods are fitted with an alarm system. When a fault occurs in the system, it is the function of the claimants on duty to contact the relevant people.
- When the temperature in the incubators which contain tissue culture experiments drops, the claimants on duty must contact personnel in the Biochemistry Department as these bacteria samples may be lost.

## **WORKING CONDITIONS**

The working conditions under which the claimants perform their duties are at variance with the working conditions under which the comparators perform their duties.

- Patrolling sheltered parts of the College which can endanger the Health, Safety and Welfare of the claimants because of the presence of groups of people who are involved in drinking alcohol and taking drugs.
- Following the evacuation of a building or a laboratory, the area concerned including fire panels must be checked out to establish if the alarm was genuine or false.
- Standing for long periods in all kinds of weather condition, directing traffic to car parking areas during conferrings, conferences, etc.
- Checking out areas for suspected leaks with an explosimeter 2 gas detector unit – no gas masks are supplied.
- Checking disposal unit bins and re-ordering a replacement bin when full, also signing for the receipt of the bin on delivery by the truck driver.
- Replacing roller hand towels in the ladies and gents bathroom areas.
- Assisting the College delivery van driver in manually loading and unloading waste materials as these are collected from the various College Departments and taken to the city dump for disposal.
- Assisting in the carrying and storing of donor coffins to the Good Shepherd Convent for safe keeping until they are required for the burial of the remains at which stage the coffins are taken from the storage area and delivered to the Anatomy Department.
- Wearing of a College issue uniform which gives a security identified presence at all times.
- Manually lifting heavy boxes of books and items of furniture when academic staff move offices for various reasons and when renovation work and painting is taking place.
- Collecting supplies of daily newspapers from the student union shop on the campus and delivering same to the various faculties in the University.

- Lifting and carrying heavy pointer stands from the storage area to many locations throughout the campus and attaching notices on them to indicate where conferences, conferrings, seminars, debates, etc. are being held.
- Physically moving stray dogs out of the buildings.
- Following flooding occurrences using heavy water suction machines to clean up affected areas.
- Working on own initiative at all times.
- Claimants work a two shift rota system operating from 08.00 to 23.30 hours, 365 days a year which is very unsociable.
- Claimants clean the acetate rolls on the overhead projectors in each of the lecture theatres with alcohol/spirits while wearing protective gloves.

Manually carrying heavy boxes of photocopying paper from the printing office located in the basement of the West Wing up five flights of stairs to the various Administrative Departments which are located on the 2<sup>nd</sup> and 3<sup>rd</sup> floor levels.

Claimants provide a patrol/policing service in the area between the traffic control unit and the main entrance gate to the University. This duty is provided in all kinds of weather conditions. The claimant must wear raingear with a visible strip in order to be seen by all vehicular traffic entering and leaving the campus especially at night.

Because of the chronic shortage of car spaces in both the Lee Maltings complex and on the main College campus it is the duty of the claimants to maintain the traffic flow. A constant problem here is the illegal parking of vehicles over fire hydrants obstructing emergency fire entrances and exits and areas specifically allocated for disabled students parking.

Because of the proviso that the claimants must do any duty that will arise from time to time as deemed appropriate by the University and the flexible nature of the post the claimants can be called upon at any time to perform any of the above duties.

**APPENDIX C**

Respondent's arguments  
under Section 3(c) of the  
Anti-Discrimination (Pay) Act, 1974

## **GENERAL ATTENDANT v SWITCHBOARD/HELP & INFORMATION DESK OPERATOR**

### ***Skill***

There is significant greater skill involved in this comparator's job.

There is very little skill involved in the job of General Attendant. Little judgment or initiative is required and the job can be learned in a very short space of time. Any problems which arise are referred to others. For example, the Supervisor or the Buildings Office. The individuals are not expected to resolve problems themselves.

On the other hand, specialised training is required to perform the job of the comparator. They are the first point of contact by those outside College and the individual must be capable of dealing with queries and referring individuals on to the relevant department or person. They must be able to calculate phone bills for those staff who have made personal calls using College phones.

### ***Physical Effort***

There is very little physical effort involved in the job of the claimants. It would only arise when shifting furniture which would be infrequent. Even then the movement of the furniture would require very little physical effort.

There is no physical effort involved in the job of the comparator.

However, given the infrequency of the very minor level of physical effort involved in the claimant job the physical effort involved in these jobs is roughly equal.

### ***Mental Effort***

There is very little mental effort involved in the job performed by the claimants.

However, there is high mental effort involved in the job performed by the comparators. There is concentration required to deal with callers and their queries. The comparators must also calculate personal phone bills and keep a record of calls made through the switchboard.

### ***Responsibility***

There is significantly less responsibility involved in the job performed by the claimants.

There is little responsibility involved in their job. Any locking of buildings, for example, is checked by the contract security company. The impact of any error has very little implication on the College.

There is significantly greater responsibility involved in the job performed by the comparators. For example, they must monitor extensions when requested by a department head to calculate personal phone bills and assist callers with queries.

### ***Working Conditions***

The working conditions for both groups of workers would be roughly equal. The work environment for both groups is extremely good.

### **GENERAL ATTENDANT v LABORATORY AIDE (Zoology Department)**

#### ***Skill***

There is significantly greater skill involved in this comparator job.

There is little judgment or initiative involved in the claimant job. The job can be learned in a very short space of time. Any problems are referred to others such as Supervisor or the Buildings Office. The claimants are not expected to resolve problems themselves but merely to refer them on to someone else.

There is significantly greater skill involved in this comparator job. For example, the individual must make up solutions, collate and bind handouts, purchase items for the department as required, monitor the use of a photocopier, laser printer and optical reader.

#### ***Physical Effort***

The physical effort involved in both jobs is roughly equal.

Whilst the claimants would shift furniture this would be done on an infrequent basis and even then would not involve much physical effort.

There is also little physical effort involved in the job of the comparator.

#### ***Mental Effort***

There is significantly greater mental effort involved in the job of this comparator.

There is very little mental effort involved in the job performed by the claimants.

On the other hand, there is a reasonable amount of mental effort involved in the job performed by this comparator. For example, she must make up solutions and collect fees from students, and monitor the use of the photocopier, laser printer and optical reader.

#### ***Responsibility***

There is significantly greater responsibility involved in this comparator job.

There is very little responsibility involved in the claimant job. Even the locking up of buildings is checked by a contract security company. The impact of any error made has no implication for the College.

The comparator job on the other hand involves a reasonable amount of responsibility. For example, this individual cashes petty cash cheques, takes moneys collected from students for field studies to the College and collects broad sheets from the Examinations Office.

### ***Working Conditions***

The working conditions involved in both jobs are roughly equal.

The working conditions for both categories of worker are extremely good.

## **GENERAL ATTENDANT v LABORATORY AIDE (Chemistry Department)**

### ***Skill***

There is significantly greater skill involved in this comparator job.

There is little judgment or initiative involved in the claimant job. The job can be learned in a very short space of time. Any problems are referred to others such as Supervisor or the Buildings Office. The claimants are not expected to resolve problems themselves but merely to refer them on to someone else.

There is significantly greater skill involved in this comparator job. For example, the individual must collate and bind handouts and practical manuals. She must ensure these are ready on time and take initiative if there are problems with the photocopiers to ensure that no delay occurs in issuing documentation to students.

### ***Physical Effort***

The physical effort involved in both jobs is roughly equal.

Whilst the claimants would shift furniture this would be done on an infrequent basis and even then would not involve much physical effort.

There is also little physical effort involved in the job of the comparator.

### ***Mental Effort***

There is significantly greater mental effort involved in the job of this comparator.

There is very little mental effort involved in the job performed by the claimants.

On the other hand, there is a reasonable amount of mental effort involved in the job performed by this comparator. For example, she must ensure that documents are properly copied on time (e.g. correct numbers, collate documents, ensure copying is clear).

### ***Responsibility***

There is significantly greater responsibility involved in this comparator job.

There is very little responsibility involved in the claimant job. Even the locking up of buildings is checked by a contract security company. The impact of any error made has no implication on the College.

The comparator job on the other hand involves a reasonable amount of responsibility. For example, this individual must ensure that all documents are available for every student. Due to pressures on students to get good results it is important that all of them have equal access to documents issued and which have to be photocopied. She also has responsibility for signing for registered mail.

### ***Working Conditions***

The working conditions involved in both jobs are roughly equal.

The working conditions for both categories of worker are extremely good.

**APPENDIX D**

Equality Officer's  
Job Description  
for the Claimants

**Name:** Mr. Philip Corcoran

**Job Title:** General Attendant (Security Services Operative)

**Reports to:** Services Supervisor

**Employer:** University College Cork

**Hours of Work:** 08.00 – 15.48 (Day Shift) or  
15.42 – 23.30 (Evening Shift) over 7 days

**Salary:** £228.17 - £234.61 per week for a 39 hour week  
(Extra payments for shift and weekend work, driving duties, etc)

**Duties** (*Day Shift*)

This claimant was a member of a 25 person roster at the time of the claim. Claimants in this roster are scheduled for duties on a weekly basis and starting at week 1 move through the roster to week 25 and then start back at week 1 again.

- ◆ On commencing duty the claimant clocks in and reports to the Supervisor in the Reception Centre. He is given instructions on what to do. There would not be set tasks for each person on the roster and the Supervisor, at his discretion, would direct staff (i.e. claimants) to specific areas.
- ◆ On being assigned the duty 'Patrol A' the claimant would collect and sign for a set of keys and a walkie-talkie from the Reception Centre.
- ◆ The claimant opens a number of buildings within his patrol area. He lets the cleaners in and gives them access to where they wish to go. The claimant would unlock storage areas for the cleaners where necessary. He may have to let contractors in also if they are working in the particular building and he has the authority to check their work permits. The claimant would check the entire building and turn on all the lights before staff and students would arrive. He would also turn off any outside lights which do not operate automatically. The claimant would turn on the lights in all the lavatories and check them to ensure that there are no leaks. If there are Lecture Theatres in the building the claimant services these by ensuring that all pieces of equipment in the Theatre are functioning properly. The claimant ensures that there is sufficient acetate roll on the overhead projector and that it is clean. To clean the acetate roll the claimant wears protective gloves and uses alcohol. If he has to replace the acetate roll he gets a new one from Audio Visual. If Audio Visual is not open the claimant takes an acetate roll from a Lecture Theatre which is not being used and informs the Departmental Operative that an acetate roll is needed from Audio Visual. The buildings the claimant opens are as follows:

The Electrical Engineering Building

The Civil Engineering Building  
Buildings Office  
Services Office  
Staff Dining Room (Ground and First floors)  
College Bar  
Physiology Building  
Medical Building  
North Wing – Three main doors opened from inside  
Aula Maxima  
Case Study Room  
Council Room

The claimant checks with the Reception Centre if the North Wing Conference Centre needs to be left open. If not, he will lock it again after checking it.

- ◆ The claimant opens the two plant rooms behind the Electrical Engineering Building. The plant rooms contain pipes and heavy duty equipment. The claimant must check them and make sure that there are no leaks. Once checked the claimant locks these rooms which are kept locked unless a contractor or a college employee needs access. The claimants also checks the plant rooms at the back of the Botany Buildings.
- ◆ The claimant then opens the wicket gate which gives access to students, staff and visitors to the College. He also opens the two cast iron Gaol Cross gates.
- ◆ The claimant checks the fire panels in all of the above named buildings. If an alarm is going off the claimant liaises with the Reception Centre using his walkie-talkie. The message coming up on the alarm panel identifies the location of the problem and the claimant can tell this information to the Supervisor who gives instructions on what to do.
- ◆ The claimant checks that the electronic devices on fire and smoke doors are working properly. If doors should be kept closed the claimant would remove any objects (including fire extinguisher containers which are sometimes removed from the wall and used to keep the door open).
- ◆ The claimant checks all the car parks but mainly the car parks at the medical building and at the back of the Aula Maxima. He contacts the Reception Centre to inform them if the car park is full.
- ◆ The claimant patrols the lower ground areas of the College i.e. library area, back of Boole basement and the tennis pavilion.
- ◆ The claimant relieves his colleague in the Boole Library basement when he goes on tea breaks and lunch breaks. While on duty there the claimant assists disabled people in wheelchairs. He opened the door to let wheelchair bound persons into the lifts area and he calls the lift for them. There are six lecture theatres in this area and large numbers of students congregate around this area at all times during the day.

- ◆ The claimant patrols the college property on the outside. The South Lodge Gate is normally left locked but cars should not be parked outside this gate. If cars are parked there the claimant gets the Reception Centre to check if the registration number is on the computer system i.e. belongs to either a staff member or student. If the person is located he/she is asked to move their car otherwise the claimant places a 'no parking' sticker on it. The claimant also checks the disabled parking spaces in the College campus to ensure that only persons with disabled stickers are parked in these designated spots. If a person without this sticker is parked in one of these spots the claimant reports it to the Reception Centre and puts a 'no parking' sticker on the offending car.
- ◆ The claimant patrols outside the Science Building where bicycles are left. At times there are complaints of bicycles being interfered with and stolen from this area. Sometimes the claimant is called to this area where it has been noticed by staff that there is a person or persons in this vicinity acting suspiciously and the claimant must deal with this person or these persons.
- ◆ The claimant may be asked by his Supervisor to assist with the moving of furniture from one place to another. If the task is big the claimant will not be spared from his normal duties for a long period of time and will either move the furniture on overtime or the Supervisor will assign the task to a colleague.
- ◆ The claimant undertakes a patrol of the inside of the College and reports any dangerous situations, faulty lights, loose tiles, etc.
- ◆ In the event of an accident i.e. where a student or staff member falls the claimant provides first aid and if the accident is serious he informs Reception Centre who call an ambulance.
- ◆ The claimant collects post from the Post Room and delivers to the Post Office on Western Road. He takes two books from the Post Room, one detailing letters and the other parcels. The person in the Post Office stamps the letters and parcels and also stamps the books which the claimant returns to the Post Room.
- ◆ In the event of a conference or seminar the claimant may have to move heavy steel finger pointers to specific locations on campus and attached location names to them.
- ◆ In the event of an emergency the claimant puts wheelchair ramps on the steps and also sets up the evac-chair for use by persons in wheelchairs.
- ◆ At the end of his day the claimant goes to the Reception Centre and returns keys and his walkie-talkie.

He checks the roster to see who is taking over his shift and he liaises with that person telling him anything of note which may have happened earlier in the day or any task which needs to be either undertaken or completed.

**Name:** Mr. Gerry Cummins

**Job Title:** General Attendant (Security Services Operative)

**Reports to:** Services Supervisor

**Employer:** University College Cork

**Hours of Work:** 08.00 – 15.48 (Day Shift) or  
15.42 – 23.30 (Evening Shift) over 7 days

**Salary:** £228.17 - £234.61 per week for a 39 hour week  
(Extra payments for shift and weekend work, driving duties, etc)

### **Duties (Evening Shift)**

This claimant was a member of a 25 person roster at the time of the claim. Claimants in this roster are scheduled for duties on a weekly basis and starting at week 1 move through the roster to week 25 and then start back at week 1 again.

- ◆ The claimant checks in and goes to the locker room in the Science Building to change into his uniform.
- ◆ The claimant then goes to the Reception Centre to check on his duty for the evening shift. He also collects and signs for keys and a walkie-talkie.
- ◆ The claimant will talk to his colleague on the day shift, who was on the same duty, to see if there is anything outstanding to be done or if anything of significance happened during the day.
- ◆ The claimant goes to the Services Office to collect the evening duty sheets which show what seminars and lectures are on that evening and the following morning. He immediately delivers these sheets around the College to the Reception Centre, O'Reilly Building, Boole Basement and the Science Building and he retains a copy for himself. This sheet gives details of equipment requirements e.g. need for a flipchart, portable monitor, etc. in a particular lecture theatre. The claimant is responsible for checking these areas and making sure the equipment in the lecture theatres is there and working properly. He also checks the physiology lecture theatre.
- ◆ The claimant patrols the outside of the College and, at the same time, checks the car parks. He patrols the outside of the College again later in his shift and has the use of a torch, if needed. This patrol includes the lower grounds area which is not well lit up and which, therefore, tends to attract groups of students drinking beer and smoking. Sometimes the claimant has to break up cider parties or seek the assistance of the Gardai.
- ◆ The claimant provides relief for his colleague in the Boole Basement when he goes on his breaks.

- ◆ The claimant patrols the inside of the buildings. His duties include turning off all lights in rooms which are no longer being used and switching on lights on stairs, corridors and also outside lights. The buildings which the claimant patrols are:
  - Electrical Engineering
  - Civil Engineering
  - North/West/East Wing areas including 8 small lecture theatres
  - Medical Building including the Physiology lecture theatre
  
- ◆ The claimant answers any queries e.g. directions to certain lecture theatres, seminars, etc.
  
- ◆ The claimant locks all of the above named buildings. If he can lock up some offices or even buildings that are not being used he does so earlier rather than later. If access is needed to these offices or a particular building later the claimant can always go back and open the building or office. When locking up buildings the claimant checks that all lights are turned off, no taps in laboratories or toilets are left running and then he locks up the building. Once outside the claimant checks to make sure that the no windows have been left open and that the outside light is switched on.
  
- ◆ The claimant locks the restaurant and the Student Union building. Before locking the restaurant the claimant checks that no gas is escaping. If the Student Union building is not in use late the claimant locks it up before the end of his shift at 23.30 hours. If it is being used after that hour the claimant lock it up when it is no longer being used. This may be at any time after 23.30 hours up to 3.00a.m. The claimant receives overtime payment for any hours worked after 23.30 hours. An outside security company provides overnight security on the College from 23.30 hours to 08.00 hours.

**Name:** Mr. John Nyhan

**Job Title:** General Attendant (Security Services Operative)

**Reports to:** Services Supervisor

**Employer:** University College Cork

**Hours of Work:** 08.00 – 15.48 (Day Shift) or  
15.42 – 23.30 (Evening Shift) over 7 days

**Salary:** £228.17 - £234.61 per week for a 39 hour week  
(Extra payments for shift and weekend work, driving duties, etc)

### **Duties**

The claimant works as part of a four person roster. He works either the day shift or the evening shift as part of his roster. The houses on College Road are in his area of responsibility and in all there are about 20 houses. His duties are as follows:

#### **Day Shift**

- ◆ On reporting for duty the claimant goes to the Reception Centre to collect keys. He then proceeds to College Road to open up the College houses which are located on that road. This task takes approx. 25 mins.
- ◆ Before returning to the Reception Centre the claimant checks the various car parks on campus to see if they are full. He then takes up position outside the Reception Centre at the main College gate on College Road for the purpose of allocating car parking spaces to persons arriving on campus. If the car park is full the claimant will suggest to people where to park.
- ◆ The claimant relieves the person in the Reception Centre when he goes on his tea breaks and lunch break. He monitors different areas of the College on the close circuit television monitors (C.C.T.V.), hands out and accepts backs keys from cleaners and students (permitting access to laboratories), monitors fire alarms, takes incoming calls and makes outgoing calls only in the case of an emergency. If necessary the claimant accesses the computer to check car registration numbers where a car is obstructing the free flow of traffic or covering a fire hydrant.
- ◆ The claimant could be asked to move furniture or to delivery post from one Department to another. If he has none of these tasks to do the claimant will check and monitor the car parks by physically going to each one. He must ensure that no car is covering a fire hydrant, blocking access in the event of fire where a fire brigade needs access. If a car is parked improperly the claimant takes the car registration number and asks the person in the Reception Centre to check the number in the computer to establish the owner. The claimant tries to contact the owner to ask him/her to move the car and he also places a no parking sticker on the car.

- ◆ The claimant checks some buildings on the campus namely the Work Department, Disability Support Office and the Plant rooms. He checks these areas for leaks, he also checks that the internal and external lights are working and he makes sure that the doors of the Plant rooms are always kept locked.
- ◆ When working in the College over the weekend the claimant is based in the Reception Centre all the time.

### **Evening Shift**

A number of the tasks described above are also undertaken by the claimant while he is on the evening shift. He would not open up the buildings on College Road as this task would have been done by the person on the day shift. Additional duties carried out while on the evening shift include:

- ◆ The claimant could be asked to go to the Post Room to sort incoming post for the various Departments, to frank outgoing post – this entails weighing the post and making sure that the correct amount is franked on the envelope and signing for registered post. The claimant could spend between one and one and a half hours on this task.
- ◆ In the earlier part of the evening the claimant goes to College Road to check if any of the offices or houses are empty and can be locked. He turns off all lights, checks for running taps and locks those offices and houses which are empty. This task takes approx. 1 hour.
- ◆ Coming towards the end of his shift the claimant is responsible for checking the various houses on College Road to make sure that all lights have been turned off and no taps are running. He then locks all doors. At the end of every evening this task takes approx. 2 hours.

**Name:** Mr. Stephen Barrett

**Job Title:** General Attendant (Security Services Operative)

**Reports to:** Services Supervisor

**Employer:** University College Cork

**Hours of Work:** 08.00 – 15.48 (Day Shift) or  
15.42 – 23.30 (Evening Shift) over 7 days

**Salary:** £228.17 - £234.61 per week for a 39 hour week  
(Extra payments for shift and weekend work, driving duties, etc)

### **Duties**

The claimant works in the Maltings which is sited away from the main campus of the College. The claimant is one of seven based in the Maltings. The claimant works either the day or evening shift as part of his roster. Two claimants commence work at 8.00a.m. on the day shift. One is based in the Reception area while the other is on patrol in the various buildings.

- ◆ The claimant, if he is the first to arrive, opens up the building. He holds the keys for the gate, the front door of the building and the swipe card for access to the National Microelectronics Research Centre (NMRC) building.
- ◆ The claimant opens up the reception area, removes the master keys from the safe and hangs them in a key cabinet behind the reception desk. He also remove the walkie-talkies from the safe and checks that their batteries are fully charged. There are two spare batteries that can be used when a battery is low and the claimant will charge any low batteries.
- ◆ The claimant goes to barrier at the main gate and turns off the power. He drops the barrier back into position and turns on the power again. (The barrier is raised in the evening until the following morning).
- ◆ The claimant carries out a patrol of the outside and inside of all the buildings in the Maltings complex. These buildings are:
  - NMRC building which comprises a number of phases i.e. 1, 2, 3 and 6.
  - Sports Complex
  - Lee Mills House
  - Sheare House
  - Boiler House
  - Zoology and Biochemistry Departments
  - Aquacultural Development Centre

- ◆ In all the buildings the claimant turns on the lights in the lobby areas and on the stairs. He checks the repeater/fire panels for a status of normal. Where flood detection units are installed the claimant checks them to ensure that they are not turned upside down. These units are placed on the floor and must be a certain way up. The claimant proceeds to all the plant rooms which are locked. He unlocks them, checks there are no leaks and that all panels with lights are on green (if a light was red the claimant would contact the engineer on-call immediately). The claimant locks the rooms once he has checked them. The claimant checks the fire extinguishers in all the buildings and all the audio-visual equipment in the various lecture theatres.
- ◆ The claimant checks the various laboratories for leaks. He checks the flood detection system panels. Where the alarm of the flood detection system is raised, Securior who monitor this system will ring alerting the College of the problem. At the flood detection system panel there is a map showing the location of the flood detection monitors and the claimant can check the location of a monitor in trying to establish the source of flood. He will go to the particular area and if there is a major problem he will contact the engineer on-call, the electrician and the plumber. If the problem is not major the claimant will get the water suction hoover and clean up the area. In the various buildings the claimant checks the toilets and taps for leaks.
- ◆ The claimant checks all exit doors by opening them to check that the alarm is working and that there is no obstruction behind the door. Before opening these doors he uses his walkie talkie to inform his colleague on the reception desk that he is about to open an exit door. His colleague now knows that, when the exit door alarm goes off, he can overwrite it. The claimant opens the emergency door to the gas alley so that if a person is working there they can get back into the building.
- ◆ The claimant checks that green lights are showing on the MOVPE alarm panel. This is the gas detection panel. If a red light shows, this indicates a problem and the claimant then contacts the engineer on-call.
- ◆ The claimant opens the front gate and the wicket gate for pedestrians. He checks the outside of the building for fallen slates or broken windows. He reports any damage to the building to the Buildings Office and he records the details in his daily events diary.
- ◆ The claimant checks all facilities panels to make sure that all lights on these panels are off. If a light is on it signifies a problem and he notifies the engineer on-call. The claimant can press a button to check that all the lights on the panels are working.
- ◆ The claimant checks the water cooler alarm system on the wall inside the SIMS laboratory. The purpose of this system is to keep the equipment cool and the claimant will contact the engineer on-call if the red light on the alarm panel is flashing.

The claimant checks that the first aid boxes are fully replenished with supplies<sup>7</sup>.

- ◆ The claimant checks the CO<sub>2</sub> gas panel to make sure that it is at 21 degrees.
- ◆ The claimant checks the mini fabrication fire panel (known also as the heart panel). He also checks the mini fabrication facilities panel. This is known as the Air Handling

<sup>7</sup> While the claimant said he undertook this task the College said that it was not part of his job requirement.

Unit (AHU) panel. He checks that all the lights are green and if a light is red he contacts the engineer on-call.

- ◆ The claimant goes to the lift control room if a person is stuck in the lift. He turns off the power and then raises or lowers the lift to release the person who is stuck. A number comes up on the panel and the claimant takes a note of it so that he can give it to the person who comes to fix the lift. The number tells this person the nature of the problem.
- ◆ The claimant opens the emergency response room and takes a quick look at everything to make sure it is alright. The fire fighting gear is held in this room.
- ◆ The claimant checks that the boilers in the Boiler House are in working order. He wears a hard hat while in the boiler house in case any acid is dripping from the ceiling. He also checks for green lights and if a light is red he contacts the engineer on-call. There is a black water tank outside the boiler house. There is a blue light next to the tank. If the light is flashing it indicates that the water in the tank is low and the claimant must contact the engineer on-call. The claimant turns off the outside light in the morning and turns it back on at night.
- ◆ In the sub fab room the claimant checks that the machine checking temperature does not exceed 600 degrees otherwise he must call either the NMRC facilities manager or the engineer on-call. He has the authority to mute some of the alarms and reset the panels.
- ◆ The claimant unlocks the electrical distribution room, checks everything is O.K. and then locks the room again. In the event of an emergency the claimant would come to this room to shut down the entire power supply to the Lee Maltings complex.
- ◆ The claimant patrols the car park to ensure that only authorised keyholders are using the car park. He also advises his colleague on reception how many parking spaces are left. There is a skip in the carpark and the claimant puts back any rubbish which has blown out of it. When the skip is full the claimant contacts the skip company to replace it with an empty skip. The claimant also checks that the locks on the chemical stores are secure. Those persons seeking access to the chemical stores get the key from reception and sign for it. There is a liquid nitrogen tank in the carpark and the claimant opens the gates when BOC Gas comes to replenish the tank and the claimant signs for the delivery. The claimant makes sure that the two fire hydrants are not covered by cars in the carpark. If they are covered the claimant must locate the owners of the cars and ask them to remove their cars. He also makes sure that no cars obstruct the emergency exit doors.
- ◆ The claimant provides relief cover for his colleague on the reception desk.
- ◆ The claimant delivers post to the Common Room in the NMRC building. Registered post for the NMRC building is given to the Secretary who signs for it. The claimant delivers post to and collects post from Grenville Place. Outgoing post from Zoology, Biochemistry and the NMRC are delivered to the Reception desk. If the post leaving the NMRC building is heavy then the claimant takes over the trolley to collect it.

- ◆ At any time during the day the claimant may be asked to move furniture and dispose of old computers. He may have to put confidential papers into black bags and load onto a van to be taken away to be shredded.
- ◆ There are alarms on the freezers in the Aquacultural Development Centre (ADC) and on the incubators in the Biochemistry Department. If these alarms go off the claimant contacts the relevant personnel.
- ◆ In the event of an emergency in the NMRC building the claimant will liaise with the fire officers. If the emergency occurs out of hours the claimant opens the back car park gate and also the front gate leading to the NMRC. The claimant's colleague on the reception desk contacts the main campus and gets access to their walkie talkie system so as to use the walkie talkie system in the Maltings as efficiently as possible. He also contacts the emergency services and relevant personnel, e.g. engineer on-call, etc.
- ◆ From 6.00p.m. onwards everyone in the Zoology, Biochemistry and NMRC buildings must sign in and out at the reception desk. There is no supervisor over the claimant at this time so he must work on this own initiative.
- ◆ At the end of the day the claimant turns off all photocopiers and turns out lights in all offices and laboratories.

**Claimant working on Reception:**

- ◆ The claimant removes the money for the Sports Centre from the safe and checks the float for the day. He also checks the sports equipment e.g. tennis rackets, badminton rackets, squash rackets, footballs, tennis balls, shuttlecocks, etc.
- ◆ The claimant turns on the close circuit television monitors (C.C.T.V.) which monitor the car park, the reception area in the NMRC building and the foyer in Phase 6 of the NMRC. He checks that the video is still recording and if not he changes the tape. The video is normally changed twice a day at 10.00a.m. and 10.00p.m.
- ◆ The claimant checks the repeater alarm panel for the NMRC building which is located behind the reception desk. This panel should read normal. If it does not read normal the claimant would contact the engineer on-call.
- ◆ He monitors the car park from the C.C.T.V. monitors. He also monitors the alarm panel, the NMRC repeater panel, the fire panel for Zoology and Biochemistry and the intruder alarms.
- ◆ The claimant takes telephone messages and passes them on. He is the first line of communications to the public and he deals with queries from members of the public and students. He may receive a message from a faculty that a lecture is cancelled and he puts up posters and advises students.
- ◆ The claimant takes bookings for the squash courts. He marks the booking on a board. The claimant hires out rackets to students at a charge of £1 and when the

student returns the racket he gives the student 50p if it is in the same condition. The claimant hires out other items e.g. basketballs, volleyballs, tennis and badminton rackets, etc. He also sells tennis balls, squash balls and shuttlecocks. The claimant keeps an account of sales.

- ◆ The claimant answers the intercom system from the gate and can let persons into the car park. If a contractor is coming in to do work he tries to get him a parking space. He also checks his work permit and retains a copy at the reception desk. He informs (through the bleep system) the facilities foreman for the NMRC. The claimant issues swipes for the NMRC building. There is a list of NMRC personnel kept at the reception desk and if a person forgets their swipe the claimant can check their name on the list before issuing them with a swipe card. The claimant issues keys to the cleaners for Greenville Place, 21 Sheare Street, Phase 1, 2 and 3 of the NMRC building, Biochemistry and Granary Theatre, photography and processing laboratories, etc. They must sign for these keys. He also issues keys for the chemical store and the sports centre store room.
- ◆ The claimant receives post from the Post Room for the various Departments. He sorts this post and he signs for registered post. He maintains a log of registered post in a Registered Post Book.
- ◆ The claimant will sign for deliveries from outside companies when the Secretary is not available to accept it. The claimant also signs for deliveries of gas cylinders and liquid nitrogen. Where there is a problem with the alarm system and an outside company rectifies it the claimant signed the report form. There is a video data projector kept at the reception desk and the claimant takes bookings for it. He must find out what time the person wants it and when they will return it. The person must sign for it and the claimant must check up on it if it is not back within an hour of its due back time.
- ◆ The claimant monitors the waste disposal bin and orders a replacement when necessary.
- ◆ The claimant issues a swipe card for the computer room where a student has forgotten it.
- ◆ The claimant is informed of visitors coming to the NMRC building and on their arrival the claimant must contact the staff in the NMRC building to get them to come and meet their visitors. He must also organise a space in the car park for the visitor.
- ◆ The claimant at the reception desk locks up the desk, puts the keys from the cabinet back in the safe, put the reception keys in the safe in the NMRC building and swipes out of the building. He then locks the car park gates behind him.



**APPENDIX E**

Equality Officer's  
Job Description  
for the Comparators

**Name:** Ms. Gwen Sheehan

**Job Title:** Secretarial Assistant (Telephone Switchboard Operator)

**Reports to:** Supervisor of the Secretarial Centre

**Employer:** University College Cork

**Hours of Work:** 09.15 – 17.00 (Monday to Friday)

**Salary:** £176.63 - £288.45 per week for a 33 hour week

University College Cork has the largest switchboard operation in the Munster Region.

### **Duties**

There are 160 communication lines coming into the College which has over 2,000 extensions in various locations inside and outside the College campus within a two miles radius.

- ❑ The comparator on reporting for duty logs into the Bureau computer system and the switchboard system. She then checks her mail to see if there are any messages setting out changes in telephone extensions, new staff to the College, staff left the College, staff changes between Departments, changes in e-mail addresses, holiday details, any conference details, etc. Staff are always changing and the claimant must keep up-to-date with all staff moves.
- ❑ The comparator answers calls coming through on the switchboard. She puts through any callers who ask for specific extensions. She responds to general queries, if possible, or otherwise puts them through to what she considers is the relevant Department.
- ❑ The comparator is the first port of call for all telephone callers to the University. She handles calls from persons in distress and listens sympathetically to the caller and assists the caller to the best of her ability. For example a caller may be a parent who have had no contact with their son or daughter for a number of months, a parent who is distressed over the exam results of their son or daughter, etc.
- ❑ The comparator makes outgoing calls for staff and postgraduate students. Most outgoing calls go through the switchboard system with only a limited number of persons being able to make direct calls out of the College.
- ❑ There are a number of telephones that are barred from use by anyone only a nominated person e.g. Professor. The comparator must monitor all extensions which are known to be barred from use and refuse to make calls for anyone who is barred from using the extension. When an extension is barred the calls from this extension come in on a particular switchboard button i.e. 7 and the comparator knows that she must ensure that only persons allowed to make calls on this extension are actually requesting a call to be made.

- ❑ The comparator logs all outgoing calls that she is asked to make. Outgoing calls can be both official and personal. Personal calls are logged on a separate sheet.
- ❑ The comparator explains the voicemail system to staff members and how to access it. In the event of a power failure staff members may have difficulty accessing their voicemail and the comparator would have to explain to these people how to set themselves up again on the voicemail system.
- ❑ The comparator gets through to outside operators when getting cross-channel and international telephone numbers and also directory inquiries.
- ❑ The comparator makes emergency calls as and when required.
- ❑ The switchboard is always very busy but some times are busier than others e.g. Admissions, Registration and Examinations times.
- ❑ The comparator updates the computer system with details of staff movements and their new extensions, etc.
- ❑ Every year a circular is sent out to the various Departments asking for up-to-date information on staff extension numbers. The comparator then up-dates the computer system with this information.
- ❑ When conferences take place in the College the comparator is kept up-to-date on conference details by the Services Department and she passes on information in response to callers' queries.
- ❑ The comparator deals with a lot of confidential information and must respect the confidentiality of the information obtained.
- ❑ There are occasions when the comparator receives telephone calls from abroad and she must attempt to decipher the foreign language. She is sometimes assisted by the French Professor.
- ❑ The comparator has to deal with the odd crank call.
- ❑ The comparator may, at times, have to direct persons to the College from a particular part of the city.
- ❑ Where there is an urgent call for a person in the College and the caller is being put on to the person's voicemail the comparator can over-ride the voicemail and get through to the person.
- ❑ If a staff member has a bleep and a call comes for that person the comparator contacts that person on their bleep and asks him/her to ring the comparator on a

particular extension. When the person rings that extension the comparator then connects him/her up with the caller.

**Name:** Ms. Ann Forde

**Job Title:** Secretarial Assistant (Telephone Switchboard Operator)

**Reports to:** Supervisor of the Secretarial Centre

**Employer:** University College Cork

**Hours of Work:** 08.00 – 15.45 ) The claimant does one week of each shift  
09.00 – 16.45 ) and these shifts operate Monday through  
10.45 – 18.30 ) to Friday inclusive

**Salary:** £176.63 - 288.45 per week for a 33 hour week

University College Cork has the biggest switchboard operation in the Munster region.

### **Duties**

When the comparator is working on the 09.00 hours shift she undertakes the following duties:

- ❑ The comparator keys into her switchboard and her computer. She checks her computer for any new messages e.g. an e-mail message to advise her that a person has left or that a person or a number of people have new extension numbers.
- ❑ The comparator answers all incoming calls. She transfers calls to extensions as requested. She answers queries regarding activities in the College, gives directions on how to get to the College, etc. There are constantly calls being received in the College.
- ❑ The comparator gets outgoing calls for members of staff. She writes the number requested on a log sheet and she then gets the number and rings the person back who requested it and links that person up with the outside call. If the outgoing call is a personal call the comparator logs this number on a separate sheet which is later used for billing the person for the call. She uses a specific line for making outgoing personal calls.
- ❑ There is a computer printout of all outgoing calls made by the comparator and she files this printout away. It is also used in checking personal outgoing calls and hence for the purpose of billing.

When the comparator is working on the 08.00 hours shift she undertakes the following duties:

- ❑ At 8.00a.m the comparator works on the reception desk in the same building where she normally works. While working on reception the comparator wears a uniform.

- ❑ From 8.00a.m until 9.15a.m the comparator works on the switchboard in the reception area. During this time there would be few callers to the reception area. At 9.15a.m the comparator would stop answering the switchboard and deal with any callers to the reception area. Callers could be looking for directions, information or may be meeting a member of staff. The comparator would deal with these callers and answer any of their queries to the best of her ability.
- ❑ The comparator accepts letters and packages being delivered and she holds both letters and packages at the reception desk which are being collected by persons from outside.
- ❑ During the course of her shift the comparator would calculate the personal telephone accounts. She would get the computer printouts of personal calls and cross check them against the manual log sheets maintained by all the telephone switchboard operators. The comparator sorts the computer printouts by Department, she write the person's name on the printout and she stamps the printout according to whether the person is paying the call from his/her salary or by cash. The comparator then gets a copy of the printout and files both the original and copy on two separate files. This task takes on average three hours per day over two days to complete.
- ❑ On the last week of the month and if the comparator is on the 08.00 – 15.45 hours roster she undertakes the monthly accounts. She gets out the two files and matches the original computer printout with the copy. She makes sure that she has matching copies for the originals. A person might have four original sheets, one for each of the four weeks in that month. The comparator totals up the original(s) and writes in the total on the copy. She writes envelopes for each person for whom there is a bill and she sends the original to them. The comparator sends the copies to the Finance Office. It takes 4 - 4½ days to complete the monthly accounts spending on average 3 hours per day at this task.
- ❑ The comparator sometimes has to deal with queries from people who have received these bills. She would then double check the printout and the log sheets. If there has been no error she asks the person to take up the issue with the Finance Office.

When the comparator is working on the 10.45a.m shift her duties are as follows:

- ❑ She starts work on the switchboard. This comprises answering calls and making outgoing calls and keeping a log of the latter.
- ❑ The comparator updates the computer with details of extension changes, new staff and staff departures, Department changes, etc. For this week the comparator would spend approx. 1 hour on this task daily.
- ❑ The comparator would cover the switchboard for her colleagues when they are on tea breaks or gone to lunch.
- ❑ At 3.45p.m the comparator would take over on the reception desk answering queries from personal callers.

- From 5.00p.m until 6.30p.m the comparator would take over the switchboard.

If more than one switchboard operator is out for a couple of hours during the day or out for a day due to unforeseen circumstances the comparator may have to double up on her duties i.e. do both reception and the switchboard.

**Name:** Ms. Agnes Porter

**Job Title:** Laboratory Aide

**Reports to:** Chief Technician

**Employer:** University College Cork

**Department:** Chemistry Department

**Hours of Work:** 08.45 – 16.45 (Monday to Thursday) & 08.45 – 15.45 (Friday)

**Salary:** £264.97 per week for a 39 hour week

### **Duties**

- The comparator wears a white coat. She opens the photocopying room and checks if there is paper in the each of the two photocopiers.
- The comparator checks her tray to see what photocopying jobs are there. If there is anything urgent she does it immediately. She is given the documents for photocopying by the professors/lecturers and technicians. Sometimes the lecturers can leave it very late to give the documents to her for copies and demand that it be ready in short spaces of time e.g. 30 minutes to 1 hour.
- The comparator photocopies documents, acetates and extracts from books page by page. The photocopier automatically sorts and staples some of the documents but the comparator must sort and staple other documents.
- The comparator goes to the Post Room to collect post for the Chemistry Department. She sorts and distributes it. She gives all post for academics and technicians to them individually whereas she puts the post for the postgraduates in a bundle in the laboratory. The comparator delivers the post through the entire building from the basement to the fourth floor.
- In relation to registered post the comparator signs for it in the Post Room and she gets the academic, for whom the registered post is addressed, to sign a personal notebook which she maintains herself.
- Where registered boxes are delivered by van the comparator signs for them and makes sure that they are delivered to stores and signed for by the Departmental Operative.
- When possible the comparator continues with her photocopying. At 12 noon she collect internal mail in the main office of the Department and leaves it over in the Post Room.

- The comparator returns to her photocopying and at 2.00p.m. goes back to the Post Room to collect any incoming post for the Chemistry Department. Later in the afternoon the comparator leaves outgoing post in the Post Room.
- The comparator is under pressure during the summer to photocopy manuals for all the various student years e.g. for first year students the comparator may have to photocopy between 500 and 600 manuals. All manuals must be ready for the first day of term. The comparator is always under pressure to meet deadlines.
- When the photocopiers break down the comparator attempts to free the obstruction herself, otherwise she asks service to be called. The comparator adds toner and loads the photocopiers with paper.
- When the comparator is photocopying confidential information she locks the door of the photocopier room and makes sure that all confidential papers are removed from the photocopier before unlocking the door.
- The comparator uses two different binding machines to bind manuals. The type of spine used in a document is dependent on the size of the document.

**Name:** Ms. Emily Keating

**Job Title:** Laboratory Aide

**Reports to:** Head of Zoology Department

**Employer:** University College Cork

**Department:** Zoology Department

**Hours of Work:** 08.30 – 17.30 (Monday to Thursday) & 08.30 – 16.30 (Friday)

**Salary:** £264.97 per week for a 39 hour week

### **Duties**

- ⇒ When the comparator commences work in the morning she goes to the Technician's room to get the key of the photocopying room which is locked. She opens the photocopying room and fills both photocopying machines with paper.
- ⇒ Photocopying jobs are left in her post box and she commences these based on their level of priority. Photocopying takes priority over all other work. The photocopier automatically collates the documents and when the comparator photocopies page by page as for example out of a book the photocopier staples the document. The comparator photocopies all exam papers. She locks the room while carrying out this task. After completing this photocopying task the comparator takes the exam papers to the office and passes them to the Secretary.
- ⇒ The comparator washes tubes and removes labels from them. She can have anything up to 500 tubes to re-cycle in a day. The comparator washes the tubes thoroughly twice and then she rinses them. She also washes the tube caps and she sets the tubes out to dry. This task can take a couple of hours to complete. Very often the comparator will commence this job and have to leave it and go back to it later.
- ⇒ The comparator posts letters for professors and lecturers. Very often she does this every morning and again in the afternoon. The comparator goes to the Post Office in Washington Street which is about 15 mins away from the College. She gets a receipt for each letter which she gives back to the person who asked for the letter to be posted. The comparator pays the postage on the letters from money she got from petty cash. Any money over is returned to petty cash.
- ⇒ The comparator goes to the photographers with films to be developed as photographs and slides. She would do this about twice a week. When she would drop in the film she would receive a receipt which she would bring back to the Technician. Two days later the comparator would collect the receipt from the Technician and go back and collect the photographs or slides. She would sign for them in the photographers and she would give them to the Technician.

- ⇒ The comparator goes to the Bank once a week to cash cheques or lodge money (i.e. cash and cheques). The comparator receives a receipt for the transaction which she takes back to the office.
- ⇒ The comparator goes to different departments on the main campus twice weekly for example to bring field trip money to the Finance Department for which she receives a receipt, to deliver computer discs to the Computer Department and collect others, to collect train tickets from USIT which can be sold to students, etc. Once every three months the comparator collects bleaches, disinfectants for the laboratories, polishers, dusters, washing up liquids, tea-towels and she signs for these.
- ⇒ The comparator assists the Laboratory Technicians to set up laboratories for practicals and to clean up afterwards. She does this for practicals which take place for each of five years of students. This takes approx. 2 hours daily during term.
- ⇒ Every three months the comparator cleans the 16 computers in the computer room. She cleans the keyboards, monitors and benches. The comparator also cleans the 20 computers in the Research Department and offices and she does these when she has time. The comparator orders the paper for the printers and she monitors the cleaning supplies and gets the Secretary to order them when stocks are low.
- ⇒ The comparator makes tea and coffee for meetings. She washes up then afterwards. The comparator also buys supplies of tea, coffee and biscuits. She gets money from petty cash for this purpose.
- ⇒ The comparator monitors the supply of photocopying paper, book spines, binders and covers and she informs the Secretary in the office that additional supplies need to be ordered. She also monitors the use of the photocopier and she notes the number on the machine and gives it into the office.
- ⇒ The comparator purchases supplies for the office e.g. markers.
- ⇒ The comparator collects exam broad sheets from the exams office. These sheets contain students' results.
- ⇒ The comparator changes the towel in the laboratories every week.
- ⇒ The comparator binds documents after photocopying them e.g. she would bind a minimum of 5 and a maximum of 60 projects in a week. She uses a particular machine to bind these documents.
- ⇒ The comparator hoovers and cleans 6 offices once a week. These are offices which are not left open at night and the comparator usually cleans them when the staff are at meetings.
- ⇒ The comparator cleans the outside and the lids of the 20 freezers once every 2 months.
- ⇒ The comparator cleans out the chemicals store every three months taking down all bottles and cleaning the shelves before replacing the bottles.

- ⇒ On occasions the comparator would make up solutions at the request of one of the technicians. She dose not touch dangerous chemicals.
- ⇒ The comparator shreds paper in her spare time. She has to cut out the staples first.
- ⇒ The comparator sends faxes for staff and takes urgent and confidential messages.
- ⇒ At the end of the academic year the comparator helps clean up all the laboratory areas by putting items away in boxes.

**APPENDIX F**

Equality Officer's  
Job Analysis

**Mr. Philip Corcoran (Claimant) v Ms. Gwen Sheehan**  
**(Comparator)**

**Skill**

The claimant checks that all the equipment in the Lecture Rooms is working correctly. He uses a walkie-talkie during the course of his work. The claimant must check a number of areas for leaks e.g. lavatory, plant rooms, etc. He also must check fire panels and electronic devices on fire and smoke doors. The claimant must assist people in wheelchairs. He must have good communication skills and an ability to handle delicate situations e.g. dealing with persons who are acting suspiciously.

The comparator operates both a computer and a switchboard. She answers incoming calls to the College and consequently must have a good telephone manner.

***I find that the demands made on the claimant, in terms of skill, are greater than those made on the named female comparator.***

**Physical Effort**

The claimant spends much of his time on his feet, walking around opening up and locking up buildings, patrolling car parks, etc. He opens the two cast iron gates at the Gaol Cross entrance. At times the claimant may have to move furniture. He carries post (which may be heavy) from the Post Room to the Post Office. When seminars or conferences are taking place the claimant moves heavy steel finger pointers to specific locations on the campus.

As a telephone switchboard operator the comparator must constantly use her fingers whether keying in numbers to the switchboard or operating the computer. Aside from finger dexterity the comparator sits at a desk and is not required to exert a high level of physical effort.

***I find that the demands made on the claimant, in relation to physical effort, are higher than those made on the named female comparator.***

### **Mental Effort**

The claimant must be alert when checking buildings e.g. fire doors properly secured, lights and taps turned off, etc. Where contractors are working on campus the claimant must check their work permits. He must display great presence of mind in the event of an accident and he may be required to give first aid treatment. In patrolling the campus the claimant must be alert to any possible dangers to staff, students and visitors. He must be observant and notice any faulty lights, broken windows, loose ground tiles, damage to buildings or roofs, etc.

The comparator maintains a log of all out-going calls and a separate log of those which are personal calls. She answers telephone queries as and when they arise.

***I find that the demands made on the claimant, in terms of mental effort, are greater than those made on the named female comparator.***

### **Responsibility**

The claimant is responsible for the opening and closing of buildings. He must also check that lights are working, that there are no leaks and that fire panels read normal. The claimant is responsible for ensure that any equipment which is needed in a Lecture Theatre is in place. He is responsible for ensuring that fire doors are kept closed. The claimant must make sure that only persons with disabled stickers are parking in spaces allocated to disabled persons. He is responsible for delivering post from the Post Room to the Post Office. In the event of an accident the claimant must use his walkie-talkie to contact the Reception Centre to request an ambulance and he must provide first-aid, if necessary.

The comparator is responsible for answering all incoming calls to the College. She must answer queries, give directions, etc. to callers and maintain a level of confidentiality about

the nature of some of her calls. The comparator must up-date the computer with details of extension changes i.e. new staff, staff departures and staff transfers.

***I find that the demands made on the claimant, in terms of responsibility, are greater than those made on the named female comparator.***

### **Working Conditions**

The claimant works both inside and outside the building on a constant basis and in all weather conditions.

The comparator works in a normal office environment.

***I find that the demands made on the claimant, in terms of working conditions, are higher than those made on the named female comparator.***

**Mr. Philip Corcoran (Claimant) v Ms. Ann Forde**  
**(Comparator)**

**Skill**

The claimant checks that all the equipment in the Lecture Rooms is working correctly. He uses a walkie-talkie during the course of his work. The claimant must check a number of areas for leaks e.g. lavatory, plant rooms, etc. He also must check fire panels and electronic devices on fire and smoke doors. The claimant must assist people in wheelchairs. He must have good communication skills and an ability to handle delicate situations e.g. dealing with persons who are acting suspiciously.

The comparator operates both a computer and a switchboard. She answers incoming calls to the College and consequently must have a good telephone manner. The comparator works on the reception desk answering queries and giving direction. She must, therefore, have good communications skills. The comparator calculates personal telephone accounts. In undertaking this task she must demonstrate good mathematical abilities so that people are correctly billed.

***I find that the demands made on the named female comparator, in terms of skill, are greater than those made on the claimant.***

**Physical Effort**

The claimant spends much of his time on his feet, walking around opening up and locking up buildings, patrolling car parks, etc. He opens the two cast iron gates at the Gaol Cross entrance. At times the claimant may have to move furniture. He carries post (which may be heavy) from the Post Room to the Post Office. When seminars or conferences are taking place the claimant moves heavy steel finger pointers to specific locations on the campus.

As a telephone switchboard operator the comparator must constantly use her fingers whether keying in numbers to the switchboard or operating the computer. Aside from

finger dexterity the comparator sits at a desk and is not required to exert a high level of physical effort.

***I find that the demands made on the claimant, in relation to physical effort, are higher than those made on the named female comparator.***

### **Mental Effort**

The claimant must be alert when checking buildings e.g. fire doors properly secured, lights and taps turned off, etc. Where contractors are working on campus the claimant must check their work permits. He must display great presence of mind in the event of an accident and he may be required to give first aid treatment. In patrolling the campus the claimant must be alert to any possible dangers to staff, students and visitors. He must be observant and notice any faulty lights, broken windows, loose ground tiles, damage to buildings or roofs, etc.

The comparator maintains a log of all out-going calls and a separate log of those which are personal calls. When working on the reception desk she must be able to answer any queries which arise. The claimant calculates telephone accounts for personal calls made by staff members.

***I find that the demands made on the claimant, in terms of mental effort, are greater than those made on the named female comparator.***

### **Responsibility**

The claimant is responsible for the opening and closing of buildings. He must also check that lights are working, that there are no leaks and that fire panels read normal. The claimant is responsible for ensure that any equipment which is needed in a Lecture Theatre is in place. He is responsible for ensuring that fire doors are kept closed. The claimant must make sure that only persons with disabled stickers are parking in spaces allocated to disabled persons. He is responsible for delivering post from the Post Room

to the Post Office. In the event of an accident the claimant must use his walkie-talkie to contact the Reception Centre to request an ambulance and he must provide first-aid, if necessary.

The comparator is responsible for answering all incoming calls to the College. She must answer queries, give directions, etc. to callers and maintain a level of confidentiality about the nature of some of her calls. The comparator also deals with persons arriving at reception. She accepts letters and parcels on behalf of staff and ensures that they are delivered. The comparator is responsible for calculating the telephone bills for personal calls made by staff. She issues the bills to the relevant persons and handles any queries arising thereon. The comparator must up-date the computer with details of extension changes i.e. new staff, staff departures and staff transfers.

***I find that the demands made on the named female comparator, in terms of responsibility, are greater than those made on the claimant.***

### **Working Conditions**

The claimant works both inside and outside the building on a constant basis and in all weather conditions.

The comparator works in a normal office environment.

***I find that the demands made on the claimant, in terms of working conditions, are higher than those made on the named female comparator.***

**Mr. Philip Corcoran (Claimant) v Ms. Emily Keating**  
**(Comparator)**

**Skill**

The claimant checks that all the equipment in the Lecture Rooms is working correctly. He uses a walkie-talkie during the course of his work. The claimant must check a number of areas for leaks e.g. lavatory, plant rooms, etc. He also must check fire panels and electronic devices on fire and smoke doors. The claimant must assist people in wheelchairs. He must have good communication skills and an ability to handle delicate situations e.g. dealing with persons who are acting suspiciously.

The comparator washes a large number of tubes thoroughly every day. She assists with the setting up of laboratories for practicals and cleaning up afterwards. The comparator also cleans the computers in the Research Department and offices. She uses various types of equipment regularly as part of her job. This equipment includes a photocopier, binder, shredder, fax machine and Hoover. The comparator cleans the chemical store every three months and she makes up chemical solutions at the request of the technicians.

***I find that the demands, in terms of skill, made on the named female comparator are greater than those made on the claimant.***

**Physical Effort**

The claimant spends much of his time on his feet, walking around opening up and locking up buildings, patrolling car parks, etc. He opens the two cast iron gates at the Gaol Cross entrance. At times the claimant may have to move furniture. He carries post (which may be heavy) from the Post Room to the Post Office. When seminars or conferences are taking place the claimant moves heavy steel finger pointers to specific locations on the campus.

The comparator exerts a lot of physical effort in her job. She is constantly on her feet and standing when she is photocopying, washing tubes, delivering post, doing errands e.g.

going to the photographers, post office, bank, etc. The comparator cleans all the computers in the Research Department and offices. She uses a Hoover to vacuum a number of offices once a week.

***I find that the demands made on the named female comparator, in terms of physical effort, are higher than those made on the claimant.***

### **Mental Effort**

The claimant must be alert when checking buildings e.g. fire doors properly secured, lights and taps turned off, etc. Where contractors are working on campus the claimant must check their work permits. He must display great presence of mind in the event of an accident and he may be required to give first aid treatment. In patrolling the campus the claimant must be alert to any possible dangers to staff, students and visitors. He must be observant and notice any faulty lights, broken windows, loose ground tiles, damage to buildings or roofs, etc.

The comparator must prioritise her photocopying tasks and she can be under pressure to get photocopying tasks completed. In washing tubes the comparator must be diligent to ensure that they are thoroughly clean. She is responsible for handling money. When the comparator leaves films in to be developed with the photographers she must remember to return and collect the photographs or the slides. The comparator monitors her supplies e.g. bleaches, disinfectants, polishers, dusters, paper, spines, etc and either collects additional supplies from the main campus or asks for them to be ordered. She handles confidential information e.g. exam papers and exam results and she must be mindful of these documents when they are in her possession.

***I find that the demands made on the named female comparator, in terms of mental effort, are higher than those made on the claimant.***

### **Responsibility**

The claimant is responsible for the opening and closing of buildings. He must also check that lights are working, that there are no leaks and that fire panels read normal. The claimant is responsible for ensure that any equipment which is needed in a Lecture Theatre is in place. He is responsible for ensuring that fire doors are kept closed. The claimant must make sure that only persons with disabled stickers are parking in spaces allocated to disabled persons. He is responsible for delivering post from the Post Room to the Post Office. In the event of an accident the claimant must use his walkie-talkie to contact the Reception Centre to request an ambulance and he must provide first-aid, if necessary.

The comparator is responsible for all the photocopying. She must ensure that it is correct and that the documents are appropriately bound. She also photocopies confidential information e.g. exam papers and these are her responsibility while in her possession. The comparator must ensure that all tubes are thoroughly washed and cleaned. She is also responsible for cleaning computers and offices. The comparator handles money and she must collect it and pass it to the Finance Office or lodge it in the Bank. The comparator is responsible for films, photographs and slides when they are in her possession and she must deliver them. The comparator purchases supplies for the office e.g. markers and she asks for other supplies to be ordered when her stocks are being depleted. The comparator makes up solutions for technicians as requested.

***I find that the demands made on the named female comparator, in terms of responsibility, are greater than those made on the claimant.***

### **Working Conditions**

The claimant works both inside and outside the building on a constant basis and in all weather conditions.

The comparator spends most of her time in-doors. However, from time to time she has to do errands to the photographers, Bank, the main University campus, etc. in all weather conditions.

***I find that the demands made on the claimant, in terms of working conditions, are greater than those made on the named female comparator.***

**Mr. Philip Corcoran (Claimant) v Ms. Agnes Porter**  
**(Comparator)**

**Skill**

The claimant checks that all the equipment in the Lecture Rooms is working correctly. He uses a walkie-talkie during the course of his work. The claimant must check a number of areas for leaks e.g. lavatory, plant rooms, etc. He also must check fire panels and electronic devices on fire and smoke doors. The claimant must assist people in wheelchairs. He must have good communication skills and an ability to handle delicate situations e.g. dealing with persons who are acting suspiciously.

The comparator uses various types of equipment regularly as part of her job. This equipment includes photocopiers, binders, shredder and fax machine. If a machine breaks down (e.g. a photocopier) the comparator attempts to free the obstruction herself and only asks for service to be called if she cannot resolve the problem.

***I find that the demands, in terms of skill, made on the claimant are greater than those made on the named female comparator.***

**Physical Effort**

The claimant spends much of his time on his feet, walking around opening up and locking up buildings, patrolling car parks, etc. He opens the two cast iron gates at the Gaol Cross entrance. At times the claimant may have to move furniture. He carries post (which may be heavy) from the Post Room to the Post Office. When seminars or conferences are taking place the claimant moves heavy steel finger pointers to specific locations on the campus.

The comparator exerts a lot of physical effort in her job. She is constantly on her feet and standing when she is photocopying and delivering post. The comparator delivers post around the entire building i.e. from the basement to the fourth floor. She also has to lift large volumes of photocopied documents.

***I find that the demands made on the claimant, in terms of physical effort, are equal to those made on the named female comparator.***

### **Mental Effort**

The claimant must be alert when checking buildings e.g. fire doors properly secured, lights and taps turned off, etc. Where contractors are working on campus the claimant must check their work permits. He must display great presence of mind in the event of an accident and he may be required to give first aid treatment. In patrolling the campus the claimant must be alert to any possible dangers to staff, students and visitors. He must be observant and notice any faulty lights, broken windows, loose ground tiles, damage to buildings or roofs, etc.

The comparator must prioritise her photocopying tasks and she can be under pressure to get photocopying tasks completed. The comparator handles confidential information e.g. exam papers and she must be mindful of these documents when they are in her possession.

***I find that the demands made on the claimant, in terms of mental effort, are equal to those made on the named female comparator.***

### **Responsibility**

The claimant is responsible for the opening and closing of buildings. He must also check that lights are working, that there are no leaks and that fire panels read normal. The claimant is responsible for ensure that any equipment which is needed in a Lecture Theatre is in place. He is responsible for ensuring that fire doors are kept closed. The claimant must make sure that only persons with disabled stickers are parking in spaces allocated to disabled persons. He is responsible for delivering post from the Post Room to the Post Office. In the event of an accident the claimant must use his walkie-talkie to contact the Reception Centre to request an ambulance and he must provide first-aid, if necessary.

The comparator is responsible for all the photocopying. She must ensure that it is correct and that the documents are appropriately bound. She also photocopies confidential information e.g. exam papers and these are her responsibility while in her possession. The comparator signs for registered letters and registered boxes. She must ensure that the person to whom the registered letter is addressed actually receives and signs for it. In relation to registered boxes she must make sure that they are delivered to stores and signed for by the Departmental Operative.

***I find that the demands made on the claimant, in terms of responsibility, are equal to those made on the named female comparator.***

### **Working Conditions**

The claimant works both inside and outside the building on a constant basis and in all weather conditions.

The comparator spends most of her time in-doors.

***I find that the demands made on the claimant, in terms of working conditions, are greater than those made on the named female comparator.***

**APPENDIX G**

Copy of Job Advertisement  
for the position of  
Laboratory Aide

**APPENDIX H**

Job Description  
for Ms. Agnes Porter in  
Recommendation No. EP 4/1988

**Job Description of**  
**Agnes Porter - Laboratory Aide in the Dept. of Chemistry**

1. Preparation for Organic Practicals  
Assisting technician in preparation of Organic Practicals throughout the year. This includes setting up a laboratory apparatus, filling of reagent bottles (done weekly), placing names on students' benches, assisting in preparation of solutions and making up some solutions, filling and labeling of samples (these are usually coded). Distributing manuals, safety glasses and collecting money for same and any other duties ancillary to that of Laboratory technician.
  
2. Assisting at Practicals throughout the year  
This normally involves dispensing of glassware and chemicals during Practicals, going to the Stores during Practicals for chemicals or glassware. Handing out the unknown compounds to students and keeping an accurate record of each unknown compound issued to each student. The students analyse the solution and record what it contains. Their answer is then matched to her list and answer is checked. It is vital to label each bottle accurately. Using the computer for obtaining class files, etc.
  
3. Photocopying, Book Binding, Scanning, Duplicating, Etc.  
She does photocopying for 11 academic staff and 15 technical staff as well as all the students. Details of the photocopying required are as follows:-  
  
Manuals: 4 different types of manuals e.g. Physical, Organic, Analytical, General, for 1st Year, 2nd Year, 2nd Year Hons. students, 4 times per each year. Each manual can contain from 35 to 103 pages and the number of copies varies from 30 to 460.  
  
(All these manuals have to be hand collated and bound by paper welder).  
  
Photocopying handouts for lectures and exam papers for Multiple Choice Exam, 10 pages x 460 twice per year and x 50 in Autumn.  
  
The photocopying of examination papers is strictly confidential and any spare papers must be shredded.  
  
Outside manuals etc. all other departmental photocopying is done on a day-to-day basis. Photocopying acetate sheets and sometimes doing difficult photocopying jobs.  
  
Photocopying past examination papers for distribution to all classes.  
  
Stencil cutting and duplicating is done throughout the year, as requested.
  
4. Lockers  
In December, February and May the lockers in the Organic Lab. have to be prepared for Practicals. This means cleaning out approx. 80 individual lockers. All glassware is washed in Rapidex and dirty glassware has to be cleaned with acetone or acid. The lockers are then refilled, as per prepared list, in preparation for the next Practical session.

In May all glassware is cleaned again, certain Laboratory apparatus is stored away, a general stock take of glassware etc. in laboratories takes place; fumehoods and sinks are cleaned.

When available, she assists in Inorganic Laboratories - doing approx. 80 individual lockers in December and February.

5. Responsibilities

Standing in for technician if unavailable for classes and during technician's tea-break. Responsibility for locking up, etc. occasionally.

Locking up of photocopying room, organic dispensary and computer room and returning keys of Xerox room to Security Desk.

Keeping a check on photocopying paper, ink, etc. and reporting to Executive Assistant when stocks are low and requesting service of Xerox machine when required.

6. Cleaning

Responsible for the cleaning of the Organic Laboratory sinks and fumehoods from October to June. Great care must be exercised in cleaning the fume hood due to dangerous chemicals which are used therein. The Department also has 'Annual Clean-Up' and she and the House Attendant clean all of the laboratories including benches, fume hoods, sinks, etc. in the entire Department. (They normally get a week's notice for this 'clean-up').

She also washes chromatography plates. Due to the fine powdered nature of the chemicals involved, it is necessary to wear a protective dust mask.

From time to time she assists the House Attendant in laboratory cleaning.

7. During chemistry colloquiums, generally helping in organising tea, coffee and helping with wash-up.
8. Errands: This normally involves delivering or collecting letters or packages; going to the Registrar's Office and looking through files to get students' names and addresses; going to the library, collecting or returning books, journals, etc.; generally using own initiative for errands, etc.
9. The College has introduced a cost saving scheme whereby technicians are now siphoning bulk solvents into winchester bottles. Her contribution to this operation, when it originally occurred, was washing approx. five hundred Winchesters with House Attendant. Great care has to be exercised in carrying out this task. This task continues to be done in the summer.
10. Due to re-organisation of the work practices of Departmental Operatives it has been the responsibility of the Laboratory Aide to show the Departmental Operatives how to use the photocopying machine and, from time to time, any other personnel that join the Department.