

## Job Description and Person Specification

<b>Role</b>	Business Planning Support Officer
<b>Unit</b>	Funder Liaison and Business Delivery Team
<b>Directorate</b>	Programmes Directorate
<b>Grade</b>	1
<b>Reporting to</b>	Business Planning Coordinator
<b>Role Purpose/ Summary</b>	Working as part of a team, the Business Planning Support Officer will be responsible for the day to day administration of the Business Planning system as well as providing ongoing general and technical support to users. They will also be involved in the ongoing development/expansion of the Business Planning System and will provide general administrative support to the Business Planning Coordinator.
<b>Key Responsibility Areas</b>	<ol style="list-style-type: none"> <li><b>1. Data maintenance</b> <ul style="list-style-type: none"> <li>- Responsible for data entry and data administration services related to the Business Planning processes.</li> <li>- Supporting with the collation of regular data updates from the organisation.</li> <li>- Maintaining data related documentation – including guidance materials and reports.</li> <li>- Helping to define standards and drive quality control on data sets.</li> </ul> </li> <li><b>2. System maintenance and development</b> <ul style="list-style-type: none"> <li>- Developing a strong working knowledge of the existing Business Planning system and processes.</li> <li>- Providing ad hoc support in cases of technical issues, or where required following the escalation process in relation to outstanding issues, tracking resolution of same and keeping end users informed.</li> <li>- Identify opportunities for improvements within the existing system processes</li> <li>- Assist with ongoing development/expansion of Business Planning System</li> </ul> </li> <li><b>3. User Support</b> <ul style="list-style-type: none"> <li>- Providing technical assistance to the organisation to assist them in gaining access and using the Business Planning system</li> <li>- Act as knowledge hub for users for general business planning queries and issues.</li> <li>- Maintaining the user accounts</li> <li>- Keeping the organisation informed by explaining procedures, answering queries and providing information.</li> </ul> </li> <li><b>4. Other</b> <ul style="list-style-type: none"> <li>- Any other duties within the general requirements of the role that may be assigned as appropriate for the grade.</li> </ul> </li> </ol>
<b>Critical Competencies</b>	<ol style="list-style-type: none"> <li>1. Customer service and support</li> <li>2. Communication</li> <li>3. Teamwork</li> </ol>

	<p>4. Attention to detail</p> <p>5. Analytical skills</p>
<b>Other Competencies</b>	<p>6. Flexibility &amp; adaptability</p> <p>7. Results driven</p> <p>8. Organisation awareness</p>
<b>Required Experience</b>	<ul style="list-style-type: none"> <li>- ICT work experience/software knowledge.</li> <li>- A high level of computer literacy particularly with Microsoft Products, CRM, Sharepoint, Excel, Word, Outlook etc.</li> <li>- Strong organisational skills.</li> <li>- Experience of data administration and data entry.</li> <li>- Experience working in a dynamic and fast paced environment.</li> <li>- Experience working independently and on own initiative.</li> <li>- Experience in customer support role</li> <li>- Strong communication and interpersonal skills with experience communicating at all levels within an organisation.</li> </ul>
<b>Qualifications</b>	<p>ICT related or other relevant third level qualification (e.g. Certificate, Diploma) or QBE is desirable.</p>
<b>Other Relevant Information</b>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Previous experience in a similar role.</li> <li>- Knowledge of CRM is a distinct advantage</li> <li>- Knowledge of workings of the community/voluntary/public sector.</li> <li>- Understanding of the Irish language.</li> </ul>
<b>Terms &amp; Conditions of Employment</b>	<p><b>Salary</b> Pobal's Grade 1 Salary scale applies</p> <p><b>Duration of Contract</b> The contract is for a period up to (12 months) subject to continuance of Government funding</p> <p><b>Probation</b> A probationary period of six months will apply</p> <p><b>Pension</b> Pobal operates a defined contribution pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period</p> <p><b>Annual Leave</b> 24 days pro rata</p> <p><b>Travel &amp; Subsistence</b> Travel and subsistence will be paid at public sector rates</p> <p><b>Location of the position</b> The position will be working as part of a team that is Dublin based.</p>
<b>Selection Process</b>	<p>Selection will involve short listing of applicants for interview based on the criteria for the position as outlined in this job description and person specification.</p>

Please send your CV to [hrenquiries@pobal.ie](mailto:hrenquiries@pobal.ie) by Thursday, 15<sup>th</sup> of June 2017.

*Pobal is an equal opportunities employer and welcomes suitably qualified applicants from all sections of society.*

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