

Job Description and Person Specification

Role	Support Officer
Unit	AIM Capital Team
Directorate	Early Years Operations
Grade	1
Reporting to	Co-ordinator
Role Purpose/ Summary	<p>Working as part of a team the Support Officer is responsible for implementing effective administration systems, the production of information and the provision of general administrative support within the Directorate. This Job Description outlines the core responsibilities of the role though operational structures and day-to-day duties will vary from Directorate to Directorate.</p>
Key Responsibility Areas	<p>1. Financial and General Administration</p> <ul style="list-style-type: none"> - Provide support to internal/external users of Pobal ICT systems to increase user adoption - Provide administrative back up and support to all aspects of the Directorate - Implement and maintain efficient & effective administrative systems - Data entry - Prepare papers/information for meetings e.g. Directorate, Pobal Board, and Sub Committees - Assist in the identification and reporting of issues of risk <p>2. Support and Services</p> <ul style="list-style-type: none"> - Co-ordinate the efficient and effective dissemination of information and guidelines - Assist with organisation of seminars, conferences and training sessions for beneficiaries/implementing bodies; participation in these as required - Highlight any issues that may arise which could feed into the development of training and support for the beneficiary groups/implementing bodies - Deal with and responding to internal/external queries and information requests, co-ordinating responses to Parliamentary Questions - Develop/maintain effective information systems for inter and intra Directorate communication

<p>Critical Competencies</p>	<ul style="list-style-type: none"> - Work on Cross-company projects as required and participating in the development of annual/special projects as they emerge during the implementation of aspects of the Directorate <p>3. Monitoring</p> <ul style="list-style-type: none"> - Maintain, update systems and run database reports - Issue periodic reporting templates to beneficiaries and ensure receipt & follow up as appropriate - Ensure financial/non-financial data is correct and support beneficiaries in meeting monitoring requirements - Monitor data (financial, impact, payroll etc.) submitted and notify errors or omissions to appropriate team members - Check the performance of service delivery targets as reported and notify of results, in particular significant variances. <p>Any other duties that may be assigned within the general requirements of the role as appropriate for the grade.</p> <ol style="list-style-type: none"> 1. Communication skills – Level 3 2. Team work – Level 3 3. Customer service & support – Level 3 4. Analytical skills – Level 3 5. Attention to detail – Level 3
<p>Other Competencies</p>	<ol style="list-style-type: none"> 6. Flexibility & adaptability – Level 3 7. Problem solving & decision making – Level 3 8. Organization awareness – Level 3
<p>Required Experience</p>	<ul style="list-style-type: none"> - Financial accounts/payroll and/or administration work experience/knowledge - Strong organizational skills - Computer literacy particularly in CRM systems, SharePoint, Quantum and MS packages e.g. Excel, WORD and Outlook - An understanding of the operation of databases
<p>Qualifications</p>	<p>Relevant third level qualification or equivalent is desirable.</p>
<p>Other Relevant Information</p>	<p>Desirable:</p> <ul style="list-style-type: none"> - Knowledge of workings of the community/voluntary/public sector - Understanding of Irish language - Knowledge of the Childcare sector

Terms & Conditions of Employment	<ol style="list-style-type: none">1. Salary<ul style="list-style-type: none">- Pobal's Grade 1 Salary scale starts at €24,802 per annum2. Duration of Contract<ul style="list-style-type: none">- This position is a FTC up to the 31st December 2018, subject to continuance of Government funding3. Probation<ul style="list-style-type: none">- A probationary period of six months will apply4. Pension<ul style="list-style-type: none">- Pobal operates a defined contribution pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period5. Annual Leave<ul style="list-style-type: none">- Annual leave will be 24 working days per annum, exclusive of public holidays6. Travel & Subsistence<ul style="list-style-type: none">- Travel and subsistence will be paid at public sector rates7. Location of the position<ul style="list-style-type: none">- The successful candidate will be located in the Cork Office.
Selection Process	<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> <p>Please send your CV to hrenquiries@pobal.ie by COB Tuesday, 22nd August</p>

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