

## Job Description and Person Specification

<b>Role</b>	Support Officer / Visit Officer (ECCE/TEC/CCSP/CCSU) x 2
<b>Unit</b>	Compliance
<b>Directorate</b>	Compliance, Audit & Risk
<b>Grade</b>	1
<b>Reporting to</b>	Compliance Manager
<b>Role Purpose/ Summary</b>	Working as part of a team the Support Officer/Visit Officer is responsible for implementing effective data administration systems, the production of information and the provision of general administrative support within the Directorate. They will be also be responsible for visiting allocated childcare services contracted in the Early Year's programmes and ensuring that these services are complying with standards set out by Pobal and the Department of Children and Youth Affairs (DCYA).
<b>Key Responsibility Areas</b>	<p><b>1. Support and Services</b></p> <ul style="list-style-type: none"> <li>- Liaise closely with Visit Officers and Compliance Reviewers to ensure that all information required for compilation of various weekly/monthly reports is updated on a regular basis. Follow up on Visit Officers who do not complete weekly reports.</li> <li>- Collate the data collected and generate weekly reports for distribution to various stakeholders i.e. CAR colleagues, Early Years directorate, DCYA etc.</li> <li>- Develop and maintain operational user guidance support documentation and procedures</li> <li>- Highlight any issue of concern to Compliance Reviewer and Compliance Managers.</li> <li>- Plan and carry out unannounced compliance visits of early years services as allocated (by Compliance Administrator) to meet agreed targets and timescales as set out by Project Managers.</li> <li>- Record all issues identified during the course of the compliance visit and ensure the accuracy of same. Allocate a categorisation to the childcare services based on the relevant findings.</li> <li>- On an ongoing basis, ensure completed compliance forms are submitted to the relevant ICT system, Compliance Information Management System (CIMS), and categorised appropriately for review by the Compliance Reviewers.</li> <li>- Liaise closely with the Compliance Reviewer and provide explanations/confirmations where required.</li> <li>- Liaise closely with Project Managers and inform them of significant/ongoing issues identified from compliance results.</li> <li>- Assist in the preparation of reports and complete any follow up actions arising from visits undertaken e.g. queries in relation to staff qualifications/Updating Programmes Implementation Platform (PIP)</li> </ul>

	<p>etc.</p> <p><b>2. General</b></p> <ul style="list-style-type: none"> <li>- Provide information administrative back up and support to all aspects of the Directorate</li> <li>- Implement and maintain efficient &amp; effective administrative systems</li> <li>- Data entry, maintenance and data quality checking</li> <li>- Prepare papers/information for meetings as required</li> <li>- Assist in the identification and reporting of issues of risk</li> <li>- Maintain, update systems and run database reports</li> <li>- Monitor data submitted and notify errors or omissions to appropriate team members.</li> <li>- Attendance and proactive participation at Compliance Team meetings.</li> <li>- Attendance at training as required.</li> <li>- Contribute to the innovation and continuous improvement of the Compliance Unit in the CAR Directorate.</li> </ul> <p><b>3. Other</b></p> <ul style="list-style-type: none"> <li>- Any other duties that may be assigned within the general requirements of the role as appropriate for the grade.</li> </ul>
<b>Critical Competencies</b>	<ol style="list-style-type: none"> <li>1. Communication skills – Level 3</li> <li>2. Team work – Level 3</li> <li>3. Customer service &amp; support – Level 3</li> <li>4. Analytical skills – Level 3</li> <li>5. Attention to detail – Level 3</li> </ol>
<b>Other Competencies</b>	<ol style="list-style-type: none"> <li>6. Building and maintain relationships – Level 3</li> <li>7. Flexibility &amp; adaptability – Level 3</li> <li>8. Problem solving &amp; decision making – Level 3</li> <li>9. Organisation awareness – Level 3</li> </ol>
<b>Required Experience</b>	<ul style="list-style-type: none"> <li>- Administration work experience/knowledge</li> <li>- Strong organisational skills</li> <li>- Computer literacy particularly in CRM systems, SharePoint, and MS packages e.g. Excel, WORD and Outlook</li> <li>- An understanding of the operation of databases</li> </ul>
<b>Qualifications</b>	<p><b>Essential Requirements</b></p> <ul style="list-style-type: none"> <li>- Full driving licence and provision of car for business purposes. Note that a high degree of flexibility is required and there may be a requirement for some overnight visits</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Relevant third level qualification (e.g. Certificate, Diploma), or equivalent is desirable.</li> </ul>

<p><b>Other Relevant Information</b></p>	<p>Desirable:</p> <ul style="list-style-type: none"> <li>- Knowledge of workings of the community/voluntary/public sector</li> <li>- Understanding of Irish language</li> </ul>
<p><b>Terms &amp; Conditions of Employment</b></p>	<ol style="list-style-type: none"> <li>1. Salary <ul style="list-style-type: none"> <li>- Pobal's Grade 1 Salary scale is €24,802 - €39,593 per annum</li> </ul> </li> <li>2. Duration of Contract <ul style="list-style-type: none"> <li>- This position is a contract up to 31<sup>st</sup> December 2018, subject to continuance of Government funding</li> </ul> </li> <li>3. Probation <ul style="list-style-type: none"> <li>- A probationary period of six months will apply</li> </ul> </li> <li>4. Pension <ul style="list-style-type: none"> <li>- Pobal operates a defined contribution pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period</li> </ul> </li> <li>5. Annual Leave <ul style="list-style-type: none"> <li>- Annual leave will be 24 working days per annum, exclusive of public holidays</li> </ul> </li> <li>6. Garda Vetting <ul style="list-style-type: none"> <li>- All candidates will be required to successfully complete the standard Garda Vetting procedure</li> </ul> </li> <li>7. Travel &amp; Subsistence <ul style="list-style-type: none"> <li>- Travel and subsistence will be paid at public sector rates</li> </ul> </li> <li>8. Location of the positions <ul style="list-style-type: none"> <li>- The positions will be based in one of Pobal's offices.</li> </ul> </li> </ol>
<p><b>Selection Process</b></p>	<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 email a completed application form to <a href="mailto:hrenquiries@pobal.ie">hrenquiries@pobal.ie</a> by 5pm Wednesday 1<sup>st</sup> November.</p>

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

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