

Job Description and Person Specification

Role	Support Officer, Learning & Development Unit
Directorate	Corporate services
Grade	1
Role Purpose/ Summary	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 Learning and Development (L&D) unit.
Key Responsibility Areas	<p>1. General Administration</p> <ul style="list-style-type: none"> - Administer the full training cycle to include invites, correspondence, registration, evaluations and reports - Manage and respond to queries - Raise and prepare purchase orders - Implement and maintain efficient & effective administrative systems - Ensure all information is stored and organised - Data entry <p>2. Support and Services</p> <ul style="list-style-type: none"> - Assist with organisation of seminars, conferences and training sessions; participation in these as required - Highlight any issues that may arise which could feed into the development of training and support - Source courses online and liaise with course providers - Responsibility for internal/external queries and information requests - Assist with Pobal's education programme - Support and work well within the team and with other colleagues <p>3. Monitoring</p> <ul style="list-style-type: none"> - Maintain and update systems - Check the accuracy of data and reconcile - Prepare and collate data for general, monthly and quarterly reports <p>Any other duties that may be assigned within the general requirements of the role as appropriate for the grade.</p>

Critical Competencies	<ol style="list-style-type: none"> 1. Communication skills – Level 3 2. Team work – Level 3 3. Customer service & support – Level 3 4. Flexibility & adaptability – Level 3 5. Attention to detail – Level 3
Other Competencies	<ol style="list-style-type: none"> 6. Analytical skills – Level 3 7. Problem solving & decision making – Level 3 8. Organisation awareness – Level 3 9. Results driven – Level 3 10. Building and maintaining relationships – Level 3
Required Experience	<ul style="list-style-type: none"> – Strong organisational skills – Ability to work in a busy environment while managing changing and competing demands and priorities – Experience in dealing with customers and providing a professional service – Experience in working in a busy environment with the ability to prioritise and manage your own day – Ability to organise and manage events/training/meetings – Computer literacy in Microsoft Office – intermediate/advance in Excel, Word, Outlook and PowerPoint – An understanding of the operation of databases – Knowledge of SharePoint desirable
Qualifications	Relevant third level qualification (e.g. Certificate, Diploma qualification), or equivalent is desirable.
Other Relevant Information	<p>Desirable:</p> <ul style="list-style-type: none"> – Knowledge and experience in organising events – Experience in L&D and/or HR – Understand the workings of the community/voluntary/public sector – Understanding of the Irish language
Terms & Conditions of Employment	<ol style="list-style-type: none"> 1. Salary <ul style="list-style-type: none"> – Pobal’s Grade 1 Salary scale is €24,802 – €39,593 per annum 2. Duration of Contract <ul style="list-style-type: none"> – The contract is for a period up to the 31st December 2020, subject to continuance of government funding 3. Probation <ul style="list-style-type: none"> – A probationary period of six months will apply 4. 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 period

5. Annual Leave
 - Annual leave will be 26 working days per annum, exclusive of public holidays
6. Travel & Subsistence
 - Travel and subsistence will be paid at public sector rates
7. Location of the position
 - The successful candidates will be located in the Dublin office

**Selection
Process**

Selection will involve shortlisting of applicants based on the criteria for the position as outlined in this job description and person specification.

You can access a detailed job description and application form in

About Pobal, under Careers on the Pobal website www.pobal.ie

To apply, please send your completed application form to recruitment@pobal.ie

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