



government supporting communities



Human Resources Pobal

Job Description

Early Years Operations Role – Grade 1

About Pobal

Pobal works on behalf of Government, and in conjunction with communities and local agencies, to support social inclusion and local and community development. We do this by managing funding and providing support for programmes in the areas of Social Inclusion and Equality, Inclusive Employment and Enterprise, and Early Learning and Care.

Pobal is an Equal Opportunities Employer and welcomes suitably qualified applicants from all sections of society. Further information on how Pobal promotes Equality, Diversity & Inclusion (EDI) throughout our workplace for our staff can be found via this link. [Equality, Diversity and Inclusion Statement](#)

About Early Years Operations

The Early Years Operations Directorate administers a range of funding programmes and supports for the Early Learning and Care and School Aged Childcare sector on behalf of the Department of Children, Equality, Disability, Integration and Youth (DCEDIY). We have dedicated teams ensuring that funding flows into the sector, providing targeted information and communications, supporting national and county level stakeholders and helping parents/guardians that wish to access funding supports.

Job Description and Person Specification

Role	Advisor
Directorate	Early Years Operations
Unit	Early Years Provider Centre
Grade	1
Reporting to	Coordinator

Role Purpose

To provide **Service Excellence** to our customers and colleagues by building a deep understanding of their needs, requirements and expectations and consistently meeting, managing and exceeding their expectations in a professional, courteous and respectful manner

Responsible for resolving all queries from Service Providers and meeting service level agreements metrics.

- Provide excellent customer service to customers through management of cases, phone calls, good communications and case management.
- Support operational activities and tasks to ensure efficient and effective processing of applications, registrations and payments.
- Support compliance with programme rules & guidance, internal policies, procedures and controls.

Role Requirements

Role Requirement 1

Customer Support

- Delivery of excellent levels of customer service, meeting specific activity metrics and the expectations as outlined in our customer charter.
- Responsibility and accountability for management of customer queries/tickets within agreed SLA's, in a solution-focused manner
- Provide ongoing evaluation of processes and procedures; suggest methods to improve area operations, efficiency and service to customers.
- Review and analyse information received from customers against programme rules, guidance, policies, and procedures.
- Proactively support customers in relation to reporting, submission of registrations, providing and updating information and key details

Role Requirement 2

Administration/Operations Support

- Ensure efficient and effective processing of applications, registrations, cases and phonecalls.
- Financial administration supports particularly in relation to the payments generation breakdowns.
- Respond to internal/external queries and information requests, as appropriate in relation to operational activities
- Work in collaboration with programme centre staff to ensure smooth and efficient upstream and downstream processes.
- Assist in the identification and reporting of issues of risk and complete followup activities in relation to compliance reports
- Ensure accuracy of information and data on the early years system's (EYP) and support any quality improvement processes in this regard

Role Requirement 3

Team Support

- Engage in daily support and communications within the team so that all customer queries are actioned and resolved in a timely, efficient and knowledgeable manner.
- Act as a point of support and advise where other team members require additional assistance to manage particular customer issues and requirements.

Role Requirement 4

Service Excellence

- Utilise relevant methods, tools and processes to meet and exceed customer needs.
- Support the development of knowledge through effective team communication and feedback to include standardised responses to issues and queries.
- Support organisational change and demonstrate flexibility in adapting to service needs.
- Participate in training/educational opportunities and provide feedback on opportunities to expand own and team skillsets.
- Engage with existing quality measures and be accountable for own performance against these.







Required Experience

- At least 2 years' financial/administration experience, preferably in a call centre or customer service environment
- Strong organisational skills
- Proficient in MS packages e.g. Word, Excel, Outlook coupled with CAD, programme databases, SharePoint portals
- A proven customer service ethos with strong relationship building skills across business teams and external stakeholders
- Knowledge of workings of the community/voluntary/public sector

Qualifications

- Relevant Third Level qualification (e.g., Degree) or equivalent is desirable.

Pobal Core Competencies - Grade 1

GRADE 1 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <p>Delivery of Results</p>	<p>Takes responsibility for own work and sees it through to the appropriate next level</p> <p>Completes work in a timely manner</p> <p>Adapts quickly to new ways of doing things</p> <p>Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes</p> <p>Writes with correct grammar and spelling and draws reasonable conclusions from written instructions</p> <p>Identifies and appreciates the urgency and importance of different tasks</p> <p>Demonstrates initiative and flexibility in ensuring work is delivered</p> <p>Is self reliant and uses judgment on when to ask manager or colleagues for guidance</p>
 <p>Customer Service and Communication Skills</p>	<p>Actively listens to others and tries to understand their perspectives/requirements/needs</p> <p>Understands the steps or processes that customers & stakeholders must go through and can clearly explain these</p> <p>Is respectful, courteous and professional, remaining composed, even in challenging circumstances</p> <p>Can be firm when necessary and communicate with confidence and authority</p> <p>Communicates clearly and fluently when speaking and in writing</p> <p>Keeps manager informed about progress and problems</p>
 <p>Information Management / Processing</p>	<p>Approaches and delivers all work in a thorough and organised manner</p> <p>Follows procedures and protocols, understanding their value and the rationale behind them</p> <p>Keeps high quality records that are easy for others to understand</p> <p>Draws appropriate conclusions from information</p> <p>Suggests new ways of doing things better and more efficiently</p> <p>Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.</p> <p>Has attained a competent level of ICT capability and can utilise the ICT tools available to them to support and inform analysis and decision making</p>
 <p>Teamwork</p>	<p>Shows respect for colleagues and co-workers</p> <p>Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate</p> <p>Offers own ideas and perspectives</p> <p>Understands own role in the team, making every effort to play their part</p>
 <p>Specialist Knowledge, Expertise and Self Development</p>	<p>Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.</p> <p>Clearly understands the role, objectives and targets and how they fit into the work of the unit</p> <p>Is committed to self development and continuously seeks to improve personal performance</p>
 <p>Drive and Commitment to Pobal's Values</p>	<p>Consistently strives to perform at a high level and deliver a quality service</p> <p>Is thorough and conscientious, even if work is routine</p> <p>Is enthusiastic and resilient, persevering in the face of challenges and setbacks</p> <p>Is personally honest and trustworthy</p> <p>At all times, acts with integrity</p>

Terms & Conditions of Employment

Salary	Grade 1 salary scale (€29,587 - €44,864)
Contract Type	Fixed Term Contract until March 2025, subject to continuing Government funding
Probation	A probationary period of six months will apply
Pension	Defined contribution pension scheme
Annual Leave	26 working days, exclusive of public holidays
Travel & Subsistence	Travel and subsistence will be paid at public sector rates
Location	The role will be located in Dublin
Blended Working Policy	Pobal can offer combination of office based and remote working either from home or a pre-approved business hub on the island of Ireland

Selection Process

A shortlisting exercise will be employed. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the needs of Pobal for this post. Those candidates whose applications, in the opinion of the review panel, appear best suited to the position will be short-listed for interview.

Deadline for application: May 2nd, 2024

Applications will not be accepted after the closing date



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