



pobal

government supporting communities



**Human Resources Pobal**

**Job Description**

**Early Years Operations – Grade 3**

# 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 & 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

<b>Role</b>	<b>Digital Training Co-Ordinator</b>
<b>Directorate</b>	<b>Early Years Operations</b>
<b>Unit</b>	<b>Service Excellence &amp; Stakeholder Engagement</b>
<b>Grade</b>	<b>3</b>
<b>Reporting to</b>	<b>Fiona Dempsey</b>

### 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.

The primary responsibilities of the Digital Learning Coordinator are to develop high-end digital learning experiences and materials for customers and colleagues to support programmes including but not limited to the National Childcare Scheme, Core Funding, Access & Inclusion Model and ECCE.

## Role Requirements

### Role Requirement 1

#### Digital Learning Coordination & Development

- Design and develop engaging, content-rich learning solutions that colleagues, and customers interact with as part of their ongoing learning journey and to support learning activities for learning management systems, in-person training, e-Learning, video content, mobile learning etc.
- With the training team, create all training collateral including highly immersive, interactive, and engaging materials, to include video, web content, PowerPoint Presentations, infographics, diagrams, drawings, 3D content and other media intended for training and assessment.
- Quality assure, test and refine digital content and e-Learning programmes in preparation for upload of the digital content onto Learning Management System (LMS) and other learning platforms.
- Update and maintain course content, ensuring that it is accurate, version controlled and quality assured.
- Coordinate the development and delivery of digital assets for inclusion in an online digital programme, such as audio and video creation, graphic design, voice-overs, music and images etc. whether developed internally or commissioned from external sources.

### Role Requirement 2

#### Customer Service & Support

- Coordinate and develop training and support guides using instructional/learning design principles to effectively develop learners' skills and knowledge.
- Promote and support the rollout of new programmes and associated functionality and materials.
- Liaise with key stakeholders across Pobal and externally to ensure training programmes are fit for purpose and to ensure that they are well promoted and well utilised.
- Develop and maintain a library of multi-media support training materials that is readily accessible to customers and colleagues.
- Build strong working relationships with Subject Matter Experts (SMEs), Learning and Development colleagues and other stakeholders to gain an in depth understanding of the business needs, training objectives and learner skills requirements.

### Role Requirement 3

#### People Management

- Provide high quality line management to ensure the team is fit for purpose in competency and practice; that staff are valued, motivated and developing as employees and representatives of Pobal.
- Act as a mentor and coach to support the team and work with line manager to deliver feedback on development and performance.
- Ensure all staff adhere to standards and procedures.
- Develop and encourage good working relationships and effective communications across units and wider Pobal teams.

## **Role Requirement 4**

### **Delivery of Results**

- Manages and progresses multiple projects successfully.
- Ensures all outputs are delivered to a high standard and in an effective manner.
- Service excellence, instilling genuine commitment to meeting the need of each customer and appreciating the customer and their feedback as a valuable resource.

### **Required Experience**

- Strong organisational skills
- Computer literacy particularly in CRM systems, SharePoint, PowerPoint, MS packages e.g., Excel, WORD and Outlook
- Experience in the design and development of digital training content and materials.
- At least 1-2 years prior experience in delivering and facilitating group and individual training in a business setting.
- An understanding of the role/objectives of Pobal and the Early Years Sector.

### **Qualifications**

- Relevant Third Level qualification (e.g., Diploma) in a relevant discipline or equivalent.
- A relevant train the trainer qualification.
- Drivers licence & provision of car for business purposes

#### **Desirable:**

- Knowledge of workings of the community/voluntary/public sector.
- Experience of digital learning, digital technologies for learning, digital media development, computer science/ ICT or related field.
- Prior exposure to the Early Years sector.
- Previous experience of the line management of staff.
- Knowledge of workings of community/voluntary/public sector

# Pobal Core Competencies - Grade 3

GRADE 3 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <p><b>Delivery of Results</b></p>	<ul style="list-style-type: none"> <li>Assumes personal responsibility for and delivers on agreed objectives/ goals</li> <li>Manages and progresses multiple projects and work activities successfully</li> <li>Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these</li> <li>Service excellence, instilling genuine commitment to meeting the need of each customer and appreciating the customer and their feedback as a valuable resource</li> <li>Ensures all outputs are delivered to a high standard and in an efficient manner</li> <li>Use resources effectively, at all times challenging processes to improve efficiencies</li> <li>Challenges poor results or failure to achieve acceptable performance standards</li> </ul>
 <p><b>Interpersonal and Communication Skills</b></p>	<ul style="list-style-type: none"> <li>Communicates in a fluent, logical, clear and convincing manner verbally and in writing</li> <li>Is able to listen effectively and develop a two-way dialogue quickly</li> <li>Maintains a strong focus on meeting the needs of internal and external customers &amp; stakeholders</li> <li>Effectively influences others to take action</li> <li>Works to establish mutual understanding to allow for collaborative working</li> <li>Ensures that important team, department and organisational information is shared with employees and others as appropriate</li> </ul>
 <p><b>Analysis and Decision Making</b></p>	<ul style="list-style-type: none"> <li>Is skilled in policy analysis and development, challenging the established wisdom and adopting an open-minded approach</li> <li>Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral)</li> <li>Uses numerical data skillfully to understand and evaluate business issues</li> <li>Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions</li> <li>Sees the logical implications of taking a particular position on an issue</li> <li>Is resourceful and creative, generating original approaches when solving problems and making decisions</li> </ul>
 <p><b>People Management</b></p>	<ul style="list-style-type: none"> <li>Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues</li> <li>Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise</li> <li>Values and supports the development of others and the team</li> <li>Encourages and supports new and more effective ways of working</li> <li>Deals with tensions within the team in a constructive fashion</li> <li>Encourages, listens to and acts on feedback from the team to make improvements</li> <li>Actively shares information, knowledge and expertise to help the team to meet its objectives</li> </ul>
 <p><b>Specialist Knowledge, Expertise and Self Development</b></p>	<ul style="list-style-type: none"> <li>Clearly understands the role, objectives and targets and how they fit into the work of the unit and Organisation.</li> <li>Develops the expertise necessary to carry out the role to a high standard and shares this with others</li> <li>Is proactive in keeping up to date on issues and key developments that may impact on own area and organisation</li> <li>Consistently reviews own performance self development and sets oneself challenging goals and targets</li> </ul>
 <p><b>Drive and Commitment to Pobal's Values</b></p>	<ul style="list-style-type: none"> <li>Consistently strives to perform at a high level</li> <li>Maintains consistent effort under pressure and is resilient to criticism or setbacks at work</li> <li>Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency</li> <li>Is personally trustworthy and can be relied upon</li> <li>Upholds the highest standards of honesty, ethics and integrity</li> </ul>

## Terms & Conditions of Employment

<b>Salary</b>	Grade 3 salary scale (€54,765 - €68,970)
<b>Contract Type</b>	Indefinite, subject to continuing Government funding
<b>Probation</b>	A probationary period of six months will apply
<b>Pension</b>	Defined contribution pension scheme
<b>Annual Leave</b>	26 working days, exclusive of public holidays
<b>Travel &amp; Subsistence</b>	Travel and subsistence will be paid at public sector rates
<b>Location</b>	The role will be located in any Pobal office
<b>Blended Working Policy</b>	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 15<sup>th</sup>, 2024

Applications will not be accepted after the closing date



**Ceannoifig/ Head Office**

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