

## **Galway & Roscommon Education & Training Board: Permanent Guidance Information Officer** **(<https://www.activelink.ie/node/116375>)**



### **Permanent Guidance Information Officer**

#### **Key Purpose:**

1. To support the development of the Guidance, Information and Recruitment Service throughout GRETB in line with GRETB's Centralised Admission Unit.
2. Develop and maintain up to date paper based and computer-based systems in respect of clients, groups and information resources.
3. Develop, implement and maintain a comprehensive, up-to-date and user-friendly information service which supports the aims and objectives of the project.
4. Contribute to and organise events, marketing activities, and promotional materials which promote GRETB and the Adult Guidance and Information Service to clients, groups and other agencies.
5. Contribute to the on-going development and maintenance of the service.

**Reporting To:** The Guidance Information Officer will report to the GRETB Adult Guidance Co-ordinator / GRETB Senior Management.

#### **Responsibilities:**

- 1. To support the development of the Guidance, Information and Recruitment Service throughout GRETB as well as the establishment of GRETB Admission Unit**
  - Establish recording systems and maintain the Adult Guidance Management System or equivalent in agreement with the GRETB Adult Guidance Coordinator / GRETB Senior Management.
  - Implementing agreed administrative procedures.
  - Maintain client records and statistics in a confidential manner and in compliance with GDPR.
  - Maintain day-to-day financial records including petty cash, monthly accounts, invoicing, the purchase of equipment, stock control and asset register as appropriate.
  - Take responsibility for day-to-day maintenance issues relating to the building as appropriate.
- 2. Develop and maintain an up to date paper based and computer based systems in respect of clients, groups and information resources.**
  - Develop and maintain paper based and ICT databases which are relevant to the learners including: education, training and employment opportunities, funding and support services.
  - Ensure that the client database is maintained and updated.
  - Assist in the preparation and completion of returns to SOLAS, Department of Further and Higher Education, Research, Innovation and Science, ETB and other designated bodies.
  - Assist in the development, maintenance and updating of websites and social media, as appropriate.
  - Undertake training and keep updated on relevant developments and changes in respect of the client database.
  - Access information from a range of circulation sources.
  - Keep informed of all relevant ongoing developments at local and national level
  - Ensure that guidance personnel are kept updated regarding new information and changes that may affect our clients.
- 3. Develop, implement and maintain an effective and user-friendly information service which supports the aims and objectives of the Guidance, Information and Recruitment Service.**

- Deal with public enquiries by telephone, email, social media and in person from members of the public, local agencies and community groups.
  - Provide user-friendly, accurate, and relevant information and advice to enquirers.
  - Undertake research on behalf of clients, groups, and staff and prepare individualised information packs.
  - Interpret and apply information, such as grant entitlements, to individual needs.
  - Make referrals and/or arrange appointments for clients to meet with the Guidance Counsellors, other internal staff, and/or external organisations as appropriate.
  - Maintain comprehensive and up to date information on local job, education and training opportunities.
  - Input and maintain appropriate client records.
  - Maintain appropriate links with other service providers.
4. **Contribute to and organise events, marketing activities, and promotional materials which promote GRET B and the Guidance, Information and Recruitment Service to clients, groups and other agencies.**
- Assist in promotional/networking activities e.g. presentations, exhibitions and events as appropriate.
  - Contribute to the production of publicity materials.
  - Undertake appropriate activities to publicise and market the services of the project to existing and new clients.
  - Deliver presentations, workshops and/or information sources to groups as required.
5. **Contribute, as appropriate, to the on-going development and maintenance of the service.**
- Contribute to the monitoring, review and evaluation of the project by: maintaining and analysing data on client use of the service; and contributing to the identification of gaps in provision.
  - Keep note of possible research needs presented through trends in the client data and feed these back as appropriate to the project management.
  - Participate in appropriate staff development and training as agreed with line manager.
  - Maintain awareness of on-going developments at local and national level.
  - Any other duties relevant to the effective and efficient operation of the service.

## **This position requires Candidates to possess the following:**

- Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. Certificate in Adult Guidance would be advantageous.
- Excellent interpersonal and communication skills with experience of working with hard-to-reach target categories and groups.
- Excellent organisational, administrative, time management, report writing and ICT skills.
- Ability to work as a member of team and on own initiative.
- Ability to operate flexibly in a range of tasks.
- Experience in adult/further education and training and knowledge of learning, training and employment opportunities and the range of services/support available to the client target groups is desirable.
- The ability to collaborate and communicate effectively with stakeholders.
- Ability to maintain effective client records and operate within boundaries of confidentiality and General Data Protection Regulations.
- Capacity to discharge the duties of the post effectively through the medium of Irish would be an advantage.
- Full driving licence and access to a car.

## **Nature of the Post:**

The Guidance Information Officer in the GRET B **Guidance, Information and Recruitment** Service is a permanent post. A Panel for any further full time/part time temporary and permanent Guidance Information Officers positions that arise may be created.

## **Location:**

The post will be working in the geographical areas of Galway and Roscommon Education and Training Board.

## **Remuneration:**

As per Department of Education guidelines, **new appointees who are entering this grade for the first time will start at the minimum point of the scale**, however incremental credit may apply, if, immediately prior to appointment the appointee is already a service Civil or Public Servant. Rate of remuneration may be adjusted from time to time in line with Government pay policy. ***The salary is not subject to negotiation.***

**New Entrants:** €35,259 - €51,211

**Non New Entrants:** €38,217 - €51,211

## **Hours of Attendance:**

The Guidance Information Officer should work for 35 hours per week. Attendance should be at such times as necessary for the delivery of the GRET **Guidance, Information and Recruitment** Service. Attendance outside of normal hours will be by prior agreement with the Adult Guidance Coordinator, and will be offset against normal hours' attendance

## **Application Process/Apply for the position:**

All particulars of post and online application process can be found on the GRET website:

<https://gretbcareers.thehirelab.com/LiveJobs/JobApply/7111?source=1>

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**Contact details** : All job queries can be submitted to [recruitment@gretb.ie](mailto:recruitment@gretb.ie) (<mailto:recruitment@gretb.ie>)

**Closing Date:** 08/07/2025 12:00 PM

### **Region**

Galway

### **Date Entered/Updated**

23rd Jun, 2025

### **Expiry Date**

8th Jul, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/education-training/116375-galway-roscommon-education-training-board-permanent-guidance-information-officer>