

## Job Description and Person Specification

<b>Role</b>	Early Years Operations Trainer
<b>Directorate</b>	Early Years & Young People
<b>Grade</b>	2
<b>Reporting to</b>	Programme Centre Co-ordinator
<b>Role Purpose/ Summary</b>	<p>This role will involve designing, developing, implementing and maintaining training programmes and materials for a range of Early Years functions. The successful applicant will be able to develop and deliver tailored training sessions and resources based on business need at programme, operational and functional level. This role will involve internal training of Pobal staff as well as a range of external stakeholders including Service Providers and CCC's. The successful applicant will be required to ensure all training is developed to ensure maximum engagement and user adoption. This will ensure the establishment of appropriate capacity and standards which support the effective implementation of Early Years services.</p>

---

**Key  
Responsibility  
Areas**

**1. Project Management**

- Identify MS SharePoint and CRM training and development internally/externally through training analysis and assessments including views, reporting etc.
- Develop, manage and deliver bespoke training programs tailored for different internal and external business users.
- Design and deliver accessible overviews of our CRM Systems, to highlight their features and benefits. This will include orientation for all new staff members and specialised training in response to changing roles, business processes and database functionality.
- Develop and deliver training that is tailored to particular functional groups and the implementation of the early year's programmes.

**2. Customer Service & Support**

- Provide tailored training and supports at programme, operational and functional level based on individual and collective training needs analysis and training requests.
- Create all training collateral including training guides, cheat sheets to ensure users have the ability to resolve issues without having to contact the MS SharePoint & CRM team.
- Provision of support in relation to system reporting and dashboard support, with a focus on using this functionality to make better use of information and data.
- Support the rollout of new functionality with associated training and support materials.

**3. Business Process & Systems Support**

- To liaise with key stakeholders to ensure Training Programmes are fit for purpose and to ensure that it is well promoted and well utilised internally in the core business teams.
  - Support relevant business teams to create operational guides and process documents to ensure continuous improvement and learning.
  - Develop and maintain a library of multi-media support training materials that is readily accessible to users at the point of need.
  - Determine new requirements based on user feedback on and work with the relevant business team to implement.
-

	<p><b>4. Other</b></p> <ul style="list-style-type: none"> <li>- Any other duties which may be assigned from time to time by the line manager as appropriate to the grade.</li> </ul>
<p><b>Critical Competencies</b></p>	<ol style="list-style-type: none"> <li>1. Communication – Level 3</li> <li>2. Teamwork – Level 3</li> <li>3. Analytical Skills – Level 3</li> <li>4. Project Management – Level 3</li> <li>5. Problem solving &amp; decision making – Level 3</li> </ol>
<p><b>Other Competencies</b></p>	<ol style="list-style-type: none"> <li>6. Customer Service &amp; Support – Level 3</li> <li>7. Building &amp; Maintaining Relationships – Level 3</li> <li>8. Results Driven – Level 3</li> <li>9. Flexibility &amp; Adaptability – Level 3</li> <li>10. Organisation Awareness – Level 3</li> </ol>
<p><b>Required Experience</b></p>	<ul style="list-style-type: none"> <li>- At least 1-2 years prior experience in delivering group and individual training in a business setting</li> <li>- Strong working knowledge of Microsoft SharePoint &amp; CRM</li> <li>- Strong understanding of the role/objectives of Pobal, Early Years, key business issues, its challenges, etc.</li> <li>- Experience in the development of effective document and video training materials, including experience in the use of MS Visio (or similar)</li> <li>- Previous Microsoft CRM and SharePoint support/training experience</li> <li>- Proven customer service and technical support experience</li> <li>- Strong relationship building skills across the core business team and external stakeholders.</li> <li>- Experience in measuring the success of training interventions and solutions for business teams using CRM.</li> <li>- Strong verbal and written skills</li> <li>- Strong organisational skills, time management and attention to detail</li> <li>- Intermediate Excel, Word, PowerPoint and MS Project.</li> </ul>
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>- Relevant Third Level qualification (e.g. Diploma) in a relevant discipline or equivalent is desirable.</li> <li>- A relevant train the trainer qualification.</li> </ul>

<b>Other Relevant Information</b>	<p>Desirable:</p> <ul style="list-style-type: none"><li>- Proven track record in process analysis, design and IT implementation</li><li>- Knowledge of the workings of the community/voluntary/public sector</li><li>- An understanding of the Irish language</li></ul>
<b>Terms &amp; Conditions of Employment</b>	<ol style="list-style-type: none"><li>1. Salary<ul style="list-style-type: none"><li>- Pobal's Grade -- Salary scale is €37,436 to €51,851 per annum</li></ul></li><li>2. Duration of Contract<ul style="list-style-type: none"><li>- The contract is for an initial period up to 31<sup>st</sup> December 2022 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 26 working days, exclusive of public holidays</li></ul></li><li>6. Travel &amp; Subsistence<ul style="list-style-type: none"><li>- Travel and subsistence will be paid at public sector rates</li></ul></li><li>7. Location of the position<ul style="list-style-type: none"><li>- The location of the position is any Pobal office and there may be a requirement for some travel.</li></ul></li></ol>
<b>Selection Process</b>	<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>
<b>How to apply</b>	<p>Please complete the application form provided and email a copy to <a href="mailto:hrenquiries@pobal.ie">hrenquiries@pobal.ie</a></p>



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

---