pobal

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

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 adeep 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 servicelevel agreements metrics.

- Provide excellent customer service to customers through management ofcases, phone calls, good communications and case management.
- Support operational activities and tasks to ensure efficient and effectiveprocessing 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 paymentsgeneration breakdowns.
- Respond to internal/external queries and information requests, as appropriatein relation to operational activities
- Work in collaboration with programme centre staff to ensure smooth andefficient 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 allcustomer queries are actioned and resolved in a timely, efficient and knowledgeable manner.
- Act as a point of support and advise where other team members requireadditional 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
Delivery of Results	Takes responsibility for own work and sees it through to the appropriate next level
	Completes work in a timely manner
	Adapts quickly to new ways of doing things
	Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
	Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
	Identifies and appreciates the urgency and importance of different tasks
	Demonstrates initiative and flexibility in ensuring work is delivered
	Is self reliant and uses judgment on when to ask manager or colleagues for guidance
Customer Service and Communication Skills	Actively listens to others and tries to understand their perspectives/requirements/needs
	Understands the steps or processes that customers & stakeholders must go through and can clearly explain these
	Is respectful, courteous and professional, remaining composed, even in challenging circumstances
	Can be firm when necessary and communicate with confidence and authority
	Communicates clearly and fluently when speaking and in writing
	Keeps manager informed about progress and problems
Information Management / Processing	Approaches and delivers all work in a thorough and organised manner
	Follows procedures and protocols, understanding their value and the rationale behind them
	Keeps high quality records that are easy for others to understand
	Draws appropriate conclusions from information
	Suggests new ways of doing things better and more efficiently
	Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.
	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
Teamwork	Shows respect for colleagues and co-workers
	Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
	Offers own ideas and perspectives
	Understands own role in the team, making every effort to play their part
Specialist Knowledge, Expertise and Self Development	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.
	Clearly understands the role, objectives and targets and how they fit into the work of the unit
	Is committed to self development and continuously seeks to improve personal performance
Drive and Commitment to Pobal's Values	Consistently strives to perform at a high level and deliver a quality service
	Is thorough and conscientious, even if work is routine
	Is enthusiastic and resilient, persevering in the face of challenges and setbacks
	Is personally honest and trustworthy
	At all times, acts with integrity

Terms & Conditions of Employment

Salary	Grade 1 salary scale (€28,272 - €43,249)
Contract Type	Indefinite, 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: 5pm, February 8th 2023

<u>Applications will not be accepted after the closing date</u>

Ceannoifig /Head Office
Pobal, Teach Holbrook, Sráid Holles,
Baile Átha Cliath 2, D02 EY84, Éire.
Pobal, Holbrook House, Holles Street,
Dublin 2, D02 EY84, Ireland.

T: 01 511 7000
F: 01 511 7981
E: enquiries@pobal.ie
W: www.pobal.ie