



pobal

government supporting communities



**Human Resources Pobal**

**Job Description**

**Early Years Operations – Early Years Provider Centre  
Administrator – Grade 2**

# 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>Administrator</b>
<b>Directorate</b>	<b>Early Years Operations</b>
<b>Unit</b>	<b>Early Years Provider Centre</b>
<b>Grade</b>	<b>2</b>
<b>Reporting to</b>	<b>Co-Ordinator – Early Years Provider Centre</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.

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

- Provide excellent customer service to customers through management of tickets, 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

The role will include responsibility for mentoring and training new and existing staff within the unit to ensure we deliver service excellence to our customers and all activities are value adding to Early Years

The role will also have a requirement to provide support and guidance to the Advisors and to review their transactional activities and duties and act as a point of escalation of more complex queries and enquiries.

## 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.
- Support the development of knowledge through effective team communications to include standardised responses to issues and queries
- 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
- Support management of escalated queries by Support Officers and highlight/ escalate issues that cannot be resolved or that require management/DCEDIY attention.

### Role Requirement 2

#### Administration & Operations Support

- Ensure efficient and effective processing of applications, registrations and payments.
- 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 follow up activities in relation to compliance reports
- Ensure accuracy of information and data on the early years system (EYP) and support any quality improvement processes in this regard
- Aid in preparation for UAT planning and execution

### Role Requirement 3

#### Team Support

- Monitor contact channels and systems to resolve or escalate any issues that may impact on the team's ability to deliver services.

- 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 escalation and advise where other team members require additional assistance to manage particular customer issues and requirements.
- Create and maintain a high-quality work environment so team members are motivated to perform at their highest level.
- Work with teammates to develop knowledge and foster a learning culture whilst continuing to develop own knowledge of programme rules, guidelines escalation paths etc.

#### **Role Requirement 4**

##### **Service Excellence**

- Ensure standard responses, SOPs and training documents are kept relevant and up to date.
- Support the development of team knowledge through training and feedback escalating any gaps to be actioned.
- Perform quality checks on teams outputs and gather feedback to support coordinator in identifying trends and improve service offering.
- Act as a role model to teammates and engage in a positive and constructive manner in interactions with both clients and colleagues.
- Seek to understand impacts of and adapt to change.



#### **Required Experience**

- 2/3 years minimum financial/administration/experience, preferably in a call centre or customer service environment
- Strong organisational skills and the capacity to review the work of colleagues
- 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 Early Years sector.

#### **Qualifications**

- Relevant Third Level qualification (e.g. Certificate, Diploma) is essential

# Pobal Core Competencies - Grade 2

GRADE 2 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <p><b>Delivery of Results</b></p>	<p>Takes ownership of tasks and is determined to see them through to a satisfactory conclusion</p> <p>Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation</p> <p>Constructively challenges existing approaches to improve efficient customer service delivery</p> <p>Accurately estimates time parameters for managing work, building contingencies to overcome obstacles</p> <p>Minimises errors, reviewing learning and ensuring remedies are in place</p> <p>Maximises the input of own team in ensuring effective delivery of results</p> <p>Ensures proper service delivery procedures/protocols/reviews are in place and implemented</p>
 <p><b>Interpersonal and Communication Skills</b></p>	<p>Modifies communication approach to suit the needs of a situation/audience</p> <p>Actively listens to the views of others</p> <p>Liaises with other groups to gain co-operation</p> <p>Negotiates, where necessary, in order to reach a satisfactory outcome</p> <p>Maintains a focus on dealing with customers in an effective, efficient and respectful manner</p> <p>Is assertive and professional when dealing with challenging issues</p> <p>Expresses self in a clear and articulate manner when speaking and in writing</p>
 <p><b>Analysis and Decision Making</b></p>	<p>Effectively deals with a wide range of information sources, investigating all relevant issues</p> <p>Understands the practical implication of information in relation to the broader context in which they work – procedures, unit objectives etc.</p> <p>Identifies and understands key issues and trends</p> <p>Correctly extracts and interprets numerical information, conducting accurate numerical calculations</p> <p>Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence</p>
 <p><b>Management Potential</b></p>	<p>Is flexible and willing to adapt, positively contributing to the implementation of change</p> <p>Contributes to the development of policies in own area and the broader Department/Organisation</p> <p>Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others</p> <p>Formulates a perspective on issues considered important and actively contributes across a range of settings</p>
 <p><b>Specialist Knowledge, Expertise and Self Development</b></p>	<p>Displays high levels of skills/expertise in own area and provides guidance to colleagues</p> <p>Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team</p> <p>Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team</p>
 <p><b>Drive and Commitment to Pobal's Values</b></p>	<p>Is committed to the role, consistently striving to perform at a high level</p> <p>Demonstrates flexibility and openness to change</p> <p>Is resilient and perseveres to obtain objectives despite obstacles or setbacks</p> <p>Ensures that customer service /service excellence is at the heart of own/team work</p> <p>Is personally honest and trustworthy</p> <p>Acts with integrity and encourages this in others</p>

## Terms & Conditions of Employment

<b>Salary</b>	Grade 2 salary scale (€40,778 - €56,126)
<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 Holles, St., Dublin
<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: September 7<sup>th</sup>, 2023

Applications will not be accepted after the closing date



**Ceannoifig/ Head Office**

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