



pobal

government supporting communities



Human Resources Pobal

Job Description

Early Years Operations Role – 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 and Inclusion (EDI) throughout our workplace for our staff can be found via this link. [Equality, Diversity and 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

Role	Administrator
Directorate	Early Years Operations
Unit	Business Systems and Controls
Grade	2
Reporting to	Business Systems and Controls Co-Ordinator

Role Purpose

The Business Systems and Controls (BSC) Administrator is responsible for supporting BSC Coordinators in the on-going delivery of programmes and services within Early Years and Young People Directorate. This will include supporting CRM Platforms via access control and system support, while operating and reporting to the highest possible standard. BSC Administrators work closely with coordinators on the team and across the Service Delivery Hub (SDH) on the delivery of programmes and BSC services, with informed decision making in area of Access Control, UAT and Change Management. This role requires someone who is adaptive, eager to learn, enjoys problem solving, and analysis.

Role Requirements

Role Requirement 1

EYP Access and Controls

- Resolution of PCS Access Control Tickets
- Setup new users and maintain existing user accounts on EYP
- Adhere to best practices as set out in the ISO-27000 standards
- Conduct frequent access reviews and audits
- Support the rollout of new functionalities
- Support teams across Early Years to identify system defects and maintain a proactive approach ensuring issues are rectified in a timely manner

Role Requirement 2

Data Analysis and Support

- Maintain and quality assure data on CRMs, SharePoint, and other EY systems
- Produce SDH reports in a timely manner (monthly, quarterly etc.)
- Create and maintain views and dashboards in CRM to streamline processes
- Support teams within SDH with relevant processes and tools
- Ad hoc analysis requests
- Knowledge and experience of the tools available (Excel, CRM views etc.)
- Engage with people to establish analysis needs and best format to deliver on those needs

Role Requirement 3

Process Documentation and Communications

- Document Business Systems and Controls processes and policies
- Supporting coordinators in creating Business Systems presentations on system changes and processes
- Produce materials using Microsoft Word, PowerPoint etc. through smart art and other visual management tools
- Update existing materials as needed
- Support the management of processes through a shared library
- Provide frequent communication for Change Board, EYP Releases and other processes

Role Requirement 4

User Supports and Stakeholder Management

- Support and maintain the BSC processes e.g. EYP Access Control, Jira Prioritisation, Post Release checks etc.
- Liaise with Pobal staff in EY and other directorates as needed to ensure timely and efficient business processes are maintained
- Support User Acceptance Testing with UAT data preparation
- Supporting the implementation of efficient processes as part of project delivery Key Responsibility Areas
- Collaborate on Knowledge Sharing sessions and user support within in the Service Development Hub or other relevant areas
- Respond to queries and information requests in a timely manner
- Administrative support to the BSC team, including notes and actions

- Support the business reviewing functionality and ensuring escalation paths are clearly understood



Required Experience

- 1/2 years minimum experience in analysis and development of business systems (e.g. CRM)
- Proficient in MS packages e.g. Word, Excel, Outlook, and SharePoint portals
- Understanding and experience of the Early Years and Young People sector is desirable

Qualifications

- Proactively engage with LMS or similar online learning platforms
- Relevant Third Level qualification (e.g., Degree) or equivalent is desirable

Pobal Core Competencies - Grade 2

GRADE 2 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <p>Delivery of Results</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>Interpersonal and Communication Skills</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>Analysis and Decision Making</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>Management Potential</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>Specialist Knowledge, Expertise and Self Development</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>Drive and Commitment to Pobal's Values</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 and Conditions of Employment

Salary	Grade 2 salary scale (€41,528 - €56,968)
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 and 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: May 15th, 2024

Applications will not be accepted after the closing date



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