



government supporting communities



Human Resources Pobal

Job Description

Better Start – 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. 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 Better Start

Better Start National Early Years Quality Development is a national initiative established by the Department of Children, Equality, Disability, Integration and Youth and hosted by Pobal. Better Start promotes quality and inclusion in Early Learning and Care (ELC) settings for children from birth to six years of age in Ireland. Better Start offers three operational programmes: Quality Development Service (QDS), The Access and Inclusion Model (AIM) and Early Years Learning and Development Unit.

Job Description and Person Specification

Role	Support Officer
Directorate	Better Start
Unit	Administration and Systems
Grade	1
Reporting to	Team Leader Learning & Development Unit

Role Purpose

The role of the Administration and Systems Support Officer is to work as part of the wider Better Start National Early Years Quality Development support team to deliver the agreed programme of work on behalf of the DCEDIY in relation to the Early Learning and Development Unit, within Better Starts Strategic Development and Projects Division.

Role Requirements

Role Requirement 1

System Set Up

- Assist with maintenance of the L&D Operations SharePoint site, updating the calendar of training events, records and training materials as required.
- Maintain the Learning Management System (Nurturing Skills Hub) by updating the training event calendar, records, and materials as needed.
- Accurately collect data to support programme planning, delivery, reporting and evaluation.
- Planning, Organising, booking and maintaining accurate records of Continuous Professional Development(CPD) training provided directly and indirectly by Better Start.

Role Requirement 2

Business Process and Systems Support

- Efficiently support the Early Years Learning and Development Unit, including initiatives related to Equal Start.
- Ensure tutors and trainers upload attendance and evaluation records to system in a timely manner, providing system guides as required.
- Review of collated information for consistency and accuracy.
- Analyse and prepare data for internal and funder reporting and publications as required.
- Liaise with Pobal staff in Finance, ICT and other Directorates as needed to ensure timely and efficient business processes are maintained.

Role Requirement 3

Programme Administration

- Assist with the maintenance efficient & effective administrative systems, including information and data analysis systems.
- Administer a calendar of activities for learning and development activities.
- Administer activities associated with the provision of learning and development events, for example, invitations, room bookings, provision of equipment, resource materials, trainers, speakers etc.
- Liaise with third party providers in relation to training courses, venues, materials and all operational activities and tasks to ensure efficient and effective delivery of Early Years Learning and Development programmes.
- Work collaboratively with Better Start teams to ensure Early Years Learning and Development events are scheduled in line with annual programme plan.
- Ensure accurate records and data are maintained in relation to bookings, attendance, evaluation and payments.
- Administer of procurement requirements for the programme

Role Requirement 4

Customer Support and Service

- Provide excellent customer service to beneficiaries through excellent communications and case management.
- Administer beneficiary facing registration and booking system, calendar of learning and development activities.

- Administer activities associated with the provision of learning and development events, for example, invitations, room bookings, provision of equipment, resource materials and administration records (e.g. sign in sheets, evaluation forms) for internal and external Tutors, trainers as required.
- Respond to external queries and information requests as appropriate in a timely manner. - Maintain good working relationships across all directorates.
- Support on-line access to systems, materials and calendars
- Any other duties within the general requirements of the role that may be assigned as appropriate for the grade.


Required Experience

- 1-2 years minimum in a similar role.
- Good organisational skills.
- Ability to prioritize tasks.
- Proficient in MS packages e.g. Word, Excel, Access, Outlook

Qualifications

- Relevant Third Level qualification (e.g., Degree) or equivalent is desirable

Pobal Core Competencies - Grade 1

GRADE 1 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <p>Delivery of Results</p>	<p>Takes responsibility for own work and sees it through to the appropriate next level</p> <p>Completes work in a timely manner</p> <p>Adapts quickly to new ways of doing things</p> <p>Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes</p> <p>Writes with correct grammar and spelling and draws reasonable conclusions from written instructions</p> <p>Identifies and appreciates the urgency and importance of different tasks</p> <p>Demonstrates initiative and flexibility in ensuring work is delivered</p> <p>Is self reliant and uses judgment on when to ask manager or colleagues for guidance</p>
 <p>Customer Service and Communication Skills</p>	<p>Actively listens to others and tries to understand their perspectives/requirements/needs</p> <p>Understands the steps or processes that customers & stakeholders must go through and can clearly explain these</p> <p>Is respectful, courteous and professional, remaining composed, even in challenging circumstances</p> <p>Can be firm when necessary and communicate with confidence and authority</p> <p>Communicates clearly and fluently when speaking and in writing</p> <p>Keeps manager informed about progress and problems</p>
 <p>Information Management / Processing</p>	<p>Approaches and delivers all work in a thorough and organised manner</p> <p>Follows procedures and protocols, understanding their value and the rationale behind them</p> <p>Keeps high quality records that are easy for others to understand</p> <p>Draws appropriate conclusions from information</p> <p>Suggests new ways of doing things better and more efficiently</p> <p>Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.</p> <p>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</p>
 <p>Teamwork</p>	<p>Shows respect for colleagues and co-workers</p> <p>Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate</p> <p>Offers own ideas and perspectives</p> <p>Understands own role in the team, making every effort to play their part</p>
 <p>Specialist Knowledge, Expertise and Self Development</p>	<p>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.</p> <p>Clearly understands the role, objectives and targets and how they fit into the work of the unit</p> <p>Is committed to self development and continuously seeks to improve personal performance</p>
 <p>Drive and Commitment to Pobal's Values</p>	<p>Consistently strives to perform at a high level and deliver a quality service</p> <p>Is thorough and conscientious, even if work is routine</p> <p>Is enthusiastic and resilient, persevering in the face of challenges and setbacks</p> <p>Is personally honest and trustworthy</p> <p>At all times, acts with integrity</p>

Terms & Conditions of Employment

Salary	Grade 1 salary scale (€32,519 - €47,949)
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: May 20th 2025

Applications will not be accepted after the closing date



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