

<b>Job Title:</b>	College Support Officer	<b>Location:</b>	SVP House, 91-92 Sean McDermott Street, Dublin 1
<b>Reports To:</b>	National Youth Development Manager		
<b>Region:</b>	National Office	<b>Date of Job Description:</b>	May 2025

## 1. PURPOSE OF THE JOB

Promote and support SVP Youth Development Programme Nationally with particular focus on colleges and 3<sup>rd</sup> Level across Conferences.

To develop relationships between SVP and third level institutions through encouraging and facilitating the creation of new SVP conferences at third level.

To create awareness of the work of SVP and ultimately, to foster support for the organisation through supporting links with 3rd level institutions, local conferences and other SVP services.

Provide safeguarding and activity focussed training, resources and support to college conferences engaged in direct contact activity.

Process new membership applications in compliance with the Garda Vetting system and update database, including CRM and Complyfile accordingly.

To create an alumni network.

To provide young people with the experience of helping others in some tangible way – an experience of being a volunteer and of making a difference to people that will provide them with opportunities for both personal and social development.

To inspire people about the work of SVP and the importance of social justice.

## 2. ENVIRONMENT OF THE JOB

The SVP is a large, national, voluntary organisation with extensive experience of working with a diverse range of people who experience poverty and exclusion. Through its network of over 12,000 volunteers and 700 staff, it is strongly committed to working for social justice and advocates the creation of a more just and caring society. SVP employs people to support volunteers in a variety of settings including home visitation, Social Housing, Child and Family Services, Retail, Administration and other specialist areas.

SVP is committed to ensuring that everyone we encounter, regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation. All employees are expected to act in accordance with SVP policies on Dignity & Respect and Safeguarding in respect of related Children and Vulnerable adults Safeguarding policies and procedures.

College Support Officer will be part of the National Young SVP team. Young SVP Is a youth development programme that encourages young people to become involved in SVP activity and volunteering in a positive and proactive way within their own communities and settings. This role will have specific focus on supporting third level / college Conferences through their engagement with the Young SVP Programme.

### 3. GUIDANCE AND AUTHORITY

The job holder will report to the National Youth Development Manager.

The post holder is expected to operate with considerable autonomy although reporting is required as listed below:

- Where significant resistance is experienced in the development of good practice and implementation of policy.
- Where practice or proposed practice places stakeholders in a position of risk e.g., a child, a vulnerable adult, members, volunteers, the reputation of the Society.
- Where decision will have a significant impact on the workload of others.

### 4. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	HOW ACHIEVED
<b>1. Support SVP Conferences in 3<sup>rd</sup> Level Colleges across the country in terms of planning and managing activities and events</b>	<ul style="list-style-type: none"><li>• Provide support and advice to third level College Conferences nationally as required in compliance with SVP Policies and Guidelines</li><li>• Provide support as required through face-to-face sessions with the group as needed, as well as back up by telephone and email.</li></ul>
<b>2 Assist in development of College Conference specific processes that will suit the needs of the organisation, the college groups and the programme participants.</b>	<ul style="list-style-type: none"><li>• By working with the National Manager and other Youth Development Officers to contribute to its continued development.</li></ul>
<b>3. Process Membership Applications</b>	<ul style="list-style-type: none"><li>• Tracking and processing all elements of the application process through Complyfile and CRM.</li><li>• Tracking and managing Garda Vetting applications from entry into system to completion.</li><li>• Working with college committees and Garda vetting administrators in order to ensure all stages of process are completed in timely manner.</li></ul>
<b>4. Provide safeguarding and activity focussed training and resources.</b>	<ul style="list-style-type: none"><li>• Deliver safeguarding (and other relevant) trainings including Child Protection, Safeguarding Vulnerable Adults and Street Outreach.</li><li>• Ensure that safeguarding requirements and obligations are met and upheld by each college conference.</li><li>• Update college resource packs and information accordingly.</li></ul>
<b>5. Develop and maintain a database of all College Conference activities and related information.</b>	<ul style="list-style-type: none"><li>• Through consultation and collaboration with College Conference members and committees explore and develop consistent reporting and recording systems for use by college members.</li></ul>
<b>6. Provide reports on college-based activity and student engagement with SVP.</b>	<ul style="list-style-type: none"><li>• Collect information from College Conferences relating to their activities and engagement.</li><li>• Compile comprehensive reports from information collected and collated in relation to student engagement.</li></ul>

	<ul style="list-style-type: none"> <li>• Collect information on activities, e.g., students and 3rd level colleges involved in projects / programmes; activities undertaken; in order to ensure the focus of the programme is in line with national aims and that objectives are maintained.</li> <li>• Providing updates in relation to college member applications process and relevant elements.</li> <li>• Providing information as required in relation to preparing reports for NMC, National Youth Committee, funders and National Office as required.</li> <li>• Ensuring consistent, comprehensive, accurate and timely records are kept and collated nationally.</li> </ul>
<b>7. Support Conference Officers in compliance and completion of required reports and recording procedures</b>	<ul style="list-style-type: none"> <li>• Maintain contact with relevant officers at key times through the year to ensure that necessary reports are completed both for SVP and for their own College boards.</li> </ul>
<b>8. Develop and strengthen links between college conferences and local conferences</b>	<ul style="list-style-type: none"> <li>• Create opportunities for SVP members to visit colleges.</li> <li>• Create opportunities for students to assist/collaborate with local conferences.</li> <li>• Provide information on volunteering with local conferences.</li> </ul>
<b>9. Contribute to National Youth Development Team and Young SVP programme.</b>	<ul style="list-style-type: none"> <li>• To participate in Regional, National or other events to promote the work of SVP.</li> <li>• Collaborating with the development of resource materials for use with students.</li> </ul>
<b>10. Support Youth Development team and Young SVP Schools programme as appropriate.</b>	<ul style="list-style-type: none"> <li>• Support the Young SVP schools programme as required.</li> <li>• Attend training from time to time, as required.</li> </ul>
<b>11. Comply with best practice guidance and implement safe practice guidelines and SVP Child and Vulnerable Adult policy and procedures in all contacts with schools, students or services in which young people volunteer.</b>	<ul style="list-style-type: none"> <li>• Adhering to SVP policy and national legislation in relation to best practice working with children and vulnerable groups. Attend training as required.</li> <li>• Ensuring standards of good practice in working with young people are maintained through professional supervision and support, in keeping with SVP policies and standards (e.g., Age-Appropriate Activities, guidance for U18s, child protection and safeguarding practice etc.).</li> <li>• Co-operating with National Youth Manager in the delivery of induction and safeguarding training to 3rd level colleges.</li> <li>• Maintain appropriate and accurate records of all college contacts, visits and sessions undertaken with students.</li> </ul>
<b>12. Other</b>	<ul style="list-style-type: none"> <li>• Dealing with any issues of professional practice that might arise.</li> </ul>

	<ul style="list-style-type: none"> <li>• Attending team, planning and supervision meetings as required.</li> <li>• Attending training and development events as required.</li> </ul>
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## 5. CHALLENGES

There are a number of challenges in this role, largely determined by the scale, complexity, voluntary nature and high levels of local autonomy with the Society.

- Acceptance of the dynamic of a complex, national, membership organisation and an understanding of how this both contributes to and constrains the work.
- Resilience and persistence in the face of barriers and organisational roadblocks encountered when trying to progress work and projects.
- Influencing others not under direct authority.

## 6. OTHER INFORMATION

In addition to the duties and responsibilities listed above, the job holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required from time to time to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such requirement/ change.

The post is located in the National Office, however, the job holder will be required to travel throughout the country, as required, and also attend national meetings elsewhere in Ireland.

The job holder must be available for some evening/weekend work and be flexible during busy periods. The job holder will be expected to use initiative and be highly motivated. The post holder will liaise with relevant personnel / departments in regions/nationally.

The Society is committed to the Right to Disconnect Code of Practice which applies to all employees irrespective of where they work, be that office, service, home or other remote location, or their working pattern, either core, shift, or flexible hours.

Given the nature of our organisation, employees may request or be required, depending on their role and agreement of management, to work in a more flexible manner and occasionally outside of their normal/standard working hours. Certain roles by their nature may have a requirement to work evenings or weekends and may be on a shift pattern (as detailed in the written particulars of employment), others may be required to attend evening or weekend meetings with members or may be subject to annual peaks and troughs in the workload. These are usually normal, expected, and foreseeable work-related requirements and staff should ensure that they receive the required breaks and compensatory leave as detailed in the Society's Time off in Lieu policy. Employees are responsible for notifying their manager in writing of any statutory rest period or break to which they are entitled to and were not able to avail of on a particular occasion and the reason for not availing of such rest period or break within one week.

## 7. EDUCATION, KNOWLEDGE, EXPERIENCE AND SKILLS TO UNDERTAKE THE ROLE AT A FULLY ACCEPTABLE LEVEL

### EDUCATION

- 3<sup>rd</sup> level qualification in Youth Work, Education or equivalent area (essential).
- Training in group facilitation and learning with young people.

### KNOWLEDGE

- Knowledge of the Society and of its mission and values.
- Knowledge of needs and issues of those affected by poverty and disadvantage.
- Understanding of developmental nature of Youth work (essential).
- Understanding of Social Justice and equality (essential).

### EXPERIENCE

- 3 years' experience relevant experience working in the youth work or education.
- Experience working with volunteers (desirable).
- Experience working with colleges/universities clubs and societies (desirable).
- Previous experience of working in statutory / voluntary / community settings.

### SKILLS

- Excellent organisation skills.
- Excellent group facilitation skills and training delivery.
- Strong ability to manage events.
- Strong presentation skills and skilled at public speaking.
- Self-motivated with the ability to working on own as well as be a strong team contributor.
- Proven ability to set own work plans with a progress tracking system in line with objectives set by line manager and National Youth Development strategy.
- Enjoys working with young people and is passionate about social justice.
- Excellent IT skills, Proficiency with Microsoft Office Suite applications; including Word, Excel, PowerPoint, and Outlook.

### Other Requirements (desirable)

- The post holder will hold a full clean Irish driving licence and to have access to a car which can be used for work.

### The person must also demonstrate the following personal attributes:

- be honest and trustworthy.
- be respectful.
- possess cultural awareness and sensitivity.
- be flexible.
- demonstrate sound work ethics.

## 8. COMPENSATION AND BENEFITS

All SVP benefits are subject to the prevailing policy and associated length of service requirements	
Pension	A core DC pension offering with a 5% employer and employee contribution, and an option to increase to 7% employer contribution on a matching basis
Life assurance	Four times salary
Sick pay	Entitlement to sick pay following 13 weeks, with level of entitlement increasing with length of service (Subject to terms of policy)
Health plan	Group discount for Hospital Saturday Fund (HSF)
Annual leave	23 days annual leave for all staff. Additional day's leave at 5, 10, 15 & 20 years, with a cap of 27 annual leave days
Discretionary days	2 Discretionary days (Christmas Eve & Good Friday)*
Maternity/ Adoptive leave	18 weeks full pay for staff with more than 12 months service
Paternity leave	2 weeks full pay for staff with more than 12 months service
Christmas Voucher	€250 voucher for all staff (Subject to terms of policy)
Employee Assistance Programme (EAP)	6 counselling sessions provided per annum
Life Appreciation recognition	Additional one-off 5 days annual leave allocated in year that 25, 30, 35 & 40 years service achieved, plus €250 voucher
Retirement	Staff with 10+ years service will receive a €250 voucher on retirement
Education Support	Fee support up to €1,500 for job relevant courses, plus exam and study leave Further Education Support (Subject to terms of the policy)
Hybrid/Flexible Working Available	SVP support and embrace Flexible Working, including working from home, in line with the SVP Flexible Working Policy (Where appropriate and subject to role requirements and policy)
SVP Experience Day	Up to one discretionary day per year to experience a different aspect of the work of SVP (Subject to conditions)

## 9. MAIN TERMS AND CONDITIONS

<b>Contract Type:</b>	Permanent Full Time
<b>Hours:</b>	37.5 hours per week
<b>Pension:</b>	5% or 7% employer contribution 5% or 7% employee contribution
<b>Salary:</b>	€42,874 per annum. Paid monthly.