Human Resources Pobal

Job Description

Funder Liaison and Business Development – Funder Liaison and Business Delivery Manager– Grade 4

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. Our Funders are Government Departments, State Agencies and some EU institutions.

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 Funder Relationships and Business Development

The Funder Relationships and Business Development Directorate is responsible for building and leading relations with our Funders, and for managing business development processes. As the dedicated point of contact for Funders, we represent the perspective of Funders within Pobal. We assist decision makers within Pobal to appreciate funder expectations of full-service delivery and act as mediator as new developments, issues, or risks arise. From the outset, we agree what service Pobal is to deliver and negotiate the overarching agreements to complement Funder requirements and Pobal strategic direction throughout the programme cycle. Our Funders are always Irish Government Departments, statutory or EU bodies.

Pobal's other directorates are Social Inclusion and Employment Operations, Early Years Operations, Better Start, ICT, Corporate, Data and Analytics and Compliance, Audit and Risk.

Job Description and Person Specification

Role	**Funder Liaison and Business Delivery Manager**
Directorate	**Funder Relationships and Business Development**
Grade	**4**
Reporting to	**Head of Funder Relations Team**

Role Purpose

We are looking for someone who is passionate about social inclusion with experience of programme design and account management to join our Funder Relationships team. The focus of the role will be to act as the first point of contact with new and existing customers, answer their queries and increase their satisfaction.   We want someone who understands good practice regarding development of social inclusion programmes and can translate this to address our customers' needs and concerns as quickly as possible to development and maintain strong relationships and grow our business with government departments and agencies. We're looking for a dedicated and personable

relationships manager to maintain positive relationships with our Funders and serve as our main point of contact. At times you will have the support of a Funder liaison Co-Ordinator (G3) in managing your workload.

The postholder will lead in developing proposals and bids for new work and their associated contracts (Programme specifications and Performance Delivery Agreements, PDAs). The postholder will be expected to work closely with colleagues across the Pobal operating system to ensure high quality services proposals are developed and delivered upon. The successful candidate will essentially act as project manager in getting agreement on what is to be delivered and contracted and will support the team to improve their project management practices. The postholder will generally be working with Principal Officers and Assistant Principal officers and their teams.

The ideal candidate will have a passion for helping others and a drive for providing exceptional customer service and have a great ability to multi-task and problem solve. Experience of working in the public service, a not for profit, charity or good knowledge of social inclusion landscape in Ireland would be an advantage.
Apply today and help us build meaningful, long-lasting relationships that move Pobal closer to achieving its vision and mission.

Responsibilities

o   Liaise with departments to understand their requirements, timelines, and budget.
o   Project manage the design and development of projects and grant specifications from application to approval and support implementation. Ensure the design is compliant with Government and EU requirements and regulations and Pobal inhouse standards.
o   Stay on top of your portfolio with government Departments, making sure they receive services that are within their budget and meet their needs
o   Meet regularly with other Pobal team members to provide guidance and support in grant design processes, to discuss progress and find new ways to improve programme delivery
o   Generate progress reports for Pobal Management and our Funders.
o   Identify social inclusion programme growth opportunities, process efficiencies, and renewal opportunities and communicate with the Executive Management Team within Pobal.

Role Requirements

Role Requirement 1
Design, development and management of new business and grant design

− Ability to quickly understand and synthesise complex ideas and strategies and present these as simple narratives into pitches and briefing documents
− Feed into knowledge loops to ensure the organisation/relevant units are aware of potential of new business, even at concept stage.
− Ensure that new business opportunities/ substantial revisions to existing services are considered from a strategic perspective but in the context of the capacity of the organisation.
− Project manage stakeholder engagement and facilitation– engaging with the relevant stakeholders internally and with a department to ensure that their inputs and needs are incorporated into the design and that Pobal has the capacity and readiness to deliver on the design.
− Ability to research, understand and align grants with current policies and priorities for Departments.
− Developing and submitting appropriate and clear programme specifications and associated materials to Senior Leadership Team and the Department.
− Ensure that key conclusions and agreements are formally documented and stored, and revised as appropriate

Role Requirement 2
External Relationship Management

− Act as the primary point of contact in respect of key funders and ensure effective, efficient, reliable interface by Pobal
− Establish and maintain appropriate, accessible relationships with key funder representatives and other relevant stakeholders
− Maintain a solid understanding of the nature and status of a funder's interests in Pobal
− Reliably represent the funder's position and interests within Pobal, paying particular attention to service continuity, consistency and quality on their behalf
− Ensure Pobal presents with appropriate expertise
− Develop and maintain a strategic attitude and understanding of developments related to the funder.
− Maintain an up-to-date understanding of Pobal's positions and interests in respect of pertinent social inclusion thematic, programmatic and policy areas and issues
− development
− Coordinate, and where appropriate provide, Pobal's effective representation and participation at relevant funder sponsored platforms. Identify external networking opportunities to support new business development.
− Effectively communicate with diverse audiences on Pobal programmes and facilitate group work using relevant communication tools

Role Requirement 3
Business Delivery

− Project manage the processing of new business/ substantial revisions to existing services and support the team to build capacity in project management methodologies.

− Ensure that an appropriate internal cross-directorate structure is in place to organise delivery of each service agreed.

− Be responsible for the establishment and management of various governance agreement types (Memorandum of Understanding, Performance Delivery Agreements, Data Processing Agreements etc. between Pobal and the relevant government department or public body.

− Ensure that, for each new contract/ Performance Delivery Agreement (PDA) and/or service offer put in place, there is a formally developed and agreed set of internal actions in place to deliver the service.

− Ensure appropriate management is in place for the delivery of the agreed services within their set of programmes.

− To monitor delivery of each service and to report to senior management on progress and on issues arising

− To examine and develop new and alternative approaches to project delivery, as opportunities arise

− To review the allocation of resources to their agreed services and to report on any resource misallocation, to identify any under or over resourcing.

− Co-ordinate, as appropriate, with any individual lead officer given responsibilities within a particular programme.

− To oversee the quality agenda for the programme(s); setting and driving the quality priorities for the programmes in collaboration with the programme teams.

Role Requirement 4
Cross Company engagement and Flexibility

− Build and maintain effective working relationships with colleagues in Pobal working on the same thematic areas and provide support where required and agreed.

− The team takes an integrated approach to work sharing responsibilities depending on individuals' competencies and interests.   Any other duties within the general requirement of this job description which may be required from time to time include carrying out some Programme Design duties if required.

Required Experience

- Knowledge of the set of public and community-based programmes focused on supports to communities and social inclusion and associated arrangements and infrastructure.
- Proven ability to juggle multiple account & project management projects at a time, while maintaining sharp attention to detail
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including senior executive/ CEO/ CFO/ COO level
- Demonstrated commitment to excellent customer services and receiving positive customer feedback
- Good negotiation, facilitation and project management skills
- Strong written and verbal communication
- Evidence of the production of high-quality reports and written materials
- Proficient in use of MS packages e.g. Word, Excel, Outlook, Project, PowerPoint; SharePoint, project Microsoft Teams and other applications and portals.

Desirable Experience

- A proven ability to work with Government departments and with other project delivery agents

Qualifications

- Relevant third level qualification to Level 7 (Degree level) or higher on the National Framework of Qualifications, or equivalent is required, in particular in the social science or economics field

Pobal Core Competencies - Grade 4

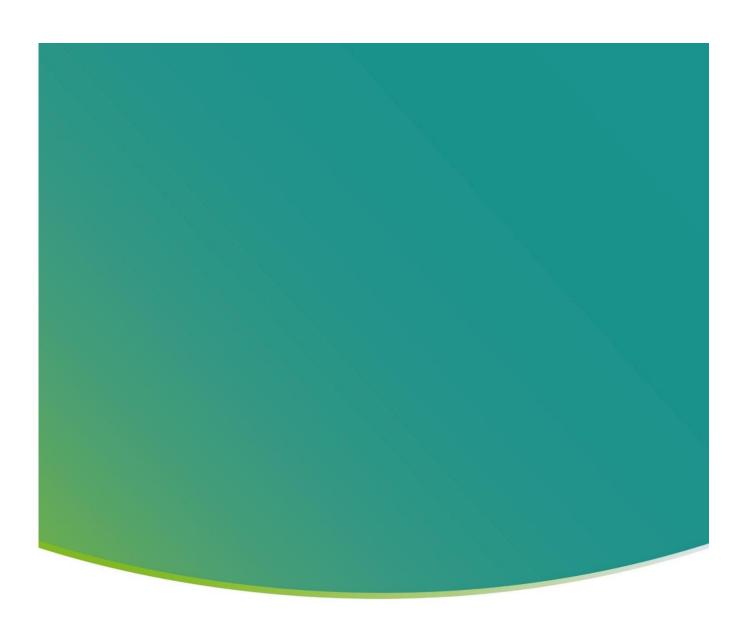| GRADE 4 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
Management & Delivery of Results	Takes responsibility and is accountable for the delivery of agreed objectives
	Successfully manages a range of different projects and work activities at the same time
	Structures and organises their own and others work effectively
	Is logical and pragmatic in approach, delivering the best possible results with the resources available
	Delegates work effectively, providing clear information and evidence as to what is required
	Proactively identifies areas for improvement and develops practical suggestions for their implementation
	Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively
	Sets standards and implements measures that demonstrate achievement and improvement, applies appropriate systems / processes to enable quality checking of all activities and outputs
	Service excellence, driving real commitment and engagement in the experience of the customer of our services as a means to continually improve
	Systematically and continuously appraise and improve the value and quality of the processes, systems and services we provide
Interpersonal and Communication Skills	Builds and maintains contact with colleagues and other stakeholders to assist in performing role
	Acts as an effective link between staff and senior management
	Encourages open and constructive discussions around work issues
	Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
	Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances
	Presents information clearly, concisely and confidently when speaking and in writing
	Collaborates and supports colleagues to achieve organisational goals
Judgement, Analysis & Decision Making	Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
	Takes account of any broader issues, agendas, sensitivities and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Uses judgement to make sound decisions with a well reasoned rationale and stands by these
	Puts forward solutions to address problems
Team Leadership	Works with the team to facilitate high performance, developing clear, realistic objectives and addressing and performance issues if they arise
	Provides clear information and advice as to what is required of the team
	Strives to develop and implement new ways of working effectively to meet objectives
	Leads the team by example, coaching and supporting individuals as required
	Places high importance on staff development, training and maximising skills and capacity of team
	Is flexible and willing to adapt, positively contributing to the implementation of change
Specialist Knowledge, Expertise and Self Development	Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the Unit/Directorate/Organisation and effectively communicates this to others
	Has high levels of expertise and broad sector knowledge relevant to their area of work
	Provides strong team leadership in times of change/uncertainty and aids the implementation of change and organisational development by communicating with staff affected by change
	Focuses on self development, striving to improve performance
Drive and Commitment to Pobal's Values	Strives to perform at a high level, investing significant energy to achieve agreed objectives
	Demonstrates resilience in the face of challenging circumstances and high demands
	Is personally trustworthy and can be relied upon
	Ensures that customers are at the heart of all services provided
	Upholds high standards of honesty, ethics and integrity

Terms & Conditions of Employment

Salary	Grade 4 salary scale (€65,071 - €100,530)
Contract Type	Fixed Term Contract for a period of 18 months, 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 any Pobal office,
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 although regular attendance in Dublin will be required also

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: July 11th, 2025

Applications will not be accepted after the closing date

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