

Role Profile and Person Specification	
<b>Job Title</b>	Local Area Employment Service (LAES) Employment Co-ordinator
<b>Reporting to</b>	The Director of Services
<b>What is the purpose of the role?</b>	<p>Reporting to the Director of Services, the Local Area Employment Services (LAES) Co-ordinator plays a central role in overseeing and developing Northside Partnership's employment supports, including the Local Area Employment Services. This role is dedicated to providing high-quality supports and services to individuals experiencing long-term unemployment, with the aim of helping them progress towards sustainable employment.</p> <p>As part of Northside Partnership's integrated services and management team, the LAES Co-ordinator is responsible for coordinating and implementing strategic objectives and meeting key performance indicators as agreed with funders and outlined in the Company's Strategy Statement and the Department of Social Protection's (DSP) service contract, protocols, and guidelines.</p> <p>A core aspect of this role is fostering a culture of <b>collaboration, collegiality, and cross-partnership working</b>—ensuring that employment supports are delivered in a holistic and integrated manner. This approach enhances opportunities for beneficiaries, addresses barriers to employment, and supports long-term positive outcomes.</p>
Main Duties of the Role	
<b>Leadership and Co-ordination</b>	<p><b>Strategic and Operational Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the overall operational management of Northside Partnership's Local Area Employment Services (LAES), business processes and procedures to meet all contractual obligations and Key Performance Indicators (KPIs) as outlined in the Department of Social Protection (DSP) service contract.</li> <li>• Ensure compliance with DSP guidelines, protocols, and data protection regulations, including GDPR, in all aspects of LAES delivery.</li> <li>• Monitor service performance, including referral flows and caseload management, and provide regular statistical and narrative reports to the Director of Services, NSP Board of Management, and DSP representatives.</li> <li>• Represent Northside Partnership at internal and external meetings, conferences, and forums at local, regional, and national levels to strengthen relationships with funders, employment and training providers, and community organisations.</li> </ul>

	<p><b>Team Leadership and Human Resource Management</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and support to the LAES team.</li> <li>• Work closely with the LAES Team Leader to manage day-to-day operations, team meetings, service delivery targets and to ensure adequate resourcing across the team.</li> <li>• Conduct annual performance reviews, identify training and development needs, and support staff through coaching, mentoring and continuous professional development.</li> <li>• Ensure all team members are fully equipped with the knowledge and skills to confidently adhere to relevant systems, policies, procedures, and database platforms, including those of NSP and DSP.</li> </ul> <p><b>Integrated Service Delivery and Cross-Partnership Collaboration</b></p> <ul style="list-style-type: none"> <li>• Act as a key connector across all Northside Partnership premises, ensuring consistent communication, collaboration, and programme integration across multiple sites.</li> <li>• Work collaboratively with the Director of Services and members of NSP's leadership and coordination teams to develop and implement an integrated services approach that enhances outcomes for participants by sharing knowledge, identifying service gaps and co-designing collaborative cross partnership and inter-agency initiatives to address those gaps.</li> <li>• Using an advantaged thinking approach promote a culture of collegiality and shared purpose across all teams to ensure the best possible outcomes for participants and the communities Northside Partnership works across.</li> </ul> <p><b>Stakeholder Engagement and Communication</b></p> <ul style="list-style-type: none"> <li>• Build and maintain effective relationships with internal and external stakeholders, including the DSP Contracted Public Employment Services division, local Intreo offices (Coolock and Kilbarrack), and other relevant support agencies.</li> <li>• Ensure excellent communication and coordination with all stakeholders to support the delivery of high-quality, person-centred employment services.</li> </ul>
<p><b>Workplace/Networking</b></p>	<p><b>Stakeholder and Community Engagement</b></p> <ul style="list-style-type: none"> <li>• Collaborate with the LAES Team Leader to liaise with individuals experiencing unemployment and their representative groups to identify and develop opportunities.</li> <li>• Engage with voluntary and community development organisations to enhance Northside Partnership's employment services and in identifying existing and creating, new vocational training and employment pathways.</li> <li>• Liaise with third-level institutions and education and training providers to support access and develop initiatives tailored to meet the needs of those experiencing long-term unemployment.</li> </ul>

	<p><b>Employer and Labour Market Engagement</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Employer Engagement and Training Lead to build and maintain relationships with local employers and employer groups, identifying job opportunities and promoting Northside Partnership's LAES.</li> <li>• Liaise with employers to understand labour market needs and create employment, work placement, and training opportunities for participants.</li> </ul> <p><b>Promotion and Outreach</b></p> <ul style="list-style-type: none"> <li>• Promote the value and impact of Northside Partnership's programme to employers, community groups, and statutory agencies to foster support and collaboration.</li> <li>• Collaborate with the NSP Marketing and Communications Manager to raise awareness of the LAES, its success stories, and to support outreach efforts targeting employers and training providers.</li> </ul>
<p><b>Monitoring and Reporting</b></p>	<p><b>Performance Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>• Manage and monitor the overall performance of the LAES to ensure targets and outcomes are achieved in line with funder and Northside Partnership (NSP) requirements.</li> <li>• Monitor and review participant referrals to ensure effective and equitable distribution across the team.</li> <li>• Report on programme performance, participant activities, and outcomes to internal stakeholders, including the Director of Services, and to external funders as required.</li> <li>• Track and report on 'milestone event' days in collaboration with the LAES team and funders, in line with contractual obligations.</li> <li>• Deliver presentations on the work of the LAES to NSP's Board of Directors, Programme Review Committee and other key stakeholders as required.</li> </ul> <p><b>Compliance and Quality Assurance</b></p> <ul style="list-style-type: none"> <li>• Ensure timely completion and submission of complaint reports in accordance with funder requirements, including monthly returns to the Contracted Public Employment Services (CPES).</li> <li>• Lead on the preparation for and execution of inspections, audits, internal audits and checks required by NSP and funders, ensuring full compliance with contractual and regulatory standards.</li> <li>• Work collaboratively with Northside Partnership's Operations and Quality Assurance Manager, the wider Leadership and Integrated Services teams to oversee continuous programme development, ensure attainment of identified quality standards, and implement new systems and procedures that drive organisational efficiency and continuous improvement.</li> </ul>

<p><b>Planning and Finance</b></p>	<p><b>Financial Planning and Budget Oversight</b></p> <ul style="list-style-type: none"> <li>• In collaboration with NSP's Finance Manager and Director of Services, agree and manage the LAES budget allocation and contribute to the development of the annual plan.</li> <li>• Work with the NSP Finance Manager to oversee budgets and manage costs, ensuring alignment with contractual and internal performance targets.</li> <li>• Complete monthly payment and milestone checks in collaboration with the DSP and NSP Finance Manager.</li> <li>• Work closely with the NSP Finance Manager to manage and oversee the LAES Training Fund, ensuring compliance with NSP and funder guidelines and internal processes.</li> </ul> <p><b>Contractual Compliance and Stakeholder Engagement</b></p> <ul style="list-style-type: none"> <li>• Attend regular DSP contractor meetings to maintain effective relationships, communications and alignment with funder expectations.</li> <li>• Oversee data protection reporting in line with funder requirements, ensuring compliance with all relevant regulations and protocols.</li> </ul>
<p><b>Systems and Quality</b></p>	<p><b>Quality and Service Development</b></p> <ul style="list-style-type: none"> <li>• Work with the NSP Operations and Quality Assurance Manager, Corporate and Integrated Services teams to develop and implement quality standards and continuous programme improvements.</li> <li>• Collaborate on quality assessments and contribute to the achievement and maintenance of external quality assurance marks.</li> <li>• Establish criteria and mechanisms for evaluating the effectiveness of Northside Partnership's Local Area Employment Services and related programmes.</li> <li>• Carry out or coordinate staff training and development initiatives to support programme quality and team performance.</li> <li>• Conduct an annual Client Satisfaction Survey in line with funder requirements.</li> </ul> <p><b>Data and Information Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the management and monitoring of LAES paper and electronic client data systems, ensuring full compliance with GDPR and data protection regulations.</li> <li>• Ensure effective information systems are in place to meet stakeholder needs and audit requirements.</li> <li>• Monitor and support the use of the DSP BOMi system, particularly in relation to data protection and reporting obligations.</li> </ul>

	<ul style="list-style-type: none"> <li>Contribute to the development of internal NSP systems and procedures and lead in ensuring their implementation by the LAES team.</li> </ul> <p><b>Compliance and Operational Standards</b></p> <ul style="list-style-type: none"> <li>Ensure adherence to all internal and external quality, compliance, and operational process standards, and report as required.</li> <li>Ensure compliance with workplace safety standards and procedures.</li> <li>Conduct end-of-month milestone (count) checks and returns for payment purposes in line with funder requirements.</li> <li>Participate in regular meetings with the Director of Services to review operational and contractual performance and targets.</li> </ul> <p><b>General Duties and Oversight</b></p> <ul style="list-style-type: none"> <li>Undertake other duties and responsibilities as may reasonably be assigned by the Director of Services in line with organisational needs.</li> </ul>
--	--

### Person Specification

Northside Partnership is seeking a dynamic and committed individual to lead the Local Area Employment Services (LAES) programme. Candidates should be able to demonstrate the relevance of their skills and experience to the role and show a strong alignment with Northside Partnership's ethos and vision. We are particularly interested in individuals who are passionate about working collaboratively across services and agencies to enhance outcomes for our participants.

Northside Partnership is committed to an **Advantaged Thinking** approach—focusing on identifying, developing, and investing in the strengths, skills, and potential of the people we support. The successful candidate will ideally possess the following attributes:

#### Knowledge and Experience

- A strong understanding of employment and education issues affecting individuals and communities at risk of poverty and social exclusion.
- In-depth knowledge of employment services, labour market trends, and career guidance practices.
- A clear understanding of the role of Northside Partnership, the LAES programme, and the expectations of our funders.
- Demonstrated understanding of the challenges faced by people experiencing long-term unemployment and the supports required to help them progress toward sustainable employment.

#### Leadership and Team Management

- Proven experience in managing and supporting a team to deliver services in line with Key Performance Indicators (KPIs).
- Ability to lead with a proactive, Advantaged Thinking ethos, fostering a culture of collegiality, performance, accountability, and continuous improvement.

### Collaboration and Integrated Working

- Using an Advantaged Thinking approach demonstrate a strong commitment to Northside Partnership's integrated services model and a collegial approach to working across teams and programmes.
- Demonstrated ability to work effectively with internal colleagues and external partners, including community organisations, education and training providers, employers, and statutory agencies.
- Experience in developing and maintaining interagency relationships that enhance service delivery and create new opportunities for beneficiaries.

### Values and Commitment

- A genuine commitment to the values and mission of Northside Partnership.
- A belief in the potential of individuals and communities, and a passion for supporting people to achieve their goals through inclusive, person-centred programmes.
- A collaborative and respectful working style that contributes to a positive organisational culture and shared success.
- Demonstrate ability to work within a community / voluntary setting in a manner that is welcoming, flexible and professional.

### Essential requirements

- Relevant Third level qualification and / or experience working in a similar role.
- Experience of working and building relationships with both internal and external stakeholders and funding bodies.
- Demonstrated ability to work in collaboration with multidisciplinary stakeholders.
- Experience of managing and leading a team.
- Computer literate, high standard MS Office and database packages.
- Demonstrate experience in forming and maintaining good working relationships across all stakeholders.
- Have excellent communication, interpersonal and listening skills.
- Strong organisational skills and ability to manage multiple tasks.
- The ability to be flexible and creative in a changing environment.
- Strong motivational and leadership skills.
- Knowledge of the Local Area Employment Services.
- Awareness of the challenges facing people who are experiencing unemployment.
- Excellent report writing skills.

### Desirable requirements

- Knowledge of multi funder relationship development and management
- Developing and writing proposals for funding and or internal Board reports
- Knowledge of reporting systems such as BOMi

Terms and Conditions of Employment	
<b>Location</b>	Kish House, Greendale Road, Kilbarrack, Dublin 5  The role requires flexibility to work across various Northside Partnership office locations as needed
<b>Salary</b>	The salary for this role is based on the Co-ordinator Scale, which ranges from €40,926 to €62,441 across 15 points. The starting salary will be determined based on the candidate's experience, with the expectation that the new hire will begin between Point 10 (€55,207) and Point 12 (€58,336) on the scale.
<b>Contract Hours</b>	Full-time (subject to funding)
<b>Annual Leave</b>	22 working days exclusive of public holidays with one additional day awarded after each year of service up to 25 days and 30 days having completed 10 years of service.
<b>Travel &amp; Subsistence</b>	Travel and subsistence will be paid at public sector rates.
<b>Probation</b>	A probationary period of six months will apply.
<b>Pension</b>	Northside Partnership operates a defined contribution group pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period.