



government supporting communities



Human Resources Pobal - Job Description
Social Inclusion and Employment Operations
Programme Delivery Unit Manager – Grade 4

About Pobal

Pobal works on behalf of the 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 Employment 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 Social Inclusion and Employment Operations

Social Inclusion and Employment Operations delivers high quality programme supports and grant management services. We are expert in the management of programmes, funding, and relationships. We lead in delivering excellent and continuously improving services that meet the needs and expectations of our customers, users, and partners. Through our services and supports we work to equip our partners to meet programme requirements and deliver programme outcomes and impacts.

Job Description and Person Specification

Role	Manager
Directorate	Social Inclusion and Employment Operations
Unit	Programme Delivery Unit- Social Enterprise
Grade	4
Reporting to	Head of Social Inclusion and Employment Operations

Role Purpose

The Manager of the Programme Delivery Unit (PDU) - Social Enterprise, is responsible for implementing the functions of the unit which includes the full operational delivery of programmes, from initiation to completion.

There are 4 PDUs with each managing a range of programmes. New programmes will be assigned to PDUs, considering the thematic focus and associated outcomes of the programme, and the capacity of the PDUs to take on new work.

Each Unit will contain a number of programmes, grouped together thematically where possible. This Unit will be made up of Manager(s), Co-ordinators, Administrators and Support Officers with skillsets and knowledge relevant to the Unit remit and functions to deliver a range of supports and

services to organisations on behalf of Government Departments and Pobal. Support the Directorate as and when required with additional tasks.

Role Requirements

Role Requirement 1

Programme Implementation

- Oversee a portfolio of programmes, handling all aspects of Performance Delivery Agreements (PDAs) and Programmes of Work (POWs), including budgeting, team management, progress tracking, risk handling, and continuous improvements.
- Plan and manage operational budget and resource allocation and programme support budgets.
- Manage each programme from start to finish, ensuring smooth operation and timely completion.
- Oversee the ongoing implementation of programmes to respond to sector demands and policy requirements.
- Establish and maintain strong relationships with internal teams and external partners. Manage any issues or escalations, facilitate clear communication, and make final decisions when required.
- Act as a subject matter expert, contributing to Pobal and national initiatives, working groups, standards, and guidance development.
- Regularly review programme progress to ensure contract compliance and alignment with organisational goals, adjusting as necessary.
- Contribute to new business opportunities and work with the Program Administration Unit on grants and project closures, ensuring efficient and seamless wrap-ups.
- Oversee the development, monitoring, and management of operational planning for the unit.
- Develop risk registers for SI&E programmes (using agreed system) including risk rating organisations in collaboration with other Business Units and update on relevant systems and monitor on an ongoing basis.
- Provide the Department(s) with reports and updates as agreed in the Programs of Work (POWs).

Role Requirement 2

Application, Appraisal, and Case Management

- Design, implement, and continuously improve end-to-end grant appraisal processes to ensure accuracy, transparency, and timeliness in grant decision-making, ensuring they meet programme standards and specifications. Foster clear communication and streamline processes to make them accessible for all stakeholders.
- Manage the delivery of all programme appeals as required, maintaining the independence of individual programme processes.
- To act as system owner and data stewards (unless otherwise agreed) for operational systems, adhering to and monitor adherence to Pobal data governance standards and rules as set out by the Data Governance Officer in line with company and programme requirements.

- Provide high quality customer support by managing programme related calls, logging and escalating queries, coordinating events, and developing clear materials, processes, and policies to ensure a seamless and positive experience.
- Design and implement appropriate case management approaches in line with programme budget and available resources ensuring each programme delivers meets compliance obligations while also delivering valuable support to stakeholders.
- To supply advice and information as required on operation and case management issues to other part of Pobal and/or the sponsoring Department.
- Manage and adapt support and training activities in response to programme updates and stakeholder feedback, promoting a collaborative approach and continuous improvement.
- Ensure timely, high-quality reporting to both internal and external stakeholders, fully meeting all programme objectives and enhancing transparency.
- Create and implement strategies to maximise community impact and service quality, continually assessing and improving programme structures and delivery methods to meet evolving needs.

Role Requirement 3

People Management

- Oversee assigned staff, ensuring they understand their roles, receive the necessary guidance, and feel valued as part of Pobal.
- Conduct one-on-ones and performance evaluations to foster staff development and maintain high performance standards.
- Make sure team members follow all standards and procedures, promoting a collaborative and productive work environment.
- Work with senior management to allocate team resources effectively, ensuring the right support is in place at the right time.
- Ensure adherence to the highest health and safety standards and all internal policies to maintain a safe and positive working environment.
- Manage recruitment process with RAG/ECG and Candidate Manager in support of Recruitment Team.
- Support and drive the implementation of all HR policies to a consistent and high standard.
- Lead with an agile mind-set, focused on problem solving through creative solutions.

Role Requirement 4

Stakeholder Management

- Oversee relationships and communications with external stakeholders, including funding departments and key organisations, to ensure smooth and effective programme management and delivery, where applicable to this Unit and role.
- Build and maintain effective internal relationships across Pobal directorates, particularly within the SI&E Operations team and Program Administration Unit that support operations and programme delivery.
- Cultivate and maintain positive relationships with key stakeholders, using their insights to improve both current and future programmes.

Required Experience

Professional Experience

- 4 years+ demonstrated knowledge and professional application
- Strong experience of developing high performing teams
- Experience of directing customer service / account management services
- Experience of negotiating with senior management or senior Government officials in relation to programme/project delivery.
- Ideally would have substantive knowledge or direct experience of current Social Inclusion and Employment programmes, service provision and policy.
- Quality auditing and improvement experience and expertise
- Project Experience covering requirement gathering and prioritisation, planning, resource allocation
- Ability to work at differing levels of detail, both big picture concepts and complex detailed issues.
- Highly Proficient in use of MS packages e.g. Project, Word, Excel, Outlook, PowerPoint
- Knowledge of Microsoft Dynamics CRM, SharePoint applications and portals would be an advantage.

Personal Attributes

- Ability to develop professional relationships with customers and colleagues to achieve success.
- A structured and organised approach with the ability to prioritise and manage workload under pressurised conditions.
- Demonstrate a flexible and adaptable approach to their work in fast paced demanding environment.
- Experience of operating consistently in a changing environment at an optimal level.
- Approaches their work in a professional, friendly and courteous manner.
- Is confident and approachable while possessing the ability to be assertive as required.
- Enthusiastic, pragmatic and motivated in their approach.
- An agile attitude to proactively seek solutions and opportunities with the Team and to enhance, support and grow the service provided.

Qualifications

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

Pobal Core Competencies - Grade 4

GRADE 4 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 Management & Delivery of Results	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 until December 31 st 2026, 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 can 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

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. There will be 2 rounds of interview. The first will be competency based and the second will include a presentation.

Deadline for application: August 1st, 2025

Applications will not be accepted after the closing date



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