



**Human Resources Pobal Job Description
Social Inclusion and Employment Directorate
Process Improvement Specialist - Grade 3**

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 Social Inclusion and Employment Directorate

The Social Inclusion and Employment Directorate (SI&E) delivers high quality programme supports and grant management services. We are expert leaders in programme and funding management and the delivery of 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

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|---------------------|--------------------------------------------------------|
| Role | Process Improvement Specialist |
| Directorate | Social Inclusion and Employment |
| Unit | Programme Administration Support Unit |
| Grade | 3 |
| Reporting to | Manager – Programme Administration Support Unit |

Background

The Programme Delivery Unit (PDU) will lead the operational delivery of programmes from the beginning to the end of the programme lifecycle.

Each PDU will contain several programmes, grouped together thematically where possible. These Units will be made up of Manager(s), Development Co-ordinators, Administrators and Support Officers (if relevant) 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. PASU supports that work within their remit.

PDUs and PASU will work together in developing and applying common methods and templates to standardise processes and procedures across the PDU's. The PDUs will actively collaborate with other SIE Units and Pobal Directorates to deliver on the remit and to input on other relevant programme work that is led out by other Directorates. The PDUs will be committed to continuous service improvement and promoting service excellence.

This role is to assist in ensuring all processes and procedures are efficient, effective and applied in SI&E.

Role Purpose

The Process Improvement Co-ordinator is a specialist role to focus on the coordination of assigned policies, processes and procedures across SI&E and to bring an agile, consistent focus on our procedures.

The Process Improvement Co-ordinator supports the development and maintenance of procedures that are delivered across all PDU's, PFU's, Business Systems and PASU. The role will broadly cover the following areas:

- Quality Assurance
- Process Improvement
- Document Management
- Training
- Reporting
- Compliance

The responsibilities of the Process Improvement Coordinator outlined in this job description should not be regarded as comprehensive in scope and may be added to or altered as required, in line with business requirements.

There may be a requirement for the successful candidate to be agile and assist in supporting other areas of Social Inclusion and Employment in their role as a Process Improvement Coordinator. This may mean supporting other Team's, for a time, where business needs dictate and as directed by the Management Team

Role Requirements

Role Requirement 1

Design & Delivery of Assigned Process Improvements

- Categorisation of Organisations – Undertake a review of the categorisation of organisations and finalise a live process of ongoing monitoring.
- Telephony system for programmes – Build on the model in place and align it with Pobal's overall stakeholder and customer policy, review stats and ensure consistency across all programmes and Teams.
- Operations Manual on Sharepoint – Work with ICT (Applications and Systems) Teams to develop, improve, utilise and finalise our Sharepoint site as a one stop shop for staff to find information on our programmes and put in place process for updating the operations manual as required.
- Document Management and naming conventions – Develop and ensure consistency on all documents regarding naming conventions, pathways and storage.

Role Requirement 2

Policy, Procedure and Process Dissemination

- Communicate and train all teams on appeals, decommittal policies and procedures and other policies and procedures as required.
- Review the escalation policy and procedure and recommend changes to SI&E SMT.
- Identify processes that can be simplified in conjunction with relevant SI&E programme experts.

- Report findings to SI&E SMT where improvements are not made, or further improvement is needed.
- Management of a central repository library of all process, policy and procedure documents to ensure current and accessible in Sharepoint.
- Support SI&E Managers to continuously review and comply with procedures on an ongoing basis.
- Member of SI&E Management working groups on policies and processes.
- Member of Pobal's Policy and Procedure Framework Team and ensure consistency in all our current policies and procedures.

Role Requirement 3

Governance

- Review using a CAPA or similar approach outcomes - review and monitor application of new processes across SI&E and suggest improvements or feedback to SI&E SMT, taking account from lessons learned, Appeals and Complaints.
- Identify risks in policies and procedures, input into the overall Risk Management processes and highlight risk mitigation strategies.
- Ensure escalation process is in place and proactively managed
- Contribute to continuous improvement, and surfacing any issues
- Monitor and report on the impacts of process changes and identify future enhancements to maximise efficiency and report to SI&E SMT

Role Requirement 4

Stakeholder Engagement & Improvement

- Disseminate and train all Teams on processes – develop training tools to roll out new processes consistently across SI&E.
- On-going liaison with other colleagues within the Directorate and across Directorates to ensure effective communication, standardisation and implementation of new processes
- Build and maintain effective internal and external relationships across the Pobal directorates, particularly within the SIE Directorate and shared services that support directorate improvements
- Ensure new processes and improvements feed into our overall Stakeholder and Customer Policy by developing and implementing improvements in our Stakeholder Engagements.
- Drive process improvement initiatives to ensure successful implementation of improvements, promoting a culture of continuous improvement.

Required Experience

- Minimum of 3-5 years of experience in project management, process/quality improvement or document management role
- Strong understanding of local and community development programmes with a particular focus on addressing social inclusion / climate justice
- Excellent communication, report writing, organisational, and interpersonal skills.
- Strong Project Management skills with ability to manage multiple projects simultaneously and prioritise effectively to deliver timely results
- Proven track record in implementing process improvement initiatives resulting in measurable outcomes.
- Ability to work collaboratively with diverse stakeholder and drive consensus
- Proficiency in data analysis and reporting.
- Experience of operating consistently in a changing environment at an optimal level.
- Highly Proficient in use of MS packages e.g. Word, Excel, Outlook, Project, Power Bi, PowerPoint; Microsoft Dynamics CRM; SharePoint applications and portals.

Qualifications

- Relevant Third Level qualification (e.g., Degree) or equivalent is desirable
- Familiarity with project management PMBOK methodologies or equivalent for project management frameworks
- Drivers licence & provision of car for business purposes is desirable

Pobal Core Competencies - Grade 3

| GRADE 3 COMPETENCIES | EFFECTIVE PERFORMANCE INDICATORS |
|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Delivery of Results | <ul style="list-style-type: none"> Assumes personal responsibility for and delivers on agreed objectives/ goals Manages and progresses multiple projects and work activities successfully Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these Service excellence, instilling genuine commitment to meeting the need of each customer and appreciating the customer and their feedback as a valuable resource Ensures all outputs are delivered to a high standard and in an efficient manner Use resources effectively, at all times challenging processes to improve efficiencies Challenges poor results or failure to achieve acceptable performance standards |
|  Interpersonal and Communication Skills | <ul style="list-style-type: none"> Communicates in a fluent, logical, clear and convincing manner verbally and in writing Is able to listen effectively and develop a two-way dialogue quickly Maintains a strong focus on meeting the needs of internal and external customers & stakeholders Effectively influences others to take action Works to establish mutual understanding to allow for collaborative working Ensures that important team, department and organisational information is shared with employees and others as appropriate |
|  Analysis and Decision Making | <ul style="list-style-type: none"> Is skilled in policy analysis and development, challenging the established wisdom and adopting an open-minded approach Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral) Uses numerical data skillfully to understand and evaluate business issues Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions Sees the logical implications of taking a particular position on an issue Is resourceful and creative, generating original approaches when solving problems and making decisions |
|  People Management | <ul style="list-style-type: none"> Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise Values and supports the development of others and the team Encourages and supports new and more effective ways of working Deals with tensions within the team in a constructive fashion Encourages, listens to and acts on feedback from the team to make improvements Actively shares information, knowledge and expertise to help the team to meet its objectives |
|  Specialist Knowledge, Expertise and Self Development | <ul style="list-style-type: none"> Clearly understands the role, objectives and targets and how they fit into the work of the unit and Organisation. Develops the expertise necessary to carry out the role to a high standard and shares this with others Is proactive in keeping up to date on issues and key developments that may impact on own area and organisation Consistently reviews own performance self development and sets oneself challenging goals and targets |
|  Drive and Commitment to Pobal's Values | <ul style="list-style-type: none"> Consistently strives to perform at a high level Maintains consistent effort under pressure and is resilient to criticism or setbacks at work Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency Is personally trustworthy and can be relied upon Upholds the highest standards of honesty, ethics and integrity |

Terms & Conditions of Employment

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| Salary | Grade 3 salary scale (€58,265 - €73,378) |
| Contract Type | Fixed Term Contract for a period of 1 year, subject to continuing Government funding |
| Probation | A six-month probationary period 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.

Deadline for application: August 7th, 2025

Applications will not be accepted after the closing date



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