Human Resources Pobal

Job Description

Social Inclusion and Employment Directorate – 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 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

Role	Co-Ordinator
Directorate	Social Inclusion and Employment
Unit	Programme Finance
Grade	3
Reporting to	Manager

Role Purpose

The Co-Ordinator in the Programme Funding Management and Services Unit is to provide and support the delivery of **Service Excellence** to our customers and colleagues. Drive and maintain a deep understanding of their needs, requirements and expectations and consistently meeting, managing and exceeding these in a professional, courteous and respectful manner.

Key aspects of the role include supporting the Manager in coordinating:
- Funding disbursement in a competent and accountable manner
- All aspects of financial support to customers where required,
- Reports, profiling and analysis
- Service Level Agreements
- Auditing and Assurance on all aspects of payments, governance, budgets

The responsibilities of the Co-Ordinator 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 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
Programme Funding Management and Service Delivery

- Coordinate all necessary human and business processes and system resources are in place, managed and developed.
- Deliver on programme funding by ensuring it works and continues to work to agreed Standard Operating Procedures.
- Maintain KPIs and ensure performance metrics are defined, captured, understood, monitored and achieved.
- Coordinate the escalation process is in place and proactively managed to ensure service excellence.
- Deliver on active risk management to Programme Funding Management service delivery and provide for service continuity.
- Grow the service model and ensure the practice reflects a strong commitment to customer care and service excellence

Role Requirement 2
Programme Funding Management and Service Development

- Maintain a culture of continuous improvement for Programme Funding Management ensuring that the service applied is adaptable and meets changing requirements and contexts.
- Support key stakeholders, investigate service delivery issues and exceptions and address these in a proactive and solution focused manner.
- Collate and review feedback at all levels learning from compliments, complaints and appeals with a view to service development and improvement (CAPA) process in support of Service Delivery Improvement Team
- Analyse service performance; develop service development proposals; influence internal and external sponsorship for changes as necessary.
- Engage with, support and monitor business planning processes for Programme Funding Management, cascading from agreed Pobal Strategy, the programme of work and service level agreement with Departments and internal priorities to Social Inclusion and Employment Operations as they emerge

Role Requirement 3
People Management

− Manage assigned staff, ensuring they are equipped with a clear understanding of requirements and expectations; are developed, supported, performance managed and valued as Pobal employees and as representatives of Pobal.
− Lead with an agile mind-set, focused on problem solving through creative solutions, and thrive in a fast paced, high growth environment.
− Ensure good individual and team management structures are in place to support performance/staff management and development (1-2-1's, PEP's, Talentevo, Pobaltime, Blended Working Policy, Flexi time and all other relevant HR policies) - Ensure that all staff adhere to all standards and procedures.
− Delegate work and ensure effective relationships in a team-working context.
− Work in collaboration with unit manager to ensure the correct team resources are in the right place, at the right time.

Role Requirement 4
Stakeholder Management

− Establish effective relationships around Pobal's engagement model and ensure the necessary structures and agreement are in place with relevant business units and directorates as appropriate, and their managers.
− Develop and manage effective relationships with external stakeholder, Departments and with key organisations to ensure coordination of supports to service

Required Experience

− 3/4 years minimum in a financial management/accounting role.
− Very good analysis of data
− Good report writing.
− Strong organisational skills and the capacity to review the work of colleagues.
− Proficient in MS packages e.g. Word, Excel, Outlook, programme databases, SharePoint portals, Dynamics 365.
− A proven customer service ethos with strong relationship building skills across business teams and external stakeholders.
− Knowledge of workings within the community/voluntary/public sector

Qualifications

− Relevant Third Level qualification (e.g., Degree in finance/accounting) or equivalent is desirable.

Pobal Core Competencies - Grade 3

GRADE 3 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
Delivery of Results	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	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	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	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	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	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
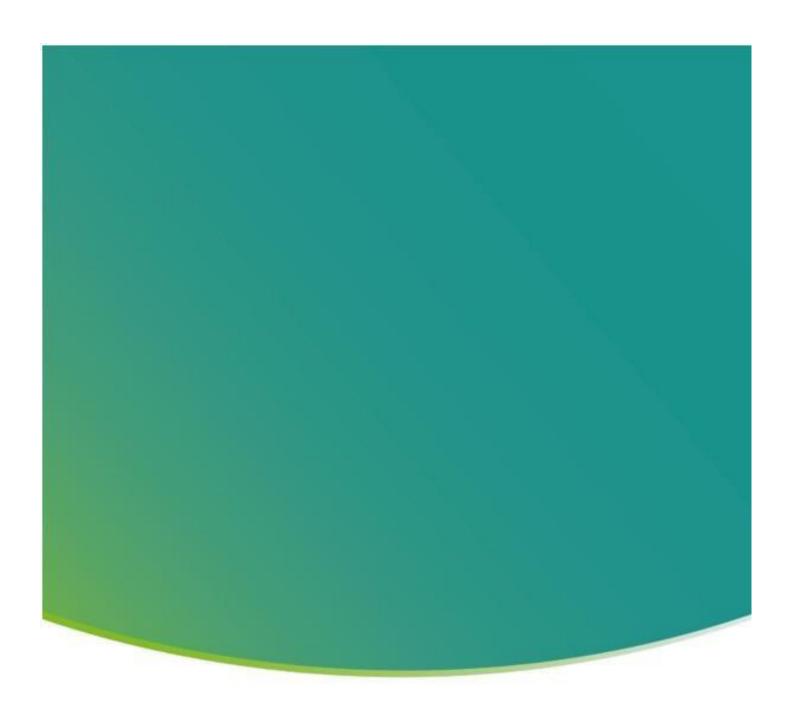
Salary	Grade 3 salary scale (€54,765 - €68,970)
Contract Type	1x Contract of indefinite duration, subject to the continuance of Government Funding. 1x Fixed Term Contract for a period of 3 years, subject to the continuance of Government Funding.
Probation	A probationary period of six months will apply
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

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 14th, 2025

Applications will not be accepted after the closing date

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