Human Resources Pobal - Job Description
Social Inclusion and Employment Directorate
Grade 2 Administrator - EU Funded Programmes

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	Administrator
Directorate	Social Inclusion and Employment
Unit	EU Funded Programmes
Grade	2
Reporting to	Co-Ordinator

Background & Unit Description

The EU Programme Delivery Unit (PDU) leads the operational delivery of EU programmes from the beginning to the end of each programme lifecycle. The EU PDU contains several programmes, grouped together thematically where possible.

The EU Unit is made up of Manager(s), Coordinators, Administrators and Support Officers with the skillsets and knowledge relevant to the EU Unit's remit. Its function is to deliver a range of supports and services to organisations on behalf of the EU, Government Departments and Pobal.

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

Role Purpose

To work with PDU colleagues in the provision of Service **Excellence** to the Grantees/Beneficiaries/Implementing bodies/Stakeholders and by building an understanding of their needs, requirements and expectations and consistently meeting, and managing programme expectations in a professional, and respectful manner. This involves:

- Management and tracking of phone calls/emails, good communications and case management.
- Arranging and monitoring the administrative processes of grant programmes and support operational activities and tasks to ensure efficient and effective processing of grant applications, appraisals, programme supports and event management.
- Supporting compliance with programme rules & guidance, internal policies, procedures and controls.
- Document and maintain operational workflows
- The role will include responsibility for mentoring and training new and existing staff within the unit to ensure we deliver service excellence to our customers and all activities are value adding to Social Inclusion and Employment.
- The role will also have a requirement to provide support and guidance to Support Officers and to review their transactional activities and duties and act as a point of escalation of more complex queries and enquiries.

Role Requirements

Role Requirement 1
Customer Support

- Delivery of excellent levels of service to grantees/beneficiaries/implementing bodies/stakeholders and colleagues, meeting specific activity metrics and the expectations as outlined in Unit strategies.
- Responsibility and accountability for management of all queries within agreed service level agreements (SLA's), in a solution-focused manner.
- Review and analyse information received from grantees/beneficiaries/implementing bodies/stakeholders and colleagues against programme rules, guidance, policies and procedures.
- Proactively support grantees/beneficiaries/implementing bodies/stakeholders and colleagues in relation to reporting, submission of event registrations, grant applications and providing and updating information and key details.
- Manage the organisation of seminars, conferences, and training sessions for grantees/beneficiaries/implementing bodies/stakeholders and colleagues participation in these as required.
- Support beneficiary groups in meeting financial and progress monitoring requirements.
- Support management of escalated queries/risks by support officers and highlight/ escalate issues that cannot be resolved or that require management/Department attention.
- Work with other team colleagues in the provision on-going training and support to grantees/beneficiaries/implementing bodies/stakeholders.
- Contribute to quality improvements and simplification of processes for both internal and external customers.

- Ensure GDPR and data controls meet required standards in all dealings with customer/ client and stakeholder communications.
- Liaise with the Programme Administration Support Unit as required.

Role Requirement 2
Administration & Operations Support

- Ensure efficient and effective processing of grant applications, appraisals and event management tasks and processes.
- Respond to internal/external queries and information requests, as appropriate in relation to operational activities.
- Work in collaboration with other PDU colleagues to ensure smooth and efficient upstream and downstream processes.
- Assist in the identification and reporting of issues of risk and complete follow up activities in relation to compliance reports.
- Ensure accuracy and integrity of information and data on My Pobal or other programme systems as appropriate and all data management functions and support any quality improvement processes in this regard.
- Support all aspects of UAT planning and execution.
- Develop and maintain clear, concise instruction on grants administration policies and procedures.
- Appraise and review applications within scope and perform verification checks and/or review of progress reports for an allocated caseload.
- To provide admin support in the organisation and minute taking of internal management and Departmental meetings
- Assist with the development of tools to deliver information requirements, including costing analytics, financial and statistical data and variance analysis.
- Take responsibility for document management ensuring all programme and relevant unit files and folders are version controlled and stored in an appropriate and accessible location.

Role Requirement 3
Team Support

- Monitor contact channels and systems to resolve or escalate any issues that may impact on the team's ability to deliver services.
- Review the work of Support Officers and provide feedback and support where required.
- Engage in daily support and communications within the team so that all customer queries are actioned and resolved in a timely, efficient, and knowledgeable manner.
- Act as a point of support and escalation and advise where other team members require additional assistance to manage particular stakeholder issues and requirements.
- Create and maintain a high-quality work environment so team members are motivated to perform at their highest level.
- Co-ordinate administration support within the relevant delivery unit.
- Co-ordinate the administration support for cross-directorate programme teams.
- Work with teammates to develop knowledge and foster a learning culture whilst continuing to develop own knowledge of programme rules, guidelines escalation paths etc.
- Perform quality checks on team's outputs and gather feedback to support Team colleagues in identifying trends and improve service offering.

Role Requirement 4
Service Excellence

- Provide ongoing evaluation of processes and procedures; suggest methods to improve area operations, efficiency and service to customers.
- Ensure standard responses, SOPs and training documents are kept relevant and up to date.
- Seek to understand impacts of and adapt to change.
- Agility to be able to assist other Team's at busy periods to ensure appraisals and another grant work is delivered to an agreed timeframe.

Required Experience

- 2/3 years minimum administration experience, preferably in a customer service environment.
- 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) is desirable

Pobal Core Competencies - Grade 2

GRADE 2 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
Delivery of Results	Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
	Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
	Constructively challenges existing approaches to improve efficient customer service delivery
	Accurately estimates time parameters for managing work, building contingencies to overcome obstacles
	Minimises errors, reviewing learning and ensuring remedies are in place
	Maximises the input of own team in ensuring effective delivery of results
	Ensures proper service delivery procedures/protocols/reviews are in place and implemented
Interpersonal and Communication Skills	Modifies communication approach to suit the needs of a situation/audience
	Actively listens to the views of others
	Liaises with other groups to gain co-operation
	Negotiates, where necessary, in order to reach a satisfactory outcome
	Maintains a focus on dealing with customers in an effective, efficient and respectful manner
	Is assertive and professional when dealing with challenging issues
	Expresses self in a clear and articulate manner when speaking and in writing
Analysis and Decision Making	Effectively deals with a wide range of information sources, investigating all relevant issues
	Understands the practical implication of information in relation to the broader context in which they work – procedures, unit objectives etc.
	Identifies and understands key issues and trends
	Correctly extracts and interprets numerical information, conducting accurate numerical calculations
	Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence
Management Potential	Is flexible and willing to adapt, positively contributing to the implementation of change
	Contributes to the development of policies in own area and the broader Department/Organisation
	Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others
	Formulates a perspective on issues considered important and actively contributes across a range of settings
Specialist Knowledge, Expertise and Self Development	Displays high levels of skills/expertise in own area and provides guidance to colleagues
	Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
	Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team
Drive and Commitment to Pobal's Values	Is committed to the role, consistently striving to perform at a high level
	Demonstrates flexibility and openness to change
	Is resilient and perseveres to obtain objectives despite obstacles or setbacks
	Ensures that customer service /service excellence is at the heart of own/team work
	Is personally honest and trustworthy
	Acts with integrity and encourages this in others

Terms & Conditions of Employment

Salary	Grade 2 salary scale (€45,026 - €61,215)
Contract Type	Fixed Term Contract until June 30th 2027, 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.

Deadline for application: August 29th, 2025

Applications will not be accepted after the closing date

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