

## Job Description and Person Specification

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| <b>Role</b>                     | ACS Business and Systems Trainer Specialist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Directorate</b>              | Early Years Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Unit</b>                     | Affordable Childcare Scheme (ACS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Grade</b>                    | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Reporting to</b>             | ACS Business and Systems Operations Team Leader                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Role Purpose/ Summary</b>    | <p>This role will involve taking a strategic view of the design, research, development, and implementation of all training for the Affordable Childcare Scheme. This will include training for all staff at all levels and for external stakeholders that are involved in the delivery, administration, communication, support and implementation of the Affordable Childcare Scheme.</p> <p>It is essential that there is an ongoing review of all training requirements to ensure efficient and effective management of the scheme and best practice in its implementation. Ensuring that all stakeholders are fully engaged and involved is a key factor.</p> <p>As the project is implemented, a significant element of this role is the management and supervision of a team of trainers. A key requirement is to oversee that the team ensures all system training is adapted into standard operating procedures and processes to support the administration of the scheme. The ongoing development and upskilling of the team is also essential.</p>                                                                     |
| <b>Key Responsibility Areas</b> | <p><b>1. Project Management</b></p> <ul style="list-style-type: none"> <li>– Oversee extensive training needs analysis to inform the design and delivery of all training programs required to support the successful implementation and administration and operation of the Scheme.</li> <li>– Manage the development and delivery of training programs tailored for different internal and external business users to ensure that all users are fully trained to ensure maximum competencies in their respective roles.</li> <li>– Ensure that tailored training is developed and delivered to particular Functional groups and that relates directly to the implementation of the ACS.</li> </ul> <p><b>2. Customer Service &amp; Support</b></p> <ul style="list-style-type: none"> <li>– Responsible for support of all system users where the user needs training and coaching on functionality.</li> <li>– Lead the design and development of all training collateral together with their team that is required to support the administration and successful implementation by all stakeholders of ACS system.</li> </ul> |

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|                              | <ul style="list-style-type: none"> <li>– Provision of support and direction in relation to Management Reporting and KPI and dashboard support, with a focus on using this functionality to make better use of information and data.</li> <li>– Provision of support and guidance to users on data protection and security issues arising from use of the system.</li> <li>– Lead the rollout of new functionality with associated training and support materials.</li> </ul> <p><b>3. Business Process &amp; Systems Support</b></p> <ul style="list-style-type: none"> <li>– Liaise with key stakeholders to ensure training programmes are fit for purpose and to ensure that training is well promoted and well utilised internally in all of the business teams</li> <li>– Lead and support their team to create and adapt process maps to determine most efficient user workflows and highlighting the roles of users and technology to increase efficiency and effectiveness of the business.</li> <li>– Oversee the development and maintenance of a library of multi-media support training materials that is readily accessible to users at the point of need.</li> <li>– Determine new requirements from user feedback on systems to be fed back into the technical support team.</li> </ul> <p><b>4. People Management</b></p> <ul style="list-style-type: none"> <li>– Responsible for the recruitment and induction of additional training staff.</li> <li>– Lead the training team to ensure full induction of new staff relative to ACS and allocation and professional supervision of work, and ensuring effective relations in a team-working context.</li> <li>– Ensure the team enjoys credible relationships within and outside the service.</li> <li>– Performance Management of the team, general HR responsibilities relative to Line Management.</li> </ul> <p><b>5. Other</b></p> <ul style="list-style-type: none"> <li>– Any other duties which may be assigned from time to time by the line manager as appropriate to the grade.</li> </ul> |
| <b>Critical Competencies</b> | <ol style="list-style-type: none"> <li>1. Communication – Level 2</li> <li>2. Teamwork – Level 2</li> <li>3. Analytical Skills – Level 2</li> <li>4. Project Management – Level 2</li> <li>5. Problem solving &amp; decision making – Level 2</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Other Competencies</b>    | <ol style="list-style-type: none"> <li>6. Customer Service &amp; Support – Level 2</li> <li>7. Building &amp; Maintaining Relationships – Level 2</li> <li>8. Results Driven – Level 2</li> <li>9. Flexibility &amp; Adaptability – Level 2</li> <li>10. Organisation Awareness – Level 2</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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| <b>Required Experience</b>                  | <ul style="list-style-type: none"> <li>– Strong expertise in the design of an end to end training needs analysis, to inform the design and delivery of all training programs required to support the successful implementation and full administration of the Scheme</li> <li>– At least 3 years prior experience in delivering group and individual train to business user groups</li> <li>– Experience of line management in a training environment</li> <li>– Strong understanding of the role/objectives of Pobal, Early Years Sector key business issues, its challenges, etc.</li> <li>– Experience in the development of effective document and video training materials.</li> <li>– Proven customer service and technical support experience</li> <li>– Strong relationship building skills across the core business team and external stakeholders.</li> <li>– Evidence of supporting effective business solutions in CRM that generated measurable returns to the business or increased adoption</li> <li>– Experience in the use of MS Visio (or similar) to map out ‘As Is’ and ‘To Be’ processes</li> <li>– Strong organisational skills, time management and attention to detail</li> <li>– Intermediate Excel, Word, PowerPoint and MS Project.</li> </ul> |
| <b>Qualifications</b>                       | <p>Relevant Third Level qualification in a relevant discipline or equivalent is desirable. A relevant train the trainer qualification.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Other Relevant Information</b>           | <p>Desirable:</p> <ul style="list-style-type: none"> <li>– Proven track record in process analysis, design and IT implementation</li> <li>– Knowledge of the workings of the community/voluntary/public sector</li> <li>– An understanding of the Irish language</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Terms &amp; Conditions of Employment</b> | <ol style="list-style-type: none"> <li>1. Salary <ul style="list-style-type: none"> <li>– Pobal’s Grade 3 Salary scale is €48,812 to €61,693 per annum</li> </ul> </li> <li>2. Duration of Contract <ul style="list-style-type: none"> <li>– The contract is for an initial period up to 31<sup>st</sup> December 2018, subject to continuance of Government funding</li> </ul> </li> <li>3. Probation <ul style="list-style-type: none"> <li>– A probationary period of six months will apply</li> </ul> </li> <li>4. Pension <ul style="list-style-type: none"> <li>– Pobal operates a defined contribution pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period</li> </ul> </li> <li>5. Annual Leave <ul style="list-style-type: none"> <li>– Annual leave will be 24 working days, exclusive of public holidays</li> </ul> </li> </ol>                                                                                                                                                                                                                                                                                                                                                                 |

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|                          | <p>6. Travel &amp; Subsistence</p> <ul style="list-style-type: none"> <li>– Travel and subsistence will be paid at public sector rates</li> </ul> <p>7. Location of the position</p> <ul style="list-style-type: none"> <li>– The location of the position is Dublin though there will be a requirement for some travel</li> </ul>                                                                                                                                                                                                                    |
| <b>Selection Process</b> | Selection will involve short listing of applicants for interview based on the criteria for the position as outlined in this job description and person specification.                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>How to apply</b>      | <p>Selection will involve short listing of applicants for interview based on the criteria for the position as outlined in this job description and person specification. You can access a full job description and application form on the Pobal website under careers / useful links at <a href="http://www.pobal.ie">www.pobal.ie</a></p> <p>To apply, please send your completed application form to <a href="mailto:hrenquiries@pobal.ie">hrenquiries@pobal.ie</a></p> <p>The closing date for applications is 5pm, Monday 6th November 2017.</p> |

***Pobal is an equal opportunities employer and welcomes suitably qualified applicants from all sections of society***