Permanent Assistant Staff Officer (Grade IV)
Further Education and Training (FET)

Initial assignment: FET Quality Assurance and Systems

Job Title: Assistant Staff Officer (Grade IV)
Reporting to: Adult Education Officer, or deputed officer
Nature of Position: Permanent wholetime

Initial Work Location: FET, KWETB, Wicklow Town, Co. Wicklow, however, the post holder could be moved to another area of the organisation as required.

Duties and Responsibilities:
Assistant Staff Officers deliver a range of services to the public and internally within Kildare and Wicklow ETB. Assistant Staff Officers are responsible for a range of tasks.

The duties shall be such as will be assigned by the Adult Education Officer, or deputed officer, from time to time. The duties may include but are not limited to:

- Providing administrative backup and support for their supervisor/line manager to achieve key FET goals, objectives and tasks;
- Supervising staff and deputising for their supervisor/line-manager as required;
- Operating under the direction of their supervisor/line-manager;
- Participating as an effective team member towards the efficient operation of FET;
- Collating and analysing information/data and reporting on same in line with SOLAS, DES and other national and local requirements;
- Maintaining accurate records and files to support the efficient operation of QA and other FET systems;
- Assisting with budget management/reporting;
- Ensuring the provision of high quality Customer Services;
- Briefing and training new staff;
- Servicing and attending meetings as required;
- Operating existing and future IT systems including DES, SOLAS, QQI and other systems;
- Taking initiative and being proactive in addressing issues;
- Assisting with the implementation of change and delivering quality services;
- Managing the performance of a section or function within FET under the direction of the line manager;
- Working effectively with FET staff, members of the public, external agencies and various KWETB sections.
• Carry out any other duties appropriate to the grade which may be assigned from time to time.

**Requirements and Eligibility for the post:**

**Candidates must:**

- Have the requisite knowledge, skills and competencies to carry out the role.
- Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service.
- Be capable and competent of fulfilling the role to a high standard.
- Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level with the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise.

**Eligibility:**

**Citizenship Requirement:** Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

**Health & Character:** Those under consideration for the position will be required to complete a health declaration. References will be sought.

**Competences:**

The person appointed to the above post will be required to show evidence of the following competences:

**People management**

- Leads others, monitoring performance and trying to get the best out of people
- Allocates work fairly and appropriately and ensures that everybody does their fair share
- Addresses any performance issues in a timely, appropriate and constructive manner
- Involves others in decisions that affect them, allocating work fairly and appropriately
- Demonstrates trust in others to deal with important tasks and acknowledges a job well done
- Helps team members to identify their own and their team's learning and development needs in line with objectives
• Helps build effective relationships and resolve disagreements between team members
• Acts as an effective link between staff and other managers

Information Management and decision making
• Follows procedures and ensures they are implemented in own area, understanding the rationale behind them
• Reviews completed work regularly and acts on learning points
• Evaluates current work practices to identify changes that could be made to improve efficiencies
• Can work effectively on a number of tasks at the same time
• Is comfortable working with and manipulating a range of data, e.g. numerical, written etc.
• Makes sound appropriate decisions in a confident manner and can justify and stand by them

Delivery of results
• Delivers results on time and to a high standard
• Takes responsibility for own work and the work of the team
• Plans and prioritises the work schedule, ensuring the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands
• Evaluates the current work practices to identify changes that could be made to help them run more effectively
• Maintains accurate records and monitors work, ensuring any errors are identified and rectified
• Appreciates the need to delegate work appropriately rather than doing everything oneself

Interpersonal and communication skills
• Shows respect, tact and maintains composure when dealing with customers or staff members
• Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite
• Listens to others and invites feedback, dealing with information in a constructive way
• Influences others by actively listening and clearly expressing their position
• Produces written letters/reports in a clear and concise manner
Specialist knowledge, expertise and self development

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc.
- Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department/Organisation and communicates this to the team.
- Leads by example, being committed to self development and enhancing the knowledge and skills required to improve performance.

Drive and commitment to public service values

- Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles.
- Serves the Government and people of Ireland.
- Can work independently without excessive guidance or support.
- Demonstrates resilience in the face of significant demands and challenges.
- Ensures that the customer is at the heart of all services provided.
- Is personally honest and trustworthy.
- Acts with integrity and supports this in others.

Application process

Four copies of the completed application form should reach the HR Department, Kildare and Wicklow ETB, Level 5, Aras Chill Dara, Devoy Park, Naas, Co. Kildare before 12 noon on Friday, 18th October 2019.

Late applications will not be accepted.
Applications will not be accepted by email or fax.
Short listing may apply.
Canvassing by or on behalf of the candidate will automatically disqualify.

Dr. Deirdre Keyes, Chief Executive

Kildare and Wicklow Education and Training Board,
Level 5, Aras Chill Dara,
Devoy Park,
Naas,
Co. Kildare.