



**BORD OIDEACHAIS AGUS OILIÚNA CHIARRAÍ
KERRY EDUCATION AND TRAINING BOARD**

Job Description

Grade V – Human Resources Department Head Office

Nature of Post

Permanent full time position – 37 hours per week.

Location

Appointment is to the Scheme – Kerry ETB reserves the right to assign a staff member to any other location, as the service exigencies require. Your centre of first assignment will be Kerry Education and Training Board Head Office, Centrepoint, John Joe Sheehy Road, Tralee, Co. Kerry.

Reporting/Accountability Relationship

The Grade V reports to the Human Resources Manager.

Post Summary/Purpose:

This role is customer focused on providing a top quality service. The applicant must have the ability to multi-task, meet deadlines and be able to maintain a high degree of accuracy and attention to detail in completing their work. They must have proven communication, administrative and organisational skills.

Key areas of responsibility

1. Responsibility for coordinating the efficient day to day work and supervision of pensions.
2. Ensuring that targets and service levels are achieved and that work done or information being given is accurate and in compliance with legislation, directives, best practice guidance and internal procedures.
3. Interpreting and applying Department Circular Letters and relevant legislation.
4. Responsible for ensuring that Annual Benefit Statements, Leavers Statement and any other associated calculations are issued in a timely manner and within specified timeframes.
5. Responsible for the control of pension related data, ensuring the submission of timely and accurate data for payment of pensions within set deadlines including liaison with PSSC on matters affecting pension payments and data maintenance.
6. Responsible for the development of a Pensions Section on SharePoint under the guidance of the HR Manager.
7. To report and provide information within the pensions area as required from time to time by Department, ETBI etc.
8. To participate in all fora/groups in which they are a member or are assigned.
9. To contribute to the development and implementation of appropriate Management Information Systems.
10. Maintain an efficient and effective filing system for all pension related data.
11. Ensure efficient administration and communication in relation to staff of Kerry ETB to ensure staff have the information they need enabling them to make informed decisions.
12. Deal sensitively with correspondence, telephone enquiries or personal callers on all areas of work involving contact with all interested parties as necessary.
13. While working under supervision the post holder will be expected to take significant initiatives in their work and consult with the HR Manager over the details of projects.

14. To assist in the development of improved working practices in order to achieve improved service delivery.
15. Assist in all areas of communication with staff and other stakeholders while maintaining a high degree of confidentiality in all aspects of work.
16. Responsible for provision of statistical data as and when requested through current reporting facilities and other software as may be provided.
17. Using the computer, imaging equipment and other appropriate systems, including manual records and storage facilities to record and extract information as required in the performance of duties, as well as ensuring that all manual and imaged records are properly maintained.
18. Support the development, maintenance and monitoring of effective governance systems.
19. Report any breaches or suspected breaches relating to Governance Systems to the relevant person.
20. Promote teamwork within the Department.
21. Maintain a strong focus on self-development, seeking feedback, coaching and creating opportunities for self-development.
22. Plan and prioritise work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances for self and relevant staff teams.
23. Carry out any other duties appropriate to the grade which may be assigned from time to time.

Person Specification

As per Circular Letter 8/2017 candidates must (*by closing date for receipt of applications*):

- 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 within 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;
- have at least two years in a Grade III post, or equivalent, or higher, in the Education and Training Sector. For the purposes of filling vacancies in Grades IV, V, VI and VII in ETBs only, at least two years' service in an ETB Caretaker Grade will also be considered valid.
- have successfully completed their probation period or have successfully completed a probation period at a lower eligible grade.

Desirable:

- A third level qualification (Level 6 or higher on the National Framework of Qualifications)
- Significant experience in an administrative capacity in a busy office environment
- A good level of experience or knowledge of the designated area of work
- Excellent administrative and IT skills

Competences required

Kerry ETB Core Values of Respect, Quality, Equality, Inclusion and Learning are the guiding principles of the organisation and underpin the competencies required to fulfil this role.

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

Specialist Knowledge, Expertise and Self Development

- Clearly understands the role, objectives and targets and how they fit into the work of the Organisation.
- Develops the expertise necessary to carry out the role to a high standard and has a thorough understanding of the Code of Practice for the Governance of Education and Training Boards

- Is proactive in keeping up to date on issues and key developments that may impact on the Department and/or wider ETB service
- Consistently reviews own performance and sets self-challenging goals and targets

Leadership Potential

- Is flexible and willing to adapt, positively contributing to the implementation of change
- Contributes to the development of policies in the Department/Organisation
- Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way
- 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

Analysis & 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 skilfully to understand and evaluate service 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 of an issue

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
- Maintains a strong focus on meeting the needs of customers at all times
- 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

Interpersonal & 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
- Effectively influences others to take action
- Works to establish mutual understanding to allow for collaborative working

Drive & Commitment to Public Service 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
- Places the citizen at the heart of all process and systems