

## **Job Description**

**Adult Guidance Information Officer, Grade IV - Kerry Adult Guidance and Information Service, (KAGIS), Centrepont, Tralee with the possibility of outreach service delivery responsibilities**

### **Nature of Post**

Full-time position (37 hours per week) Fixed Term post up to 3<sup>rd</sup> April 2020

### **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, Centrepont, John Joe Sheehy Road, Tralee.

### **Reporting /Accountability**

Candidate will be accountable to the KAGIS Coordinator/AEO/FET Director/ CEO for the duties in so far as they relate to the role of Acting Adult Guidance Information Officer.

### **Post Summary:**

The Guidance Information Officer (IO) is very often the first point of contact for the service. The IO: Manages and updates the KAGIS Information Centre and provides up-to-date, user-friendly, accurate and relevant information and advice; Deals with enquiries by telephone, email and in person from members of the public, local agencies, community groups, and staff; Presents information sessions to various groups on topics of interest including education, training options and supports; Assesses client eligibility and refers clients to the Adult Education Guidance Counsellor or relevant agencies based on the client needs; Monitors the KAGIS budget expenditures; Carries out day to day administrative tasks such as maintaining databases relevant to the adult learner.

### **Duties include:**

- Accessing information from a range of sources on local job, education, training opportunities and supports.
- Managing a comprehensive and up to date Information Centre.
- Collating and circulating relevant information to learners and FET staff throughout the county in the form of weekly newsletter.
- Dealing with enquiries by telephone, email and in person from members of the public, local agencies community groups and staff.
- Developing and delivering presentations and/or information sessions to staff or learner groups.
- Undertaking research on behalf of clients, groups, and KAGIS Team and providing tailored information.
- Interpreting individual client/group needs and furnishing information in an appropriate and accessible way.
- Developing and maintaining appropriate links with other service providers.
- Undertaking appropriate activities to publicise and market the service.

- Monitors the KAGIS budget expenditures
- Inputting and maintaining appropriate client records.
- Participating and representing KAGIS at FET Fairs and other relevant events.
- Contributing to service planning and development
- To implement and maintain agreed administrative procedures.
- To develop and maintain up to date paper based and computer based systems in respect of clients, groups and information resources.
- To develop, implement and maintain a comprehensive, up-to-date and user friendly information service which supports the aims and objectives of the project.
- To contribute to and organize events, marketing activities, and promotional materials which promote the project to clients, groups and other agencies.
- To contribute to the on-going development and maintenance of the service.
- Delivering presentations and/or information sessions to groups.
- Working with adults in a Further Education and Training setting or similar target group setting.
- Awareness and integration of core principles such as Client Centeredness, Confidentiality, Impartiality and Client Autonomy.
- Frontline information/guidance skills.
- Ability to innovate and adapt to change.
- Demonstrate creativity in information delivery.

### **Person Specification**

This post is open to existing members of Kerry ETB administration and caretaking staff.

As per CL 0008/2017 and CL 46/2017, candidates for a Grade IV post must: *(by closing date for receipt of application)*:

- 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 comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise;

### **Desirable Criteria**

- Achieved or be at an advanced stage of working towards a Level 6 qualification or higher on the National Framework of Qualifications
- Excellent administrative and IT Skills
- Strong Communication Skills, both written and oral.
- Demonstrable initiative
- Strong attention to detail

### **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:

### **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
- Acts as an effective link between staff and other managers
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### **Information Management and Decision Making**

- Ability to organise and maintain record-keeping systems and information resources both manually and using ICT.
- Awareness of issues related to handling confidential information and equal opportunities.
- Working knowledge and/or experience of using web based platforms for planning, evaluation and information distribution.
- General clerical/administrative skills.
- Monitoring budget expenditure, invoices and purchase of equipment, as appropriate.
- Demonstrate creativity in information delivery.

### **Delivery of Results**

- Delivers results on time and to a high standard.
- Experience of managing own workload and work with a minimum of supervision.
- 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**

- Ability to work effectively as a member of a team.
- Experience of handling public enquiries by telephone, email and in person from members of the public, local agencies and community groups.
- Demonstrate strong listening and communication skills.
- Ability to establish effective relationships, through various mediums (email, in person, telephone, etc) with members of the public, staff, local agencies and community groups.
- Experience in preparing written communications for a range of audiences.
- Produce written letters/reports/publications in a clear and concise manner.
- Experience in delivering presentations and/or information sessions to groups
- Experience of working with adults in a Further Education and Training setting or similar target group setting.

- Ability to innovate and adapt to change.

### **Specialist Knowledge and Expertise and Self Development**

- Familiarity of AEGI practice and related Further Education and Training Strategy.
- Working knowledge/experience of Further Education and Training programmes in an AEGI context /capacity.
- 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.
- Commitment to extending access to learning and progression for all adults.
- Awareness and integration of core principles such as Client Centeredness, Confidentiality, Impartiality and Client Autonomy
- Frontline information/guidance skills.

### **Drive & 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