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 **Job Description**

**Nature of Post**

Permanent position, 35 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 College, Monavalley Campus.

**Reporting/Accountability Relationship**

The Grade V reports to the Campus Manager

**Post Summary/Purpose**

This post is a supervisory position within Kerry ETB and will be assigned responsibility for the day to day operation and supervision of work areas, section or team in the area of learner and apprentice payments.

The post holder will be responsible for coordinating the efficient day to day work and supervision of the payments team ensuring that targets and service levels are achieved and that work undertaken or information being given is accurate and in compliance with Legislation, Circular letters, best practice guidelines and Internal Procedures.

The person appointed will be required to be flexible in this position and must be prepared to undertake such other duties as assigned by the Campus Manager.

**Key Responsibilities**

1. Support the management, monitoring, review and approval of payments processed through ESBS/PeopleXD to ensure accuracy and compliance with all relevant legislation, Circular Letters and Department Guidelines etc.
2. Ensure the processing and tracking of payments, ensuring accuracy and timely completion.
3. Responsibility for maintain up-to-date records of payments and related documentation through the preparation of weekly, monthly and yearly payment reports.
4. Support timely responses to internal and external queries and requests related to payments in line with Kerry ETB’s Customer Charter.
5. Address and resolve helpdesk queries related to payment processing, escalating more complex issues to senior team members as necessary.
6. Support senior team members in payment reconciliation and reporting tasks by assisting with the yearly appropriation accounts, financial statements and pay estimates.
7. Work closely with other team members and departments to ensure smooth operations and continuous process improvements.
8. Assist with the preparation of audit requests and responding to audit queries as required.
9. Support the interpretation and application of all Department Circulars, regulations, legislation etc.
10. Develop and oversee the implementation of, and review all policies and procedures relevant to areas of responsibility, to ensure each area operates effectively and in accordance with legislation.
11. Assist in the development, implementation and testing of internal controls in the areas of responsibility.
12. Promote teamwork within the Department.
13. Undertake tasks in other areas of Monavalley Campus as assigned by the Campus Manager.
14. Act as a point of contact for organising reasonable accommodations. Coordinate with internal teams to arrange the necessary adjustments to support such requests, ensuring compliance with relevant regulations and best practices.
15. Liaise with staff in other departments, the public and outside agencies in a confidential, courteous and professional manner.
16. Maintain and update records for apprenticeships progress reports, ensuring they are filed correctly and distributed in a timely manner to relevant stakeholders.
17. Keep an up-to-date database of apprentice email contacts, ensuring it is accurate and accessible for communications and reporting.
18. Ensure all information received within the Department remains confidential.
19. Monitor and manage good communication protocols for dealing with managers, staff and other stakeholders to ensure the information delivered is accurate, relevant, appropriate and timely, and ensure they are in line with Kerry ETB policies and procedures.
20. Bring a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise.
21. Attend and contribute to working groups and committees of Kerry ETB, as requested.
22. Maintain a strong focus on self-development, seeking feedback and opportunities for growth.
23. Research issues thoroughly, consult appropriately to gather all information needed on an issue.
24. 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.
25. Carry out any other duties appropriate to the grade which may be assigned from time to time.

The above list of accountabilities may be varied having regard to the changing needs of the Scheme and the terms of the post can include delivery of responses to unpredictable work demands as they arise.

**Person Specification**

This post is open to existing members of Kerry ETB administration and caretaking staff. As per Circular Letter 8/2017 and 46/2017 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. 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:**

* Excellent IT Skills
* Strong Communication Skills, both written and oral.
* Demonstrable initiative
* Strong attention to detail
* Commitment to on-going professional development

**Competences required**

Kerry ETB Core Values of Respect, Quality, Equality, Inclusion and Excellence in 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 and adjudicating tenders.
* 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 on 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