## A logo with blue and orange letters Description automatically generated

|  |  |
| --- | --- |
| **Job Title** | LAES Administration Support Worker – Part-Time |
| **Employer** | North Tipperary Development Company (NTDC) |
| **Reporting Relationship** | Manager SICAP & LAES and the CEO of NTDC |
| **Reporting Staff** | Staff employed in the LAES programme |
| **Location of Post** | Nenagh Office |
| **Closing Date for Applications** | 17th of July 2024 |
| **Date of Interviews** | TBC |
| **Benefits offered by NTDC** | **Salary:** Competitive salaries in line with those in the public service.  **Travel expenses:** Travel expenses are reimbursed at public service rates.  **Annual Leave:** 25 days annual leave.  **Pension:** Contributory pension benefits for long term staff.  **Organisation Culture:** Positive working environment and proactive approach to professional development, reflective practice, and supervision.  **Training & Development:** Opportunities to access training relevant to the role. |

**THE EMPLOYER: NORTH TIPPERARY DEVELOPMENT COMPANY (NTDC)**

North Tipperary Development Company (NTDC) is a local development company responsible for the delivery of a range of rural enterprise, social inclusion, and community development initiatives in the Tipperary North County area.

The purpose of NTDC is to act as a voluntary, non-profit making, private limited company with a mission to promote social inclusion, promote economic development, increase employment and enterprise opportunities, and promote wider participation in voluntary activity for the people of the area.

# THE PROGRAMME:

The LAES is a new service funded by the Department of Social Protection which will be focused primarily on long term unemployed clients farthest from the labour market with barriers to labour market participation. This service forms part of the additional Public Employment Service capacity required to deliver on Pathways to Work 2021 – 2025 strategy.

**THE ROLE AND PURPOSE OF THE JOB**

The Administration Support Worker will work as part of a Multi-Disciplinary Team and provide high quality administrative support for the, Caseworkers and clients in North Tipperary.

**Duties:**

**Caseworker/Employer Liaison Officer/Training Officer Support:**

•Prepare and send out initial engagement letters to new clients as assigned by the to caseworkers.

•All other BOMI client transactions as instructed by LAES Service Manager

•Scheduling appointments as requested by the caseworker and instructed by the LAES Service Manager

•Issuing communications to the clients as requested by the caseworker and instructed by the LAES Service Manager

•Undertaking other tasks on BOMI on request from LAES Service Manager e.g. data tracking.

•Draft and type Curriculum Vitae for clients as instructed by the LAES Service Manager

•Printing/updating vacancies.

•Any administration task required by the Employer Liaison Officer or Training Officer

**Reception/Office Duties**

•Provision of reception service, answering phone, and greeting clients in a professional and friendly manner.

•Ensure all staff and visitors sign in & out

•Maintain daily/weekly timetable for clients attending appointments.

•Responsible for the efficient and smooth running of the assigned reception/office.

•Ensure the reception/office is clean and presentable to the public

•Ensure the reception/office is accessible at designated times

•Establish and maintain filing systems.

•Deal effectively with telephone queries

**Team Support:**

•Attendance at team meetings.

•Liaising in a collegial manner with all other staff.

•Any other task that may be assigned from time to time by the LAES Service Manager

**Financial Administration**

* Support to finance team in NTDC with general financial administration related to the LAES Programme

**Additional responsibilities:**

•Strict adherence to all DSP Data Protection policies as required.

•Support HR/Recruitment as requested by the LAES Service Manager

***The above Job Description is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.***

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Factors** | **Essential** | **Desirable** |
| Quantifications | * QQI Level 5 or higher in Business Administration, Adult Guidance, Human Resources, or a related field |  |
| Experience | * Ability to work under pressure, plan and prioritise workload * Minimum 12 months experience of working in a busy administrative/front office role. * Experience of dealing with the public. * Experience of providing administrative support. |  |
| Knowledge | * Excellent knowledge all Microsoft Office applications, particularly Word and Excel. * A qualification in Bookkeeping, Office Management, Business Studies or a related discipline. * Working knowledge of Irish Social Welfare payments and structures. |  |  |
| Skills | * Capable of recording and retrieving information in a timely fashion. * Ability to communicate clearly and sensitively both orally and in writing. * Strong IT Skills * Ability to work on own initiative |  |
| Attributes | * Excellent time keeping * Hard-working. * Flexible. * Excellent attention to detail. |  |
| Other requirements | * Commitment to the purpose of NTDC and to work within the values, policies, and procedures of the organisation. * To always act consistently in a professional manner. * To participate in regular supervision with your line manager. * Identify training needs with your line manager and participate in training opportunities appropriate to the role. |  |

**Terms and Conditions on Employment**

|  |  |
| --- | --- |
| **Garda Clearance** | The successful applicant must undergo and secure Garda Vetting through the NTDC Policy |
| **Contract** | The Project Worker will be employed by NTDC on a Fixed Term Contract to 31 December 2025  It must be understood however, that if the position becomes redundant at any time during the period of the contract or if the funding for the post is discontinued the employment may be terminated. |
| **Probation** | The following probationary provisions shall apply:   1. There shall be a period after such appointments takes effect during which such persons shall hold the post on probation. 2. Such period shall be nine months, but the CEO may at their discretion extend such period. 3. Such persons shall cease to hold the post at the end of the period of probation unless during such period the CEO has certified that the service of such persons is satisfactory. |
| **Health** | A candidate for and any person holding office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. |
| **Character** | Candidates for and any person holding the office must be of good character. References will be sought prior to job offer being made. |
| **Competition Selection Process** | Short-listing may be carried out on the basis of information supplied in your Cover Letter & CV. The criteria for short listing are based on the requirements of the post as outlined in the ‘essential qualifications for the post’ and the core skills / competencies section of the job specification. Therefore, it is very important that you think about your experience considering those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. A panel may be formed from which future positions may be filled. |
| **Salary Scale** | €26,373- €38,334  The successful applicant will be offered a salary commensurate with qualifications and experience. |
| **Hours of Work** | 17.5 hours per week. Part Time |
| **How to Apply** | Please complete the Official Application Form. They are available by contacting Kate Madden at [kmadden@ntdc.ie](mailto:kmadden@ntdc.ie) or the NTDC website at [www.NTDC.ie](http://www.NTDC.ie).  Please send completed applications forms to kmadden@ntdc.ie |