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| **Job Title** | SICAP Employment Support Administration 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 SICAP Programme  |
| **Location of Post** | One of the NTDC office bases TBC |
| **Closing Date for Applications** | Wednesday 17th of July 2024 at 12.00 Noon |
| **Date of Interviews** | Not Agreed  |
| **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 Prorated to the number of hours worked.**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 Social Inclusion and Community Activation Programme (SICAP) 2024-2028 provides funding to tackle poverty and social exclusion at a local level through local engagement and partnerships between disadvantaged individuals, community organisations and public sector agencies. Administered by Pobal, SICAP 2024-2028 is co-funded by the Irish Government, through the Department of Rural and Community Development, and the European Social Fund Plus under the Employment, Inclusion, Skills, and Training (EIST) Programme 2021-2027.

SICAP is delivered in North Tipperary by North Tipperary Development Company. It is a multi-faceted programme that provides supports to respond to individual and community needs, aiming to ensure that beneficiaries receive quality, tailored supports, while also allowing flexibility to adapt actions to local need. It enables bottom-up approaches within the framework of a national programme which provides targets, performance indicators and requirements.

**THE ROLE AND PURPOSE OF THE JOB**

**Duties:** The Employment Support Clerical Worker’s responsibilities will include helping clients to prepare for job interviews, recommending effective job search techniques, and referring clients to enhance their job skills. To be successful, you should be knowledgeable of different career paths and committed to helping clients achieve their employment-related objectives. Ultimately, you should be able to build rapport with clients and demonstrate excellent organisational and problem-solving skills.

**Duties:**

* Play an advocacy role with respect to working with job vacancies, labour market programmes, training, education, and enterprise opportunities on behalf of clients.
* Support clients to develop employability skills, including CV preparation, interview skills application forms and letters of application.
* Actively research the local and national labour market opportunities, collating online job listings and monitoring/updating social media accounts with relevant training and job vacancies.
* Updating and maintaining accurate records and reports for Management, Board and Funding Bodies.
* Make internal referrals to relevant SICAP supports and other NTDC programmes and to wider external programme supports and providers including all DSP Employment Support Programmes and ETB Services.
* Individually and as part of the wider NTDC staff team, build well-grounded networks into local agencies, to manage the realisation of the progression route ensuring that the relevant agencies provide the necessary progression steps.
* To effectively support the administration of SICAP client caseload system, to ensure that the appropriate mechanisms are in place.
* Maintain caseload records and build an action project file and general statistical information.
* Undertake other administrative duties and responsibilities as may be assigned by line management

***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**

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| **Factors** | **Essential** | **Desirable** |
| Qualifications | * QQI Level5 or higher in Business Administration, Adult Guidance, Human Resources, or a related field
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| Knowledge | * Knowledge and experience of the sector, two years supporting unemployed people.
* Knowledge of labour market trends and opportunities, education and training pathways to employment and an understanding of the factors impacting on unemployed individuals seeking work.
* Empathetic to the needs of those most distanced from the labour market - The ability to work sensitively and in an empowering way, maintaining confidentiality, dignity, and respect.
* Flexible, creative with the ability to adapt to a changing and challenging environment.
* Excellent organisational skills, including the capacity to manage multiple tasks, work independently and work to deadlines.
* Strong IT & administration skills - proficiency in all Microsoft Office applications and ability to present data.
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| Experience | * At least two years’ experience, including CV preparation, coaching skills, career guidance or employment supports.
* Experience in working with clients in a one-to-one setting.
* Database and spreadsheets.
* Report writing and excellent writing skills.
* Reporting procedures and record keeping.
* A full current clean driving licence and access to own car is essential.
* Evening and/or weekend work may be required.
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| Core Competencies | * Report writing.
* Good interpersonal skills, including the ability to liaise with a wide range of contacts and build and maintain effective working relationships within the company and with external stakeholders.
* Commitment to and understanding of working within a community organisation in an inclusive manner.
* High motivation, positive disposition, and flexible attitude.
* A positive motivational mindset and an inclination for problem-solving.
* Ability to write complete employment documents with a sharp attention to accuracy and detail.
* A team player.
* Strong verbal and written communication skills.
* Excellent standards of accuracy and attention to detail
* Be highly motivated, a self-starter, with the ability to work independently and in a team setting.
* Strong organisational skills, ability to organise complex workloads.
* Experience of working in a target-based environment and meeting strict deadlines.
* Experience in working in a busy environment with the ability to prioritise and manage your own day.
* Excellent IT skills and experience of Microsoft 365 applications.
* Good level of data processing and data entry experience.
 | * Excellent timekeeping.
* Flexible.
* Excellent attention to detail.
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| 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.
* Flexibility in relation to hours of work to meet the needs of the work. Work during unsocial hours is expected with youthwork.
* Identify training needs with your line manager and participate in training opportunities appropriate to the role.
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**Terms and Conditions on Employment**

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| **Garda Clearance** | The successful applicant must undergo and secure Garda Vetting through the NTDC Policy |
| **Contract**  | The SICAP Employment Support Clerical Worker will be employed by NTDC on a Fixed Term Contract to the 31 December 2024.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.
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| **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** |  Salary Scale €27,896 - €44,860 The successful applicant will be offered a salary commensurate with qualifications and experience.  |
| **Hours of Work** |  17.5 hours per week.  |
| **How to Apply** | Please complete the Official Application Form. They are available by contacting Kate Madden at kmadden@ntdc.ie or the NTDC website at [www.NTDC.ie](http://www.NTDC.ie)  |