

**Job Description**

**Adult Guidance Service Information Officer**

**Nature of the Post:** Part-time (17.5 hours per week) Permanent

**Location:** Wicklow FETC, The Murrough, Wicklow Town, Co Wicklow (with outreach to Arklow FETC)

**Reporting to:** KWETB Adult Education Guidance Service Coordinator and the Adult Education Officer

**Post Summary:** The post of Adult Guidance Service Information Officer is within the KWETB Adult Education Guidance Service (AEGS) which provides an impartial adult educational guidance and information service on a one-to-one and group basis. The AEGS is a key aspect of the KWETB Further Education and Training service that provides services to participants in all KWETB FET programmes and services in addition to serving the wider public.

**Key Purpose**

1. To provide up-to-date, user-friendly, accurate and relevant information and advice;
2. To implement and maintain agreed administrative procedures;
3. To develop and maintain information resources and deal with enquiries by telephone, email and in-person;
4. To develop and maintain up to date systems in respect of clients, groups and information resources;
5. To develop, implement and maintain a comprehensive, up-to-date and user-friendly information service which supports the aims and objectives of the project;
6. To contribute to and organise events, marketing activities, and promotional materials which promote the project to clients, groups and other agencies;
7. To contribute to the on-going development and maintenance of the Adult Education Guidance Service.

**Key Responsibilities**

The Adult Guidance Information Officer will have the following functions under the direction of the Adult Education Guidance Co-ordinator, Adult Education Officer and FET Director:

* **Provide administrative support including:**
* establishing and maintaining systems and databases;
* maintaining client records in a confidential manner;
* carry out day-to-day administrative duties including accounts, managing diaries, guidance service reception duties; and
* other administrative duties in agreement with the Co-ordinator
* **To develop, implement and maintain an effective and user friendly information service which supports the aims and objectives of the service**
* Support the day to day work of the Adult Guidance Service by providing up-to-date, user-friendly, accurate and relevant information and advice to enquiries;
* Collating and circulating relevant information to various stakeholders;
* Dealing with enquiries by telephone, email and in person from members of the public, local agencies, community groups, learners and staff;
* Make referrals and/or arrange appointments for clients to meet with the Guidance Counsellor;
* Access information from a range of sources on local job, education and training opportunities and supports;
* Maintain appropriate links with other service providers.
* **To contribute to and organize events, marketing activities, and promotional materials which promote the guidance service to client, groups and other agencies.**
* Undertake appropriate activities to publicise and market the services to existing and new clients
* Develop relationships with other internal staff, and/or external organisations as appropriate
* Contribute to the production of publicity materials
* Undertake appropriate activities to publicise and market the services of the project to existing and new clients.
* Deliver presentations and/or information sources to groups as required
* **To contribute, as appropriate, to the on-going development and maintenance of the service.**
* Contribute to the monitoring, review and evaluation of the project by maintaining and analysing data on client use of the service and contributing to the identification of gaps in provision.
* Keep note of possible research needs presented through trends in the client data and feed these back as appropriate to management
* Participate in appropriate staff development and training as agreed with the line manager.
* Maintain awareness of on-going developments at local and national level.
* Any other duties relevant to the effective and efficient operation of the service.

**Personal Qualities and Experience**

* Requisite knowledge, skills and competencies to carry out the role to a high standard,
* Excellent communication skills and ability to work as part of a team,
* Excellent administrative and data management skills with a strong attention to detail,
* Deep interest in and knowledge of further education and training and lifelong learning,
* Strong research skills,
* Customer oriented approach.

**Qualifications**

**Essential minimum requirement:**

* **Business/secretarial/administrative qualifications at NFQ level 5 or equivalent**
* **IT Skills to NFQ level 5 or equivalent**

**Desirable:**

* **Experience or qualification (level 7 or above) in the Adult Education sector.**
* **Relevant experience of a similar role in a different sector will be considered.**

**Competencies**

 **People Skills**

* 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 it’s objectives
* Acts as an effective link between staff and other managers

**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, ensuing 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**

* 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.

**CONDITIONS OF SERVICE**

1. **PENSION**

Persons appointed will be required to contribute to the Superannuation Scheme and the Widows’ and Orphans/Spouses and Children’s Pension Scheme.

Appointment is to the Board’s Scheme as a whole, not to a particular centre.

The appointment will be probationary until the last day of the month after the completion of six month’s service.

**2. SALARY SCALE**

€16,879.50-24,853.50

**3.** **SICK LEAVE AND SPECIAL LEAVE**

Sick leave and special leave may be allowed in accordance with the conditions in force for the time being for permanent whole-time officers employed under the Schemes of Education and Training Boards.

**4. ANNUAL LEAVE**

22 days per annum (Full Time equivalent) - Pro Rata

**5**. The appointment will be subject to the sanction of the Chief Executive.

 **6**. External work may not be undertaken without the prior consent of the Board.

**7**. The appointment will be terminated by one month’s notice in writing on either side.

**Birth Certificate:**

The person appointed to the post must obtain at his/her own expense, a Birth Certificate for the Board.

**Health Certificate:**

The person appointed must obtain, at the Board’s expense, a satisfactory Health Certificate from a doctor nominated by the Board.

**Testimonials:**

The person appointed to the post must obtain two satisfactory testimonials as to character from responsible people, not related to applicant (member of the Oireachtas, the Clergy, District Justices, members of the professions, etc.)

**Garda Vetting:**

KWETB is registered with the National Vetting Bureau (NVB) who provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of the Board’s recruitment and selection process, offers of employment to all posts will be subject to NVB disclosure.

KWETB reserves the right to re-vet all staff employed in positions which entail working with children and vulnerable adults at any time during their employment.

**ELIGIBILITY TO COMPETE**

**Citizenship Requirement:**

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein, Norway, Switzerland and Norway. Citizens of non-European Economic Area (EEA) States are not eligible to compete.

**Incentivised Scheme for Early Retirement (ISER):**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply.

**Department of Health and Children Circular (7/2010):**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete.

**Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013):**

The Department of Environment, Community & Local Government Circular Letter LG

1. 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to* *Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of thatVER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

**Collective Agreement: Redundancy Payments to Public Servants:**

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2000 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to the re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister’s consent will have to be secured prior to employment by any public service body.

**Declaration:**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment –in-lieu in respect of service in any Public Service employment.

**Notes:**

Please note that it is the responsibility of the applicant to ensure that all application forms are received on time.

**Completed application forms must be submitted by email to** **jobapplications@kwetb.ie** **no later than 12 Noon Tuesday, 19th November 2024**

**By post to KWETB, Level 5, Aras Chill Dara, Devoy Park, Naas, Co Kildare or by email to hr@kwetb.ie**

*Shortlisting of candidates may take place.*

*Canvassing will disqualify.*

*Kildare and Wicklow Education and Training Board is an equal opportunities employer*

**Dr Deirdre Keyes**

**Chief Executive**

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