



INFORMATION GUIDE

Permanent Assistant Principal Officer – KWNT9926

Initial duties: Head of Corporate Service and Corporate Projects

Initial Location: KWETB Administrative Office Naas, Co. Kildare or Wicklow Town, Co. Wicklow.

Job Description

The Head of Corporate Services is a management position responsible for leading the organisation's corporate governance, organisational assurance, communications, corporate services team and strategic projects.

The postholder will support the Chief Executive, Board and Senior Leadership Team in delivering the strategic objectives of KWETB through effective governance, innovative organisational improvement, strong stakeholder engagement, robust compliance arrangements and the successful delivery of key corporate initiatives.

The role, in conjunction with key functions, provides oversight of the organisation's corporate communications to ensure clear, consistent and effective engagement with internal and external stakeholders.

Hours of Work: 35 hours per week – Monday to Friday. A Pilot Blended Working Scheme is currently in operation.

Salary: €85,204 - €103,773 (incl 2x Long Service Increments)

Key Responsibilities:

1. Corporate Communications, Public Relations & Stakeholder Engagement

Lead the development and implementation of KWETB's internal and external communications strategy, strengthening the organisation's profile and ensuring clear, consistent and effective messaging across all channels. Build and maintain strong relationships with internal stakeholders, government departments, education partners, patrons, community representatives and other key stakeholders.

2. Governance, Compliance and Statutory Reporting

Lead and oversee compliance with statutory, regulatory and governance requirements, including the Code of Practice for ETBs. Ensure effective governance frameworks, risk management arrangements, statutory reporting, ethics compliance and policy oversight across the organisation.

3. Strategic Projects and Organisational Improvements

Lead and coordinate strategic corporate projects and cross-organisational initiatives. Provide programme and project management expertise to support organisational change, school reconfiguration, patronage developments, governance improvements, communications improvements, service transformation and other strategic priorities. Develop project governance arrangements, monitor progress, manage risks and ensure successful delivery of agreed outcomes

4. Board & Chief Executive Secretariat

Oversee the provision of high-level secretariat support to the Board, Committees of the Board, Chief Executive and Directorate. Coordinate meeting administration, governance documentation, records management, decision tracking, and the publication of Board minutes and related documentation.



5. Data Protection & Information Governance

Lead the organisation's information governance function through the GDPR and FOI Officer. Ensure compliance with data protection legislation, Freedom of Information requirements, and associated data governance and records management frameworks.

6. Customer Service, Complaints & Protected Disclosures

Lead the implementation and continuous review of the Customer Charter and customer service standards. Oversee complaints management processes and ensure compliance with Protected Disclosures legislation and associated procedures.

7. Strategy Statement, Monitoring & Review

Coordinate the implementation, monitoring, reporting and review of the KWETB Strategy Statement, ensuring alignment between strategic objectives, organisational priorities and performance outcomes. Support the development of organisational performance reporting and the monitoring of strategic KPIs.

8. Corporate Services Leadership & Management

Provide leadership and management to the Corporate Affairs and Communications team, fostering a culture of collaboration, accountability and continuous improvement. Ensure the efficient and effective delivery of corporate services and organisational policy implementation.

9. Insurance, Health & Safety & Staff Engagement

Oversee the management of corporate insurance arrangements and support compliance with health and safety legislation and best practice. Promote a safe, inclusive and positive working environment and contribute to initiatives that enhance employee engagement and organisational culture.

Essential Functions:

- Ensure compliance with governance frameworks and legislative requirements.
- Provide secretariat support to the Board, Committees and Chief Executive.
- Lead and Project Manager for Strategic Projects for Organisational Improvements
- Manage customer service standards and complaints processes.
- Oversee statutory reporting and strategic plan monitoring.
- Lead corporate communications and public relations initiatives.
- Direct office management and corporate services operations.
- Drive stakeholder engagement and relationship management.
- Deliver innovative solutions to enhance our services.

Requirements and Eligibility for the post:

Desirable:

- Significant management experience in a large and/or complex organisation.
- Demonstrated experience in governance, project management, communications, innovation, strategic planning, compliance, stakeholder engagement or related corporate services functions.
- Experience leading people, projects and organisational initiatives.

Essential:

- A Level 8 qualification (or equivalent).



Competencies required

The appointee to the permanent Assistant Principal Officer post will be required to show evidence of the following competencies:

Team Leadership

- Actively contributes to the development of the strategies and policies of the ETB, as a member of the senior management team
- Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise
- Leads and maximises the contribution of the team as a whole ensuring effective delivery of tasks
- Considers the effectiveness of outcomes across the entire ETB
- Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks
- Develops capability of others through feedback, coaching & creating opportunities for skills development
- Identifies and takes opportunities to introduce new and innovative ways to improve service across the ETB

Analysis, Innovation and Decision Making

- Research issues thoroughly, consulting appropriately to gather all information needed on an issue
- Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data)
- Integrates diverse strands of information, identifying inter-relationships and linkages
- Identify opportunities for improvement and develop innovative, practical solutions that enhance organisational performance, service delivery and stakeholder outcomes.
- Makes clear, timely and well-grounded decisions on important issues
- Considers the wider implications of decisions on a range of stakeholders
- Takes a firm position on issues s/he considers important

Management, Delivery of Results and Strategic Projects

- Takes responsibility for challenging tasks and delivers on time and to a high standard
- Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances
- Ensures quality and efficient customer service is central to the work of the division
- Initiates, plans and delivers strategic projects that improve organisational performance and service delivery
- Looks critically at issues to see how things can be done better is open to new ideas initiatives and creative solutions to problems
- Ensures controls and performance measures are in place to deliver efficient and high value services
- Effectively manages multiple projects



Interpersonal & Communication Skills

- Presents information in a confident, logical and convincing manner, verbally and in writing
- Encourages open and constructive discussions around work issues
- Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors
- Maintains poise and control when working to influence others
- Instils a strong focus on Customer Service in his/her area
- Develops and maintains a network of contacts to facilitate problem solving or information sharing
- Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system

Specialist Knowledge, Expertise and Self Development

- Has a clear understanding of the role's objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation
- Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities
- Is considered an expert by stakeholders in own field/ area Is focused on self- development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role.

Drive & Commitment to Public Service Values

- Is self-motivated and shows a desire to continuously perform at a high level
- Is personally honest and trustworthy and can be relied upon
- Ensures the citizen is at the heart of all services provided
- Through leading by example, fosters the highest standards of ethics and integrity

Application process

Fully completed official application form should be submitted via email to jobapplications@kwetb.ie no later than **12 noon on Friday, 4th September 2026**.

Please note the following

- Short listing may apply.
- Canvassing by or on behalf of the candidate will automatically disqualify.
- Late applications will not be accepted.
- It is the responsibility of the candidate to ensure that the application form is received at the stated email address before the stated deadline. It is recommended applicants request a delivery receipt when sending their application.
- Any technical difficulties encountered by the sender when submitting an application are not the responsibility of KWETB



Reasonable Accommodation Statement

Kildare and Wicklow Education and Training Board (KWETB) is committed to fostering an inclusive and supportive environment for all applicants, learners, and staff. We welcome and encourage applications from individuals of all backgrounds and abilities. We actively support the development and employment of people with disabilities and promote diversity and inclusion throughout the organisation.

In line with the Employment Equality Acts 1998–2015, we are committed to ensuring that candidates with disabilities are treated fairly, have the opportunity to perform at their best and that all recruitment processes are based on merit. We provide positive support to candidates who disclose a disability and ensure that requests for reasonable accommodations are assessed through a collaborative, transparent, and consistently applied process.

Reasonable accommodations are adjustments or supports that help remove barriers for individuals with disabilities, without imposing a disproportionate burden on an organisation.

Examples of reasonable accommodations may include:

- Providing accessible interview locations or online interview options
- Supplying materials in alternative formats (e.g. large print, Braille, or digital)
- Allowing additional time for interviews, assessments, or tests
- Modifying workspaces for accessibility
- Adjusting work schedules or offering remote working options
- Providing assistive technology or software
- Arranging for an Irish sign language interpreter or personal assistant during interviews or training

For more information or to request a reasonable accommodation, please contact niamhtormey@kwetb.ie to arrange a confidential conversation with a member of our team. All requests will be handled with sensitivity and confidentiality.

Dr. Deirdre Keyes, Chief Executive

Kildare and Wicklow Education and Training Board, Chestnut House, Millennium Park, Naas, Co. Kildare.