BORD OIDEACHAIS AGUS OILIÚNA
CHILL DARA AGUS CHILL MHANTÁIN
KILDARE AND WICKLOW
EDUCATION AND TRAINING BOARD

INFORMATION GUIDE
OPEN COMPETITION

Fixed Purpose Staff Officer (Grade V) – KWNT14226

Initial duties: Quality Assurance

Reporting to: Adult Education Officer and Director of Further Education and Training
Nature of Position: Fixed Purpose

Place of Work: Initial appointment will be to KWETB Administrative Office, Naas, Co. Kildare or Wicklow Town, Co. Wicklow. The post may require travel within the KWETB area.

Hours of Work: 35 hours per week - Monday to Friday
Salary Scale: €52,762 – €63,109 (incl. 2x Long Service Increments)

Role and Responsibilities of the Staff Officer (Grade V) – Quality Assurance

The Staff Officer will work as part of a multi-disciplinary team with initial responsibilities within KWETB's FET team to support the design, establishment and implementation of effective and efficient infrastructures for the development of FET within KWETB.

All the duties and responsibilities below should be carried out in consultation and with the approval of Director of Further Education and Training and Adult Education Officer within an ethos of collaborative teamwork.

Key Tasks:

- Work as part of KWETB Quality Assurance team to implement the process of continuous improvement in Quality Assurance, supporting the evaluation and continual improvement processes required to keep KWETB compliant with awarding body and funding requirements.
- Coordinate assigned assessment and certification and quality assurance processes, and organisational procedures.
- Administer systems and controls relating to the application of assessments and certification processes for KWETB FET and Second Providers in line with appropriate certifying body's guidelines and regulations.
- Participate in the implementation and renewal of updates and rollouts of enhancements to Quality Assurance systems and processes.
- Support the QA team in the development, maintenance and monitoring of effective governance systems.
- Support programme development, monitoring and evaluation processes.
- Monitor assessment and certification activity in accordance with the relevant KWETB QA Systems and criteria for certifying bodies.
- Co-operate with and facilitate visits for external monitoring/verification processes from all certification bodies.
- Conduct the administration activities relating to the Results Approval Panel(s).
- Develop and maintain document management and publishing functions as required.

- Support all professional development opportunities as required.
- Provide relevant and timely advice, information and support to management and other staff on matters relating to areas of work.
- Undertake such other duties/projects as may be assigned from time to time.
- Provide administrative support as required.

Requirements and Eligibility for the post:

Candidates must:

- 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;
- Oral Irish – It may be a requirement of the post that the candidate possesses a competency in Oral Irish, to the satisfaction of the Chief Executive of the ETB/to the satisfaction of the IOT. Where there is a requirement for competency in Oral Irish in respect of a post it will be specified in the advertisement for that post.

Skills and Experience Requirements

- At least 3 years' experience working in Further Education and Training, preferably with Quality Assurance involvement.
- Public Sector knowledge relevant to the area of work.
- A high level of knowledge and expertise in the area of Further Education and Training (FET) and awareness of the national developments in relation to learning and qualifications is desirable.
- Experience in Certification and Quality Assurance Systems e.g. QQI, City and Guilds, ISO is desirable.
- Experience of developing policies and procedures, and implementation and monitoring of same.
- Excellent ICT and administration skills.
- Team leadership skills.
- Excellent motivating, interpersonal and teamworking skills.
- Excellent oral and written communication skills.
- Good presentation, data analysis and report writing skills.

Competencies required

The appointee to the post will be required to show evidence of the following competencies:

People Management

- 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

Analysis and Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
- Identifies and understands key issues and trends
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results
- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Interpersonal and Communication Skills

- Modifies communication approach to suit the needs of a situation/audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

Specialist Knowledge, Expertise and Self Development

- Displays high levels of skills/ expertise in own area and provides guidance to colleagues
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team

Drive & Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level
- Demonstrates flexibility and openness to change
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/team work
- Is personally honest and trustworthy
- Acts with integrity and encourages this in others

Profile:

- Embody the values and ethos of Further Education and Training;
- Be a leader committed to the highest standards of education provision, administration and governance;
- Have strong interpersonal, organisational and administration skills;
- Be a visionary and have experience in delivering projects through team work;
- Understand and value a team-based approach;
- Be a problem solver;
- Be a strong team player who develops and maintains strong relationships with stakeholders.

Application process
Fully completed official application form should be submitted via email to jobapplications@kwetb.ie no later than 12 noon on **Monday, 7th December 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.