

South Dublin County Partnership: Training Programme Administrator (<https://www.activelink.ie/node/110096>)



South Dublin
County Partnership
Páirtíocht Chontae
Átha Cliath Theas

Training Programme Administrator

Full Time - 35 hours per week

Fixed term contract to 31 December 2025

As a result of the continued growth and expansion of the Local Area Employment Service (LAES) programme SDC Partnership wants to recruit a full-time programme administrator who will be available to work 35 hours per week.

South Dublin County Partnership has recently launched a new employment training initiative in the Clondalkin and Tallaght areas funded by SDC Partnership's Local Area Employment Service, the aim of this new initiative is to deliver a broad range of pre-employment supports as well as employment-related skills training opportunities for jobseekers in the South Dublin County area who wish to upskill and to improve their chances of securing full-time employment opportunities.

We work in a focused and targeted way with Jobseekers to develop their career opportunities, employability skills, upskilling through training offered and employer engagement, allowing individuals to make occupational choices about their own career path.

Reporting To: Employment Training Programme Manager

Main Purpose of Role: The Training Programme Administrator will be required to work as a member of the SDC Partnership Team to support the delivery of supports and services to the long-term unemployed, DSP and employers in the SDC Partnership catchment area.

Conditions of Work: The post holder will be required to work 35 hours a week.

Main Purpose of the Role: Support the delivery of employment supports at the two new training units in line with funder requirements by providing excellent administration and back-office support to the Employment Service & SICAP Employment Training Team/ Employment Service Manager.

Key responsibilities:

- Ensure a quality administration service within two training units by providing a full range of administrative and office support across the Employment Training Team.
- Maintain reception area, deliver reception duties, and meet and greet SDCP clients.
- Take responsibility for ensuring all administration systems within the service are carried out as directed and develop and maintain administrative systems, including online/electronic filing, ensuring documents are well ordered and accessible.
- Carry out the required back-up administration duties for Employment service and SICAP Employment Training Team e.g. making client files, typing appointment letters and CV's and produce and edit documents in a wide range of formats.
- Assist with Employment Service & SICAP Employment training promotional campaigns and support with the recruitment of referrals as required.
- Assist the Employment services team in registering clients on the organisations Salesforce/IRIS system and support with client follow ups as required.
- Support with administration of the internal referral process for Employment Service clients to and from other SDC Partnership programme areas
- Receive visitors and respond to and screen telephone calls, emails, and other enquiries to provide a high level of

- customer care.
- Assist in organising meetings and events, anticipating requirements for necessary documents.
- Provide appropriate cover for relevant colleagues as required and flexibility to work across the South Dublin County area as needed.
- Manage a comprehensive database system as directed and provide administrative support for internal and external referrals processes within the two training hubs.
- Participate in meetings as part of the Employment Service team.
- Assist the manager in tracking all referrals into the service, attendances/ DNA, and agreed PPPs, ensuring the ACM/IRIS system and Salesforce are correct.
- Provide administration back-up support to the Service Delivery/ Employment Service Manager as needed.
- Duties will be flexible and can change from time to time to meet service requirements.
- Ensure client confidentiality is always maintained within area of responsibility as well as adherence to GDPR and funder requirements in relation to the management and storage of all client data.
- Carry out ad hoc duties as assigned from time to time by Management.
- Provide 1-1 support to clients if required.

Person Specification

- Detail-oriented with a high degree of accuracy and be highly organised and efficient
- Excellent time-management skills, ability to be flexible, manage multiple tasks as well as prioritise and meet deadlines
- Have experience and a high level of MS Office and Sales Force/Database expertise is essential.
- Excellent written and verbal communication skills
- Warm, welcoming, and friendly person
- Great people skills, with a proven ability to build good working relationships within own immediate team as well as with cross functional teams within a large organisation
- Understand the issues and barriers associated with long term unemployment and social exclusion
- Ideally 2 yrs. experience in a similar administrative role
- Preferably have a full Driver License and access to motor vehicle
- Flexibility to work outside of standard working hours and at weekends if required.

Remuneration Package & Benefits:

- Salary for this position will depend on experience.
- Access to Employee Assistance Programme
- Access to HSF private health insurance.
- Eligible for pension scheme after 6 months Employment.

Application Process

Applicants should pay particular attention to the essential and desirable criteria in the job description, your suitability and why you are the best candidate for this post in question.

Please send three copies of your up-to-date detailed CV (no more than 2 pages) and cover letter accompanied with completed confidential form marked **LAES Training Programme Administrator Ref: 152/2024** to:

Administration & Operations Department
South Dublin County Partnership
Unit D1 Nangor Road Business Park
Nangor Road, Dublin 12

OR

alternatively email your application to jobs@sdcpartnership.ie (mailto:jobs@sdcpartnership.ie) – subject box to be marked **LAES Training Programme Administrator Ref: 152/2024**

Closing date for receipt of applications: **12 noon, Friday 23 August 2024.**

Note no late applications will be accepted.

NOTE a panel maybe formed from this recruitment campaign to fill other programme administration officer positions within the Enterprise and Employment thematic over the coming 12 months.

South Dublin County Partnership is an Equal Opportunities Employer and welcomes applicants from a diversity of backgrounds.



Region

South Dublin

Date Entered/Updated

7th Aug, 2024

Expiry Date

23rd Aug, 2024

Attachment

[152 LAES Training Programme Administrator App Form.docx](#)

Size

715.48
KB

Source URL: <https://www.activelink.ie/vacancies/community/110096-south-dublin-county-partnership-training-programme-administrator>