

National Parents Council: Services Manager **(<https://www.activelink.ie/node/112899>)**



National Parents Council (NPC) Services Manager

Role

To oversee and lead the NPC services, ensuring the delivery of quality services which meet the needs of parents, supporting children in the primary and post primary education sector.

The salary for this role is €42,000 per annum

Hours: 35 Hours a week (Flexibility is required weekend and evening work will be a feature of this employment)

Reporting to: the Deputy Chief Executive Officer

Place of work: Dublin City centre location (however nationwide travel will be required)

Car owner and full driving license essential

Contract is for three years fixed term with an initial probationary period of six months.

This role will broadly incorporate the following:

- Play an active role in contributing to the overall objectives of NPC both in planning and implementation
- Be responsible for developing the Council's programmes, including:
 - Training and development programme
 - Helpline
 - Partnership Schools
- To co-ordinate the NPC training programme in schools
- Ensure there are sufficient trained facilitators available to deliver the NPC training programmes nationwide.
- To be responsible for the supervision and management of staff within the NPC services, ensuring that the services are always of high quality.
- Preparation & management of data.
- Preparation of financial reports and budget submission for areas of responsibility
- Engage with third parties to represent the interests of NPC, including suppliers, clients, members of the public, media, contractors, government and non-government agencies and bodies, ensuring professional communications at all times
- Ensure all policies, procedures and regulatory requirements are fully adhered to within area of responsibility
- Consistently and regularly review work practices and methodologies within own area of responsibility and apply improvements and efficiencies wherever possible
- Continuously develop knowledge and skills to ensure a high level of technical competence within own area of responsibility
- Share learning & knowledge with other members of staff
- Other duties that may be assigned from time to time

Experience

Essential

- Third level qualification in relevant area
- Training and facilitation experience
- Experience at management level

- Experience of working with children and families
- Team building and team management

Desirable

- Experience of the Irish primary and post primary education system
- IT skills

Person Specification

The individual should be able to demonstrate the following competencies:

Communications

Excellent communication skills, both with individuals and groups. Communicates NPC's Vision and Mission in a persuasive manner.

Managing & Developing People

Manages staff effectively by providing clear direction and challenging goals. Motivates staff to perform well. Delegates tasks, distributes work fairly and treats others consistently. Monitors performance and attendance, addresses any issues of underperformance and provides coaching and development where required. Values and acknowledges the contribution of others.

Interpersonal Effectiveness

Shows empathy and understanding when dealing with others, utilising tact and diplomacy at all times. Treats others with respect. Works well with a wide range of people from different backgrounds both within and outside the organisation and builds rapport by listening to and understanding their viewpoints.

Planning & Managing Resources

Plans and organises people and other resources, prioritising as required, to meet goals, targets or objectives within agreed timeframes. Monitors progress and reviews plans where necessary. Identifies potential problems and develops contingencies. Plans and organises own work effectively.

Analysis / Problem Solving

Sources and accurately gathers all relevant information. Conducts an in-depth review, considering issues thoroughly. Draws conclusions backed up by available evidence and makes appropriate recommendations. Handles and manipulates numerical information with accuracy and attention to detail.

Decision-making / Judgement

Evaluates information available before making decisions, weighing up the pros and cons of various options or courses of action. Is aware of the wider implications of proposed decisions and recognises when it is appropriate to consult others. Follows through on decisions made, taking responsibility where appropriate.

Team working

Works collaboratively with others to achieve shared goals. Participates fully, sharing knowledge, ideas and expertise. Shows an appreciation for other people's positions and values their input. Leads the team to achieve the team's objectives.

Commitment to Quality Results

Takes ownership of tasks and is determined to see them through to satisfactory conclusions. Takes all necessary measures

to ensure work is completed to a high standard and within agreed timeframes at all times, even where it involves routine or mundane tasks. Monitors and checks work for accuracy and ensures guidelines and procedures are followed. Reliable and dependable, can work on own initiative.

Customer / Client Focus

Is aware of the service delivery requirements of the organisation and the varying needs of his/her customers or clients. Deals with customers/clients in a professional and courteous manner, showing diplomacy and tact, particularly in difficult situations.

Self Awareness & Development

Reviews own performance regularly and is committed to developing own skills and knowledge base and applying this learning on a regular basis. Keen to learn new skills, systems and processes.

Flexibility & Change Orientation

Is flexible in his/her approach, open to change in work practices and adapts readily to recommendations for change. Involves others in and implements change initiatives. Able to deal with changing demands and different situations/circumstances.

Initiative

Actively suggests improvements within area of responsibility. Works without significant guidance or support yet knows when the involvement of others is appropriate.

Technical Knowledge / know-how

Has the practical, specialised or technical knowledge required to meet the goals and objectives of the role to the highest standards. Has knowledge or expertise such that others would rely on and have confidence in.

To apply:

Applications should be in the form of a letter of application and CV (max 2 pages), and be emailed tcross@npc.ie (<mailto:ccross@npc.ie>) with "Services Manager" in the subject line or by post marked **Confidential** to Catherine Cross, Deputy CEO, National Parents Council, 12 Marlborough Court, Marlborough Street, Dublin 1, D01 XP86 by close of business (5pm) on Monday 20th January 2025. **Interviews for those who meet the necessary criteria for this position will be held on Wednesday 29th January in National Parents Council office at the address already stated.**

Region

Dublin City

Date Entered/Updated

6th Jan, 2025

Expiry Date

20th Jan, 2025

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