

Pobal: Co-Ordinator (First Contact)
(<https://www.activelink.ie/node/114253>)



Role: Co-Ordinator (First Contact)

Directorate: Social Inclusion and Employment

Unit: Programme Administration Support Unit

Grade: 3

Reporting to: Manager

Role Purpose

The role of the Coordinator of Programme Administration and Support - First Contact is primarily responsible for:

- Coordination and tracking of first contact calls made to Pobal that are no programmatic
- Ensuring the best quality customer service is delivered in supporting Organisations in interacting with Pobal on queries related to Grant Management processes

Please see Job Description and Person Specification attached below.

Selection Process

A shortlisting exercise will be employed. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the needs of Pobal for this post. Those candidates whose applications, in the opinion of the review panel, appear best suited to the position will be short-listed for interview.

The complete job spec, application form and further information can be found on the Pobal website: [Pobal Job Vacancies](https://www.candidatemanager.net/cm/p/pJobs.aspx?mid=CXAZCXY&sid=YYGTF)
(<https://www.candidatemanager.net/cm/p/pJobs.aspx?mid=CXAZCXY&sid=YYGTF>)

Deadline for application: March 17th, 2025

Pobal is an equal opportunities employer and welcomes suitably qualified applicants from all sections of society.

Region

Blended / Nationwide

Date Entered/Updated

6th Mar, 2025

Expiry Date

17th Mar, 2025

Attachment

[SI&E G3 Co-Ordinator \(First Contact\) - Programme Administration Support Unit Job Description.pdf](#)

Size

965.48
KB

Source URL: <https://www.activelink.ie/vacancies/community/114253-pobal-co-ordinator-first-contact>