



**Human Resources Pobal - Job Description**  
**Social Inclusion and Employment Directorate**  
**PEACE PLUS Support Officer G1**

# About Pobal

Pobal works on behalf of Government to support communities and local agencies toward achieving social inclusion and community development. We do this by managing funding and providing support for programmes in the areas of Social Inclusion and Equality, Inclusive Employment and Enterprise, and Early Learning and Care.

Pobal is an Equal Opportunities Employer and welcomes suitably qualified applicants from all sections of society. Further information on how Pobal promotes Equality, Diversity & Inclusion (EDI) throughout our workplace for our staff can be found via this link. [Equality, Diversity & Inclusion Statement](#)

Pobal's role is to provide management and support services to 39 programmes, schemes and services in the areas of Social Inclusion & Inclusive Employment, Cross Border & Peace-Building and Early Years & Young People. Pobal focusses on supporting communities to achieve social inclusion, reconciliation and equality through integrated social/ economic development.

Pobal has been a primary implementing agent in successive PEACE Programmes and serves as a hub for all-island programmes relating to local and community development on both sides of the border.

## About Social Inclusion and Employment

The Social Inclusion and Employment Directorate delivers high quality programme supports and grant management services. We are expert leaders in programme and funding management and the delivery of excellent and continuously improving services that meet the needs and expectations of our customers, users and partners. Through our services and supports we work to equip our partners to meet programme requirements and deliver programme outcomes and impacts

## Job Description and Person Specification

<b>Role</b>	<b>EU PEACEPLUS Support Officer</b>
<b>Directorate</b>	<b>Social Inclusion and Employment</b>
<b>Unit</b>	<b>EU Unit – PEACE PLUS Programme</b>
<b>Team</b>	<b>PEACE PLUS Change Makers Fund</b>
<b>Grade</b>	<b>1</b>
<b>Reporting to</b>	<b>Development Co-Ordinator</b>

## About PEACEPLUS

PEACEPLUS is a unique cross-border structural funds programme aimed at reinforcing progress towards a peaceful, stable, and prosperous society in Northern Ireland and the Border Counties of Ireland. It represents the European Union's commitment to supporting the peace process across the region, with the first PEACE Programme launched in 1995. With an investment of €1.144bn to support projects it will promote peace and reconciliation and contribute to cross-border economic and territorial development.

PEACEPLUS is supported by the European Union, the UK Government, the Northern Ireland Executive, and the Irish Government. It is managed by the Special EU Programmes Body (SEUPB). PEACEPLUS comprises six themes, which encompass 22 individual investment areas.

## Background

The PEACE PLUS Change Makers Fund is due to open for applications in early 2025 and will distribute €40m over the next three years to support people to people projects on a cross community and/or cross-border basis, delivering awards of up to €100,000 directly into communities.

## Role Purpose

The purpose of the Support Officer role will be to provide administrative and customer service support for the EU PEACE PLUS Change Makers Fund.

## Role Requirements

### Role Requirement 1 Customer Support

- Delivery of excellent levels of customer service via relevant channels.
- Administer the PEACE PLUS mailbox, SEUPB ticketing system, and phones triaging enquiries and responding or allocating to relevant team members or to support partner.
- Administer the online and in person events process for PEACE PLUS including attendance where required.
- Responsibility for customer queries within agreed Programme of Work, in a solution-focused manner. Receive, log and escalate queries and issues that require management attention.
- Review requests from beneficiaries against programme rules, guidance, policies and procedures and provide templated answers where appropriate.
- Provide team support in relation to administration of reporting, submission of registrations, grant applications and providing and updating information and key details.
- Administration support for the organisation of seminars, conferences and training sessions for beneficiaries/implementing bodies; participation in these as required.
- Contribute to quality improvements and simplification of internal administration processes.
- Adhere to GDPR and data controls for all communications.

## **Role Requirement 2**

### **Team Support**

- Engage in regular support and communications within the team so that queries are actioned and resolved in a timely and efficient manner.
- Provide regular updates to the relevant staff members on administration tasks.
- Act as administration support for team members and team, including attendance and minutes of meetings, circulation of documentation and liaison across other teams in Pobal.
- Support the effective administration of the PEACE Plus Change Makers Fund.
- Support other functions across other Programme Delivery Units when required and as business needs dictate.
- Support the development of knowledge through effective team communication and feedback to include standardised responses and issues to queries.

## **Role Requirement 3**

### **Service Excellence**

- Utilise relevant methods tools and processes to ensure service excellence.
- Participate in training/educational opportunities and provide feedback on opportunities to expand own and team skillsets.
- Engage with existing quality measures and be accountable for own performance against these.
- Provide ongoing evaluation of administration processes and procedures; suggest improvements for programme efficiencies.

## **Role Requirement 4**

### **Programme Supports**

- Assist with the delivery of a variety of pre-application support information and events.
- Assist with case management supports for small scale projects under each programme according to the programme of work.
- Support the integration of new technologies and innovative practices which improve operational efficiency.
- Provide programme administrative support to the team as and when required

## Required Experience

- At least 1-year administration experience, preferably in a stakeholder service environment
- Strong organisational skills
- Proficient in MS packages, e.g. Word, Excel, Outlook, Teams, programme databases, SharePoint portals
- A proven customer service ethos with good relationship building skills.
- Knowledge, or the ability to acquire knowledge of the peace programmes on the Island of Ireland, including cross border and cross community work, the geography of Northern Ireland and the ROI Border Counties and an awareness of the context and relationships within the programme area.

## Qualifications

- Microsoft software packages (ECDL or equivalent) to QQI Level 6 minimum required.

# Pobal Core Competencies - Grade 1

GRADE 1 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <p><b>Delivery of Results</b></p>	<p>Takes responsibility for own work and sees it through to the appropriate next level</p> <p>Completes work in a timely manner</p> <p>Adapts quickly to new ways of doing things</p> <p>Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes</p> <p>Writes with correct grammar and spelling and draws reasonable conclusions from written instructions</p> <p>Identifies and appreciates the urgency and importance of different tasks</p> <p>Demonstrates initiative and flexibility in ensuring work is delivered</p> <p>Is self reliant and uses judgment on when to ask manager or colleagues for guidance</p>
 <p><b>Customer Service and Communication Skills</b></p>	<p>Actively listens to others and tries to understand their perspectives/requirements/needs</p> <p>Understands the steps or processes that customers &amp; stakeholders must go through and can clearly explain these</p> <p>Is respectful, courteous and professional, remaining composed, even in challenging circumstances</p> <p>Can be firm when necessary and communicate with confidence and authority</p> <p>Communicates clearly and fluently when speaking and in writing</p> <p>Keeps manager informed about progress and problems</p>
 <p><b>Information Management / Processing</b></p>	<p>Approaches and delivers all work in a thorough and organised manner</p> <p>Follows procedures and protocols, understanding their value and the rationale behind them</p> <p>Keeps high quality records that are easy for others to understand</p> <p>Draws appropriate conclusions from information</p> <p>Suggests new ways of doing things better and more efficiently</p> <p>Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.</p> <p>Has attained a competent level of ICT capability and can utilise the ICT tools available to them to support and inform analysis and decision making</p>
 <p><b>Teamwork</b></p>	<p>Shows respect for colleagues and co-workers</p> <p>Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate</p> <p>Offers own ideas and perspectives</p> <p>Understands own role in the team, making every effort to play their part</p>
 <p><b>Specialist Knowledge, Expertise and Self Development</b></p>	<p>Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.</p> <p>Clearly understands the role, objectives and targets and how they fit into the work of the unit</p> <p>Is committed to self development and continuously seeks to improve personal performance</p>
 <p><b>Drive and Commitment to Pobal's Values</b></p>	<p>Consistently strives to perform at a high level and deliver a quality service</p> <p>Is thorough and conscientious, even if work is routine</p> <p>Is enthusiastic and resilient, persevering in the face of challenges and setbacks</p> <p>Is personally honest and trustworthy</p> <p>At all times, acts with integrity</p>



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## Terms & Conditions of Employment

<b>Salary</b>	Grade 1 salary scale (€32,519 - €47,949)
<b>Contract Type</b>	Fixed Term Contract until 28 <sup>th</sup> February 2029, subject to continuing Government funding
<b>Probation</b>	A probationary period of six months will apply
<b>Pension</b>	Defined contribution pension scheme
<b>Annual Leave</b>	26 working days, exclusive of public holidays
<b>Travel &amp; Subsistence</b>	Travel and subsistence will be paid at public sector rates
<b>Location</b>	The role can be located in the Monaghan or Sligo Pobal Offices
<b>Blended Working Policy</b>	Pobal can offer combination of office based and remote working either from home or a pre-approved business hub on the island of Ireland

## 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.

Deadline for application: May 1<sup>st</sup>, 2025

Applications will not be accepted after the closing date.



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Northern Ireland  
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[www.northernireland.gov.uk](http://www.northernireland.gov.uk)



Rialtas na hÉireann  
Government of Ireland



pobal  
government supporting communities

**The Change Makers programme supports projects through PEACEPLUS,  
which is managed by the Special EU Programmes Body**



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