

INFORMATION GUIDE
Staff Officer (Grade V)
(Initial role and responsibilities: Further Education and Training Quality Assurance)
(2 Year Fixed Term)
Post Reference 113/20

The initial assignment will be in the role of Further Education and Training Quality Assurance (QA), however, LWETB reserves the right to assign the successful candidate to any other area of the organisation.

Candidates must have the requisite knowledge, skills and competencies to carry out the role and be capable and competent of fulfilling the role to a very high standard.

	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> • A qualification at Level 7 on the National Framework of Qualifications or its equivalent, and/or significant relevant work experience; Third level qualification(s) in relevant discipline(s) commensurate with this role would be a decided advantage
SKILLS and EXPERIENCE	<ul style="list-style-type: none"> • Have the requisite knowledge, skills and competencies to carry out the role. • Be capable and competent of fulfilling the role to a very high standard. • A high level of knowledge and expertise in the area of Further Education and Training (FET) and aware of the national developments in relation to learning and qualifications. • Experience in Certification and Quality Assurance Systems e.g. QQI, City and Guilds, ISO. • Experience of developing policies and procedures and implementation and monitoring of same. • Excellent ICT, administration skills. • Strong leadership skills. • Excellent motivating, negotiating, interpersonal and team-working skills. • Excellent oral and written communication skills. • Good presentation skills. • Experience of organising promotional and training events, seminars etc. • Proven record of achievement. • A strong work ethic. • Is highly motivated and can work on their own initiative. <p>It is essential that the successful applicant should have a full driving licence and access to a car and be willing to work flexibly outside of normal working hours as required.</p>

COMPETENCIES	<ul style="list-style-type: none"> • People Management • Information Management, Analysis and Decision Making • Delivery of Results • Interpersonal and Communication Skills • Specialist Knowledge, Expertise and Self Development • Drive and Commitment to Public Service Values
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Competencies required

The appointee to this Grade V (2 year Fixed Term) 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 its objectives

Information Management, 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 and interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence.
- Sees the logical implications of taking a particular position of an issue

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 roles objectives 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 and 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 trustworthy
- Acts with integrity and encourages this in others

Function of the Job

To develop and support the quality assurance function across the Further Education and Training provision on behalf of LWETB to a highly professional standard.

Duties / Responsibilities

- Work as part of a QA team to help implement the process of continuous improvement in QA for LWETB. This will be done in compliance with QQI statutory guidelines, an Executive Self-Evaluation Report (ESER) and a Quality Improvement Plan to 2022 (QIP);
- Provide relevant and timely advice, information and support to Management, the Quality Assurance team and all other staff on matters relating to the assessment process, the processing of certification, training materials and training aids, training methodologies and training practices to meet the requirements of certifying bodies associated with the delivery of the programmes;
- Assist with the timely development of new programmes on behalf of LWETB for existing and emerging client groups / stakeholders;
- Research the procurement of learning resource materials;
- Engage constructively in the evaluation and continual improvement processes required to keep the LWETB Quality Assurance Systems relevant and up-to-date;
- Advise Management and others on any improvements / actions required to keep QA Systems relevant and up-to-date;
- Participate in the implementation and renewal of updates and rollouts of enhancements to QA System;
- Assist the QA team with the Development and Review of Course Specifications / Assessments and Training Plans for all FET Provision as set out in QA Systems;
- Support the QA team in the development, maintenance and monitoring of an effective QA governance;
- Cooperate with the provision of information for the Programme Evaluation Process
- Administer systems and control the application of assessments and certification processes for the FET provision;
- Ensure that all matters in relation to the Assessment and Certification processes are conducted in a correct and proper manner in accordance with the process and procedures set out in the QA System and in accordance with the criteria outlined by the relevant certifying bodies. This includes but not exclusively, the following:
 - produce and maintain the assessment schedule;
 - disseminate assessment packs in accordance with the assessment regulations;
 - ensure the security of test questions, results and records in all cases;
 - coordinate the provision of reasonable accommodation, when required;
 - organise and prepare assessment packs and administer the relevant documentation for all assessment events;
 - distribute the list for assessment packs and recall list for assessment packs that have been withdrawn or are out-of-date;

- monitor the assessment and certification activity in accordance with the relevant Longford and Westmeath ETB QA System and in accordance with the criteria for certifying bodies;
- administer, organise and conduct the processes for the Internal Verification of Assessment results;
- administer any RPL requests;
- report any breaches or suspected breaches relating to the QA System or contracts to the relevant person;
- process any non-conformances in relation to the QA System through the appropriate mechanism;
- Participate on Results Approval Panel(s), which includes the following:
 - administer the record system to process the provisional assessment results for the Results Approval Panel;
 - prepare reports for the Results Approval panel, as required;
 - maintain the appropriate Results Recording System;
 - request the certificates from the certifying body after the provisional results have been approved;
- Research and produce statistical reports
- Support the learner appeal process with the relevant documentation for the Assessment Appeals Panel;
- Cooperate with and facilitate visits for external monitoring / verification processes from all certification bodies;
- Provide staff and second providers with briefings / training as required in relation to the QA System, Curriculum and Assessment instruments and procedures;
- Assist with Certificate Award Ceremonies;
- Keep abreast of developments in Training Design, Training Delivery and Assessment techniques and keep the Management Team advised on best practice;
- Engage with the wider Longford and Westmeath ETB QA team activities and developments and in particular with regard to the audit / implementation / monitoring / evaluation / etc. processes;
- Liaise with relevant FET Support Services (TEL; Employer Engagement; Adult Guidance.) and keep the Management Team advised on developments;
- Liaise and support all the certifying bodies in their assistance to LWETB;
- Participate on all professional development opportunities as required;
- Undertake such other duties/projects as may be assigned from time to time.

Terms and Conditions

Base: Athlone Training Centre, Garrycastle, Athlone, Co. Westmeath. The successful candidate will be initially assigned in the above location. However, LWETB reserves the right to assign you to any other location as the service demands require.

Salary: €43,633 - €52,401

Hours per week: 37

Candidates must:

- Have the requisite knowledge, skills and competencies to carry out the role and 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 programme) 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;
- Be at least 17 years of age on or before the date of advertisement of the recruitment competition.

Requirements and Eligibility Criteria

Citizenship Requirement:

Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non- EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

Health and Character:

Those under consideration for a position may at the discretion of the employer be required to complete a health and character declaration and a Garda Vetting Form. References will be sought.

Application and selection process

- Completed application forms should be submitted by email to recruitment@lwetb.ie by **13:00 hours on Friday 23rd October 2020**.
- Please note there may be a two stage selection process.
- Provisional date for first stage interviews is week commencing: 2nd November 2020. Please note there may be a two stage selection process.
- Interviews may take place via video conference due to current restrictions as a result of COVID- 19 pandemic. Candidates that are selected for interview will be supplied with guidelines in this regard.
- Candidates should read the guide on how to complete the application.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. **Incomplete applications will not be considered.**
- Once your application is submitted you will receive a response. This may not be taken as confirmation that the submission is a valid application.
- Application forms must be typed.
- All applicants should note that Longford and Westmeath ETB reserve the right to shortlist applicants on agreed predetermined criteria. Please see the Information Guide for further details on the recruitment process for this post.
- Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after an appointment, in summary dismissal.
- Canvassing by or on behalf of the applicant will disqualify.
- Late applications will not be accepted.
- All enquiries regarding your application should be made to recruitment@lwetb.ie using the post reference in the subject line of the email. Enquiries by any other means cannot guarantee a response before the closing date and time.
- LWETB may contact the named referees and / or employers for a reference should you be called to interview without further contact with you.
- Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by LWETB.
- Longford and Westmeath is an equal opportunities employer
- LWETB is registered as a Data Controller. Data will be processed in accordance with the ETB's Data Protection Policy and retained in accordance with the records' retention schedule therein. The personal data supplied on this application form and supplementary documents are required for the purposes of recruitment (including shortlisting and interviewing), assessment of qualifications, general administration, and to fulfil our other legal obligations, including the election of staff representatives to the ETB under the Education and Training Boards Act 2013. While the information provided will generally be treated as confidential to LWETB, from time to time it may be necessary for us to exchange personal data on a confidential basis with other bodies including

the Department of Education and Skills, the Department of Social Protection, Gardaí, the CSO, the Teaching Council, Revenue, other statutory bodies, or with former or subsequent employers. Should you wish to update or access your personal data you should write to the CE.

- Further information on LWETB including details of our schools, centres for education and programmes can be found on our website www.lwetb.ie

Dr. Christy Duffy, Chief Executive LWETB