

**Learner Support & Engagement Co-ordinator
(Fixed Term Contract for 2 Years)**

Expression of interest is invited for the above **fixed term** position within City of Dublin ETB

Expression of Interest open to	All Class III teachers currently employed with City of Dublin ETB.
Proposed Timeline	Shortlisting will commence: 13 th June 2025 Interviews will commence week beginning: 16 th June 2025 <i>*All dates are subject to change and are for guidance only</i>
Duration of Position	This is a fixed term contract for two years.
Salary	Current point on Class III salary scale plus honorarium for summer.
Hours of work	35 hours per week (calendar year) with occasional evening or weekend work involved. A time in lieu system will operate as necessary.
Annual Leave	35 days per annum.
Location	The position will initially be based in Winstead, Rathmines, D06 N5R3.
Details of Position	Learner Support and Engagement Co-ordinator (FET) The co-ordinator will work as part of the Learner Support and Engagement Service and will work closely with staff and learners across City of Dublin FET College and its constituent FET centres, and other cross-organisational support services (i.e. CDU, Psychological Service, Employer Engagement, FET Strategic Development and Planning Unit) to develop and implement a consistent approach to supports for learners and the wider learner experience.
Essential Requirements	<ul style="list-style-type: none"> • A third level qualification relevant to the role. • Experience working in a Further Education and Training context (i.e. PLC, Adult and Community Education, Youthreach, Training, Education Service to Prisons etc). • Excellent IT skills and extensive, proven knowledge and use of the Microsoft Office Suite. • Excellent organisation and project management skills. • Excellent communication skills. • Proven ability to manage multiple projects simultaneously, with strong attention to detail. • Demonstrated ability to self-motivate, think strategically and identify opportunities. • High level of professionalism, strong interpersonal skills and ability to work in a team environment. • Commitment to providing quality education and training opportunities to learners. • Openness to continued upskilling to support personal and professional development within the role and as part of the team.
Desirable Requirements	<ul style="list-style-type: none"> • Qualifications and/or experience in SEN, inclusion • Experience of leading or co-ordinating projects in collaboration with different stakeholders. • Hold a valid, full driving licence with access to own transport.

Key Role and Responsibilities	<p>The successful candidate will have the following functions, under the direction of the Adult Education Officer with responsibility for Learner Support and Engagement.</p> <p>Please note that the general duties and responsibilities listed below are not a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate.</p> <ul style="list-style-type: none"> • Maintain an ethos appropriate to FET. • Work as an integral part of the Learner Support and Engagement Service. • Lead, participate in and support FET fora, campus teams, advisory groups, steering groups, working groups as appropriate. • Co-ordinate the development, dissemination, analysis and reporting of annual FET learner survey. • Assist in the development and ongoing management of an online support hub as a one-stop-shop for learners across City of Dublin FET College. • Co-ordinate the Autism-Friendly FET College initiative. • Lead the rollout of City of Dublin FET College student identity cards. • Liaise with the PL&D Coordinator to identify and respond to staff needs for upskilling in the area of learner support or inclusion. • Work with centres and learners to identify and respond to the training and support needs of learners in leadership roles, e.g. learners on Student Councils, Boards of Management, governance groups etc. • Champion inclusion initiatives across FET to ensure all learners experience an inclusive learning environment. • Contribute to the development of policies, procedures, guidelines and toolkits related to learner support, inclusion and learner engagement. • Collaborate with external agencies and partners in relation to learner support and engagement initiatives. • Contribute to local, regional and/or national working groups • Act in a representative capacity if required on matters relating to the work of the service. • Maintain records of all work activity, providing regular reports to the team. • Any other duties deemed relevant to the role.
Competencies	<p><i>Team Leadership</i></p> <ul style="list-style-type: none"> • Works with and leads teams and working groups to facilitate high performance, developing clear and realistic objectives and addressing performance issues if they arise. • Provides clear information and advice as to what is required. • Strives to develop and implement new ways of working effectively to meet objectives. • Leads the team by example, coaching and supporting individuals as required. • Places high importance on staff development, training and maximising skills & capacity of team. • Is flexible and willing to adapt, positively contributing to the implementation of change. <p><i>Analysis & Decision Making</i></p> <ul style="list-style-type: none"> • Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors. • Takes account of any broader issues and related implications when making decisions. • Uses previous knowledge and experience in order to guide decisions. • Makes sound decisions with a well-reasoned rationale and stands by these. • Puts forward solutions to address problems. <p><i>Management & Delivery of Results</i></p> <ul style="list-style-type: none"> • Takes responsibility and is accountable for the delivery of agreed objectives. • Successfully manages a range of different projects and work activities at the same time. • Structures and organises their own and others work effectively.

	<ul style="list-style-type: none"> • Is logical and pragmatic in approach, delivering the best possible results with the resources available. • Delegates work effectively, providing clear information and evidence as to what is required. • Proactively identifies areas for improvement and develops practical suggestions for their implementation. • Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively. • Applies appropriate systems/processes to enable quality checking of all activities and outputs. • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers. <p>Interpersonal & Communication Skills</p> <ul style="list-style-type: none"> • Builds relationships internally and externally; keeps all stakeholders involved; is professional and discreet across all relationships; willingly supports and assists others • Encourage open and constructive discussions around work issues. • Projects conviction, gaining buy-in by outlining relevant information and selling the benefits. • Collaborative; anticipates impact on others; listens to gain complete understanding; sensitive to views and feelings of others; • Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances. • Acts as an effective link between staff and senior management. • Presents information clearly, concisely and confidently when speaking and in writing. <p>Specialist Knowledge, Expertise and Self Development</p> <ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department / Organisation and effectively communicates this to others. • Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work. • Focuses on self-development, striving to improve performance. <p>Drive & Commitment to Public Service Values</p> <ul style="list-style-type: none"> • Strives to perform at a high level, investing significant energy to achieve agreed objectives. • Demonstrates resilience in the face of challenging circumstances and high demands. • Is personally trustworthy and can be relied upon. • Ensures that customers are at the heart of all services provided. • Upholds high standards of honesty, ethics and integrity. <p>Candidates should note that questions relating to the above competencies will form part or all of the interview.</p>
Reporting	The successful applicant will report to the Adult Education Officer (Head of Learner Support and Engagement)

To apply please submit the following to applications@cdetb.ie no later than:
12 noon on Friday 13th June 2025

- Letter of Application
- Current CV

Important Note: Please ensure that your letter of application & CV clearly evidence the essential requirements.

Late Applications Will Not Be Accepted. Shortlisting May Take Place. Canvassing will disqualify.
City of Dublin ETB is an equal opportunities employer.