

Grade IV – Assistant Staff Officer
Temporary Panel Fixed Term and Specific Purpose Contracts
Adult Education Service
Ref: EOGIVTAES26

Expression of Interest open to	All existing Grade III (Clerical Officers) currently employed by City of Dublin ETB
Proposed Timeline	Shortlisting will commence on: 21 st August 2026 Interviews will take place week beginning: 31 st August 2026 <i>*All dates are subject to change and are for guidance only</i>
Salary	Will be paid at the appropriate point on the Grade IV salary scale.
Hours of work	35 hours per week.
Purpose of Competition	The purpose of this competition is to create a panel to fill Fixed Term and Specific Purpose Contracts at Grade IV level as they arise across the Adult Education Service.
Details of Position	The successful applicant will support the delivery of the programmes and projects of the Adult Education Service through the general administration duties of the following programmes: • Adult Literacy • Community Education • English for Speakers of a Second Language (ESOL) • Back to Education Initiative And may include supporting administration of the following projects/grants: • The Adult Literacy & Community Education Grant • The Reach Fund • ALL CIF fund
Essential Requirements	• Be currently employed as a Grade III Clerical Officer with City of Dublin ETB. • Good educational standard, minimum Leaving Certificate or equivalent. • Have the requisite knowledge, skills, and competencies to carry out the role. • Be capable and competent of fulfilling the role to a high standard.
Desirable Requirements	• Experience with Adult Education Service target groups, in particular people experiencing educational and/or socio-economic disadvantage. • Excellent administrative and IT skills. • Excellent communication and interpersonal skills. • Strong attention to detail. • Good problem solving, analytical and judgement skills • Ability to prioritise and manage work in a dynamic and pressurised environment • Ability in managing staff including general staff supervision, teamwork scheduling, staff development and training. • Goal oriented in a manner that ensures that work is comprehensively completed • Self-motivating, flexible and results focused • Proven record as a team-player with a flexible approach • Understand the main features and current challenges of the Further Education and Training sector and the role of the Adult Education Service within City of Dublin FET College.

Duties and Responsibilities	The general duties and responsibilities listed below are not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned from time to time and to contribute to the development of the post while in office: • Coordinating PLSS database system across the local Adult Education Service in the ensuring consistent and accurate data inputs across the service. • Provide a variety of administrative functions to the Adult Education Service • Liaise with adult education students around information provision and support promotion and recruitment for adult education courses. • Manage registration and enrolment procedures for adult education students. • Provide front of house assistance to adult education students, tutors, staff and visitors. • Responsible for the administration of the Purchase to Pay and Petty Cash systems. • Creating DCS staff contracts under direction of managers • Administration of financial records relating to budget expenditure. • Provide office support, answering email, telephone and in-person queries. • Responsible for maintaining accurate data management systems by preparing, checking and inputting data. • Create and update records and databases. • Prioritising work activities in line with set deadlines, as required. • Provide administrative support to management in scheduled meetings, including minute-taking and circulation of relevant documents. • Responsible for administrative staff (dependent on the Department assigned to). • Assisting in the preparation of reports to tight deadlines when required. • Lead on the administration of the Adult Literacy and Community Education grant system annually, under the management of the responsible AEO • Lead on the administration of the Reach Fund grant system annually, under the management of the responsible AEO • Any other duties as may be assigned from time to time due to the changing needs of the role.
Competencies	<i>People Management</i> • 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 <i>Analysis & Decision Making</i> • 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 & interprets numerical information, conducting accurate numerical calculations • Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence <i>Delivery of Results</i> • 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 & 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 role, objectives and targets 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 & 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 preserves to obtain objectives despite obstacles or setbacks.
- Ensures that customer service is at the heart of own/teamwork.
- Is personally honest and trustworthy.
- Acts with integrity and encourages this in others.

Note: Having read the competencies and thought about the demands of the role, for each of the above competencies candidates will be asked, at interview, to demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date which clearly demonstrates your suitability for this position.

Ideally you should include all elements of the STAR competency framework which is outlined as follows:

S ituation	Present a challenging situation you found yourself in.
T ask	What did you need to achieve from the situation?
A ction	What action did you personally take to achieve this?
R esult	What was the result of your action?

To apply please upload your CV and Letter of Application, as one attachment, on The Hire Lab here: <https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CV92YAHMX3Z>

Important Notes:

- Please ensure that your letter of application & CV clearly evidence the essential requirements.
- Applicants must create a profile in order to apply for positions / upload CV's via our online system, which can be done through the link above.
- Selection will be by the way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.

- *Please note that it is the responsibility of the applicant to ensure that all application documents are received on time. Any technical difficulties encountered by the sender when submitting applications are not the responsibility of City of Dublin ETB. Therefore, candidates are strongly advised to submit applications well before the 12 noon deadline on the specified closing date.*
- *Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by City of Dublin ETB.*

Latest date for receipt of completed profiles and upload requirements is: **Friday 21st August 2026**

*Late applications will not be accepted. Shortlisting may take place. Canvassing will disqualify.
City of Dublin ETB is an equal opportunities employer.*