

**Information Note**

**Open Competition**

**for the**

**Appointment on 3-Year Fixed-Term Contract to the posts of:**

1. **Project Manager**

New Apprenticeship/Traineeship Development & Enhancement

Ref: ETBI/ATU/01

[analogous to Assistant Principal Officer]

**2. Development Officer**

New Apprenticeship/Traineeship Development & Enhancement

Ref: ETBI/ATU/02

[analogous to ETB Grade VII]

1. **Administrative Officer**

QA Development and Enhancement

Ref: ETBI/ATU/03

[analogous to ETB Grade III]

Applications to **Recruitment@TalbotPierce.com**

Closing Date for Applications **Friday 9th June 2017**

It is expected that interviews will take place the week of **19th June 2017**

Contents

[1. Introduction 3](#_Toc482906045)

[2. New Apprenticeships 3](#_Toc482906046)

[3. Quality Assurance of New Apprenticeships 4](#_Toc482906047)

[4. New Apprenticeship/Traineeship Development Support & Enhancement Unit 4](#_Toc482906048)

[5. Role Descriptions 4](#_Toc482906049)

[5.1 Project Manager, New Apprenticeship/Traineeship Development & Enhancement 5](#_Toc482906050)

[RESPONSIBLITIES 5](#_Toc482906051)

[ROLE 5](#_Toc482906052)

[CONDITIONS 7](#_Toc482906053)

[MAKING AN APPLICATION 7](#_Toc482906054)

[5.2 Development Officer, New Apprenticeship/Traineeship Development & Enhancement 8](#_Toc482906055)

[RESPONSIBLITIES 8](#_Toc482906056)

[ROLE 8](#_Toc482906057)

[CONDITIONS 10](#_Toc482906058)

[MAKING AN APPLICATION 10](#_Toc482906059)

[5.3 Administrative Officer, QA Development and Enhancement 11](#_Toc482906060)

[RESPONSIBILITIES 11](#_Toc482906062)

[CONDITIONS 12](#_Toc482906063)

[MAKING AN APPLICATION 12](#_Toc482906064)

[6. Competition Process 13](#_Toc482906065)

[7. Selection Methods 13](#_Toc482906066)

[7.1 Shortlisting 13](#_Toc482906067)

[8. Confidentiality 13](#_Toc482906068)

[9. Key Competencies 14](#_Toc482906069)

[Key Competencies: Project Manager 14](#_Toc482906070)

[Key Competencies: Development Officer 16](#_Toc482906071)

## **1. Introduction**

Education and Training Boards (ETBs) are statutory authorities which have responsibility for education and training, youth work and a range of other statutory functions. ETBs manage and operate second-level schools, further education colleges, multi-belief community national schools and a range of adult and further education centres delivering education and training programmes.

As the national statutory providers of further education and training, ETBs recognise the importance of their role in leading and supporting the development of new national FET apprenticeship programmes. A small number of new apprenticeships are in development in the sector. It is intended to grow this significantly, along with new Traineeships, over the next 3 years.

Education and Training Boards Ireland (ETBI) is the national representative body for the 16 ETBs. ETBI provides innovative and quality support services to the ETBs; ETBI provides, procures and coordinates a range of support services which are most appropriately and efficiently delivered at national level.

An ETBI FET Director’s Apprenticeship Strategy has been launched and is focusing on a sectoral strategy for new apprenticeship development. A **New Apprenticeship/Traineeship Development Support & Enhancement Unit** is now being established by ETBI to support this strategic development.

## **2. New Apprenticeships**

SOLAS holds statutory responsibility for the management of the National Apprenticeship System in Ireland, see <http://www.solas.ie/Pages/WhatWeDo.aspx>.

In May 2013, the Minister for Education and Skills, announced a review of apprenticeship in Ireland. The review envisaged a more flexible model of apprenticeship, potentially leading to qualifications at any level from level 5 upwards on the National Framework of Qualifications (NFQ).

Following the review, a National Implementation Plan was established, setting out a series of actions in three Phases during which the potential for new apprenticeships would be explored by the Apprenticeship Council through a call for proposals. See <https://www.education.ie/en/Publications/Education-Reports/Apprenticeship-Implementation-Plan.pdf>.

Apprenticeships introduced from 2016 onwards lead to an award between Levels 5 and 10 on the National Framework of Qualifications. Each apprenticeship programme can be between 2 and 4 years in duration. Diverse models of training on- and off-the-job are used, as well as different models of delivery and target groups (including those already in employment). Apprenticeship development and roll-out is overseen by industry-led groups (consortia) working with education and training providers and other partners.  All new apprenticeships developed in Ireland after 2016 will follow this new apprenticeship approach. See <http://www.apprenticeship.ie/en/apprentice/occupational/Pages/ApprenticeInfo.aspx>

The development of new apprenticeships is identified as a key target in the **Action Plan for Education 2016-2019, see** <https://www.education.ie/en/Publications/Corporate-Reports/Strategy-Statement/Department-of-Education-and-Skills-Strategy-Statement-2016-2019.pdf>

## **3. Quality Assurance of New Apprenticeships**

In June 2016, Quality and Qualifications Ireland (QQI) published **Topic Specific Statutory Quality Assurance (QA) Guidelines for providers of Statutory Apprenticeship Programmes**. See: <http://www.qqi.ie/Publications/Publications/Apprenticeship%20Programmes%20QAG%20Topic-Specific.pdf>.

These Guidelines provide guidance on the development, delivery and evaluation of apprenticeship programmes by the party with quality assurance accountability to QQI, the **Coordinating Provider.**

New apprenticeship programmes require different infrastructural and governance approaches and relationships, between ETBs and SOLAS, between ETBs themselves, with other Providers, Employers, and other stakeholders (i.e. external awarding bodies) and between ETBs and the external quality assurance body, QQI.

## **4. New Apprenticeship/Traineeship Development Support & Enhancement Unit**

ETBI is now establishing a new **Apprenticeship/Traineeship Development Support & Enhancement Unit** to:

* Facilitate a **cohesive and strategic** approach, to the planning, develop and implementation of new apprenticeships/traineeships within the ETB sector.
* Develop and **enhance** **capacity** across the sector for ETBs to establish a quality assurance relationship with QQI as a Coordinating Provider
* Provide **leadership** within the broader **FET Sector** to quality enhancement and improvements of new apprenticeships
* Support the sector in the development and implementation of innovative processes for the quality assurance and enhancement of apprenticeships, traineeships and other work based learning provision.

## **5. Role Descriptions**

The following roles are now being established on a **3-year fixed term contract**, to the new **ETBI Apprenticeship/Traineeship Development Support & Enhancement Unit**:

1. **Project Manager** [Assistant Principal Officer] Ref: ETBI/ATU/01

2. **Development Officer** [ETB Grade VII] Ref: ETBI/ATU/02

3. **Administrative Officer** [ETB Grade III] Ref: ETBI/ATU/03

The details for these roles are outlined below.

## 5.1 **Project Manager, New Apprenticeship/Traineeship Development & Enhancement**

**Ref: ETBI/ATU/01**

### RESPONSIBLITIES

TheETBI Project Manager, New Apprenticeship/Traineeship Development & Enhancement will play a key role in the establishment, operation and success of the ETBI New Apprenticeship/Traineeship Development & Enhancement Unit. The Project Manager will be responsible, through the work of the Unit, for delivering on sectoral projects, to support and enhance the roll-out and implementation of quality assured Apprenticeship/Traineeship and Work Based Learning programmes in the ETB sector.

### ROLE

The Project Manager will deliver business benefits for ETBI and the ETBs, and will be expected to:

* Manage projects and initiatives to support and enhance quality of new apprenticeship/traineeship and work-based learning provision in the ETBs
* Lead on sectoral quality enhancement projects for new National Apprenticeships for which the ETBs are the Coordinating Provider
* Advise ETBs on national policy developments and regulatory requirements in relation to new apprenticeships, traineeships and work-based learning provision
* Coordinate the development of guidelines, documentation and material/resources to support ETBs in the development and implementation of quality assured new apprenticeship/traineeship and work-based learning provision, with regards to QQI quality assurance and programme validation requirements
* Lead and coordinate the development and implementation of an ETB sectoral model and framework for Employer mentoring and quality assurance of ‘on-the-job’ training
* Establish goals and operational plans for the Unit
* Oversee the establishment and implementation of the ETBI External Monitoring and Enhancement Panel for new apprenticeship programmes
* Implement appropriate project governance and budgetary management processes
* Manage staff and project deliverables within the ETBI New Apprenticeship/Traineeship Development & Enhancement Unit
* Engage and work collaboratively through ETBI Governance structures and forums, including the ETB FET Directors Apprenticeship Strategy Group
* Engage with ETB Senior Management and Teams on new apprenticeship/traineeship projects and initiatives
* Manage and develop engagement with external stakeholders, in particular, with Apprenticeship Council, SOLAS, QQI and Employer representative’ bodies/industry partners, on new apprenticeship/traineeships and work based learning
* Coordinate an ETBI led FET Provider National Quality Network for New Apprenticeships
* Report progress on agreed projects and initiatives and provide feedback as required internally and externally

**CANDIDATE PROFILE**

The ideal candidate will have the following experience, personal characteristics and educational background:

**Essential Requirements**

* at least 5 years’ experience of delivering, managing and/or quality assuring apprenticeship and/or other work-based learning programmes in a further education and training, higher education or work-based environment
* a relevant third-level qualification (Level 7 or above)
* strong interpersonal skills with a proven track record of managing relationships with multiple stakeholders
* excellent communication skills, both oral and written, with a high proficiency in Microsoft office
* an understanding of national regulatory/governance framework and quality assurance requirements for new apprenticeship programmes
* demonstrated ability to manage and deliver projects on time and within budget
* budgetary and staff management experience
* highly organised, detailed-oriented, and self-directed

**Desirable Skills and Knowledge**

* Master’s degree
* Project management qualification
* Working knowledge of public sector/ETB sector
* Understanding of QQI requirements

**The competencies required for the position are**

* Leadership
* Analysis and decision-making
* Managing and delivering results
* Interpersonal and communication skills
* Specialist knowledge, expertise and self-development
* Drive and Commitment

See further information on these competencies in section 9.

**The responsibilities outlined in this job description should not be regarded as comprehensive in scope and may be added to or altered as required.**

### CONDITIONS

**Pay:** The salary scale for this position is analogous to public sector pay rates for the Assistant Principal Officer grade.

**Annual Leave:** Annual Leave will be 30 working days. This leave is exclusive of public holidays.

**Hours of Attendance:** Working hours will be in accordance with the standard arrangements in ETBI and will equate to no less than 37 hours (net of rest breaks) per week.

No additional payment will be made for extra attendance as the rate of remuneration payable covers any additional or exceptional extra attendance requirement that may arise from time to time.

**Location:** This position is based at ETBI, Pipers Hill, Naas, Co Kildare. Regional travel may be required from time to time.

### MAKING AN APPLICATION

Applications should be made by submitting a completed application form. If applying for more than one role, a separate application form must be completed for each role.

The closing date for applications **5.30pm Friday 9th June 2017** via email to [Recruitment@TalbotPierce.com](mailto:Recruitment@TalbotPierce.com),

Please enter the reference number for the role(s) for which you are applying in the subject line of your application email.

For further information please email [Recruitment@TalbotPierce.com](mailto:Recruitment@TalbotPierce.com)

## **5.2 Development Officer, New Apprenticeship/Traineeship Development & Enhancement**

**Ref: ETBI/ATU/02**

### RESPONSIBLITIES

The Development Officer**,** New Apprenticeship/Traineeship Development & Enhancementwill support the Project Manager and the new Unit in the delivery of sectoral enhancement projects and initiatives, for the roll out and implementation of quality assured Apprenticeship/Traineeship and Work Based Learning programmes in the ETBs.

### ROLE

The Development Officer, will deliver business benefits for ETBI and the ETBs, and will be expected to:

* Support agreed projects and initiatives for the enhancement of new apprenticeship/traineeship and work-based learning provision in the ETBs
* Research national and international best-practice and inform the identification of sectoral enhancement projects and initiatives for new apprenticeships/traineeships and work-based learning
* Develop guidelines, documentation and material/resources to support ETBs in the development and implementation of quality assured new apprenticeship/traineeship and work-based learning provision, in particular with regards to QQI quality assurance and programme validation requirements
* Research, develop and support the implementation of an ETB sectoral model and framework for Employer mentoring and quality assurance of ‘on-the-job’ training
* Coordinate the ETBI External Monitoring and Enhancement Panel for new apprenticeship programmes
* Engage with ETBI Governance structures and Fora, and contribute to the development of a community of practice for new apprenticeships/traineeship/work-based learning
* Provide secretariat to a new ETBI-led FET Provider National Quality Network for New Apprenticeships
* Engage and work collaboratively through internal and external stakeholders
* Organise events for internal and external colleagues
* Report progress on agreed projects and initiatives and provide feedback as required internally and external
* Lead and manage a team

**CANDIDATE PROFILE**

The ideal candidate will have the following experience, personal characteristics and educational background:

**Essential Requirements**

* at least 3 years’ experience of delivering, supporting and/or quality assuring apprenticeship and/or other work-based learning programmes in a further education and training, higher education or work-based environment.
* strong interpersonal and communication skills, both oral and written
* an understanding of national regulatory/governance framework and quality assurance requirements for new apprenticeship programmes
* demonstrated ability to work to measurable objectives and deadlines
* expert knowledge of Microsoft applications and data management

**Desirable Skills and Knowledge:**

* Bachelor degree or equivalent
* Understanding of ETB sector
* Understanding of QQI requirements
* Experienced project manager

**The competencies required for the position are**

* Team Leadership
* Analysis and decision-making
* Managing and delivering results
* Interpersonal and communication skills
* Specialist knowledge, expertise and self-development
* Drive and Commitment

See further information on these competencies see Section 9.

**The responsibilities outlined in this job description should not be regarded as comprehensive in scope and may be added to or altered as required.**

### CONDITIONS

**Pay:** The salary scale for this position is analogous to pay rates for ETB Grade VII.

**Annual Leave:** Annual Leave will be 29 working days. This leave is exclusive of public holidays.

**Hours of Attendance:** Working hours will be in accordance with the standard arrangements in ETBI and will equate to no less than 37 hours (net of rest breaks) per week.

No additional payment will be made for extra attendance as the rate of remuneration payable covers any additional or exceptional extra attendance requirement that may arise from time to time.

**Location:** This position is based at ETBI, Pipers Hill, Naas, Co Kildare.

### MAKING AN APPLICATION

Applicants may apply for one or more roles.

Applications should be made by submitting a completed application form. If applying for more than one role, a separate application form must be completed for each role.

The closing date for applications **5.30pm Friday 9th June 2017**, via email to [Recruitment@TalbotPierce.com](mailto:Recruitment@TalbotPierce.com), please enter the reference number for the role(s) for which you are applying in the subject line of your application email.

For further information please email: [Recruitment@TalbotPierce.com](mailto:Recruitment@TalbotPierce.com)

## **5.3 Administrative Officer, QA Development and Enhancement**

## **Ref: ETBI/ATU/03**

**Administrative Officer, QA Development and Enhancement**

The administrative support officer will support the ETBI Programme Manager and Team in delivering support services and project objectives.

### Responsibilities

The following are the main tasks and responsibilities:

* General clerical duties e.g. filing, photocopying, answering/making telephone calls, dealing with e-mails, taking and distributing messages, preparing and sending outgoing mailings and packages
* Organising and coordinating ETBI Forum and working group meetings
* Typing documents and correspondence
* Supporting the Programme Manager, Project Manager and Project Teams, working as part of a team in delivering a range of support services
* Dealing with the external colleagues and stakeholders e.g. responding to queries and providing information
* Use of Information Technology e.g. word processing, spreadsheets, database, e-mail and internet
* Routine accounts work and controlling basic accounting functions such as, purchase orders and checking invoices
* Checking and distributing documents and correspondence
* Maintaining filing systems
* Checking and entering data
* Updating and maintaining databases

**Essential Requirements**

* high level of proficiency in relevant software applications including MS Office, email and internet
* good numeracy skills
* accurate keyboard skills
* knowledge of office management systems and procedures
* knowledge of administrative procedures
* knowledge of basic accounting procedures
* business administration qualification
* excellent communication skills - verbal and written

**Key Competencies**

* organisational and planning skills
* time management skills and the ability to prioritize work
* data management
* attention to detail and accuracy
* problem-solving
* adaptability and self-starter
* customer service orientation
* team work
* confidentiality

**The responsibilities outlined in this job description should not be regarded as comprehensive in scope and may be added to or altered as required.**

### CONDITIONS

**Pay:** The salary scale for this position is ETB Grade III.

**Annual Leave:** Annual Leave will be 22 working days. This leave is exclusive of public holidays.

**Hours of Attendance:** Working hours will be in accordance with the standard arrangements in ETBI and will equate to no less than 37 hours (net of rest breaks) per week.

**Location:** This position is based at ETBI, Pipers Hill, Naas, Co Kildare. Regional travel may be required from time to time.

### MAKING AN APPLICATION

Applications should be made by submitting a completed application form. If applying for more than one role, a separate application form must be completed for each role.

The closing date for applications **5.30pm Friday 9th June 2017** via email to [Recruitment@TalbotPierce.com](mailto:Recruitment@TalbotPierce.com),

Please enter the reference number for the role(s) for which you are applying in the subject line of your application email.

For further information please email [Recruitment@TalbotPierce.com](mailto:Recruitment@TalbotPierce.com)

## **6. Competition Process**

Applicants may apply for one or both of the above roles. Separate application forms must be completed for each role applied for. Applications to be made by completing the attached application form together with a cover letter outlining suitability for the role by email to: [Recruitment@TalbotPierce.com](mailto:Recruitment@TalbotPierce.com) by 5.30pm on Friday 9th June 2017.

Please state, in the subject line, the reference number of the role(s) for which you are applying. Applications will not be accepted after the closing time/date.

## **7. Selection Methods**

The selection process may include shortlisting of candidates on the basis of the information contained in their application.

The selection will be on the basis of a competency-based interview with an expert panel and satisfactory references (referees will not be contacted without the candidate’s prior agreement). The selection process may involve a second interview.

### 7.1 Shortlisting

The number of applications received for each position may exceed that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, ETBI may decide that a number only will be called to interview.

In this respect, a short-listing process will be implemented to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert panel will examine the application forms against predetermined criteria, based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is, therefore, in your own interest to provide a detailed and accurate account of your qualifications/experience/competencies in your application.

## **8. Confidentiality**

Subject to the provisions of the Freedom of Information Act, 1997 as amended, applications will be treated in strict confidence.

*This in an information booklet only and does not constitute any term and condition of employment*

*ETBI is an equal opportunities employer*

## **9. Key Competencies**

|  |
| --- |
| Key Competencies: Project Manager |
| **Leadership** |
| * Actively contributes to the development of the strategies and policies of the unit/ organisation * Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise * Leads and maximises the contribution of the team as a whole * Clearly defines objectives and goals and delegates effectively, encouraging ownership and responsibility for tasks * Develops the capability of others through feedback, coaching and creating opportunities for skills development * Identifies and takes opportunities to exploit new and innovative service delivery channels |
| **Analysis & Decision Making** |
| * Researches issues thoroughly, consulting appropriately to gather all information needed on an issue * Understands complex issues quickly, accurately absorbing and evaluating data * Integrates diverse strands of information, identifying inter-relationships and linkages * Makes clear, timely and well-grounded decisions on important issues * Considers the wider implications of decisions on a range of stakeholders * Takes a firm position on issues s/he considers important |
| **Management & Delivery of Results** |
| * Takes responsibility for challenging tasks and delivers on time and to a high standard * Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances * Ensures quality and efficient customer service is central to the work of the division * Looks critically at issues to see how things can be done better * Ensures controls and performance measures are in place to deliver efficient and high value services * Effectively manages multiple projects |
| **Interpersonal & Communication Skills** |
| * Presents information in a confident, logical and convincing manner * Encourages open and constructive discussions around work issues * Promotes teamwork within the team, but also works effectively on projects across the organisation * Maintains poise and control when working to influence others * Develops and maintains a network of contacts to facilitate problem solving or information sharing * Engages effectively with a range of stakeholders, including members of the public, ETB’s colleagues and external organisations |
| **Drive and Commitment** |
| * Is self-motivated and shows a desire to continuously perform at a high level * Is personally honest and trustworthy and can be relied upon * Ensures the citizen is at the heart of all services provided * Through leading by example, fosters the highest standards of ethics and integrity |
| **Specialist Knowledge, Expertise and Self Development** |
| * Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the team and of the organisation * Has a breadth and depth of knowledge required for the role and is sensitive to wider political and organisational priorities * Is considered an expert by stakeholders in own field/ area * Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role |

|  |
| --- |
| Key Competencies: Development Officer |
| **Team Leadership** |
| |  | | --- | | * Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise | | * Provides clear information and advice as to what is required of the team | | * 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 | |
| **Analysis & Decision Making** |
| |  | | --- | | * 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 | |
| **Management & Delivery of Results** |
| |  | | --- | | * 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 | | * 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 | |
| **Interpersonal & Communication Skills** |
| |  | | --- | | * Builds and maintains contact with colleagues and other stakeholders to assist in performing role | | * Acts as an effective link between staff and senior management | | * Encourages open and constructive discussions around work issues | | * Projects conviction, gaining buy-in by outlining relevant information and selling the benefits | | * Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances | | * Presents information clearly, concisely and confidently when speaking and in writing | |
| **Drive and Commitment** |
| |  | | --- | | * 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 knowledge relevant to his/her area of work | | * Focuses on self-development, striving to improve performance | |
| **Specialist Knowledge, Expertise and Self Development** |
| |  | | --- | | * 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 | |