



HR Staff Officer

Grade V/ Ref 23.25



**Closing Date: Tuesday 9th
December 2025 at 12 noon**

**Interviews will be held the week
beginning 15th December 2025**

ETBI is committed to a policy of equal opportunity.

HR Staff Officer (Grade V) (Ref: 23.25)

Education and Training Boards Ireland (ETBI)

Overview of main functions carried out by Education and Training Boards Ireland

Education and Training Boards Ireland (ETBI) is the national representative body established to collectively represent the sixteen Education and Training Boards (ETBs) and promote their interests, which is recognised by the Minister for the purposes of the Education and Training Boards Act 2013. ETBI comprises of the staff of ETBI, the ETBI Chief Executives, Directors of Further Education and Training, Directors of Schools, Directors of Organisation, Support and Development Forums and the respective networks and groups associated with these forums.

Mission

ETBI'S mission is to lead and advance the continued development of education, training, and youth work in Ireland.

Vision

To harness our strength to influence and promote a strong education and training sector through collaboration and collective effort.

Values

ETBI's five core values represent the core values of the ETB sector working collectively. Core values are like "branding" but on the inside. They help ETBI to make informed decisions and unify the culture. This will help ETBI hold ourselves accountable and others accountable in decision-making and our engagement with partners and other stakeholders. The five core values are **Excellence, Care, Equality, Community and Respect**.

- **Excellence** includes excellence in education, training, and support. It is underpinned by the core values of care, respect, community, and equality. Excellence encompasses outcomes, experiences, and expectations of the people involved.
- **Care** is about the welfare, well-being, and safety of all who are involved in education and training. It is exemplified in meaningful relationships, connectedness, and empathy, alongside support and solidarity.
- **Equality** is about treating everyone equally and recognising and celebrating the diversity of those involved in education, training, and youth work. It is exemplified by targeting resources for those who have the need and prioritising a culture of inclusion.
- **Community** encompasses learners, their families, staff, and the local communities in which our services are based. It is about having a shared vision, values and purpose, a sense of belonging, and a voice that is listened to. It is exemplified in productive collaboration, positive contributions, and effective communication among all stakeholders.
- **Respect** is about upholding the dignity, rights, and recognition of the identity and background of all those involved in education, training, and youth work. It is exemplified in relationships between all stakeholders, and decision-making that impacts positively on the rights, feelings, and aspirations of the diversity of people.

Equality, Diversity and Inclusion

At ETBI, we believe that diversity and inclusion are essential to the success of our goals and exist at the core of our values. Diversity not only includes ethnicity and gender identity but also age, disability status, sexual orientation, religion and many other parts of one's identity. We are committed to cultivating a workplace of individual differences which embraces unique perspectives and fosters a culture of belonging. Our team is strengthened by a growing diverse workforce, and we actively seek individuals representing various backgrounds, experiences, and ideas to join us in our mission. At ETBI, diversity and inclusion are everyone's responsibility and are the foundations of our collective growth and prosperity.

HR Staff Officer (Grade V) Job Description

The HR Staff Officer (Grade V) will report to the HR/IR Governance Officer and will work as part of the wider Organisation Support and Development (OSD) team. The HR Staff Officer will provide administration support to the Director of Organisation Support and Development.

Job Description

Duties include:

- Provide HR/IR governance support to the HR/IR Governance Officer.
- Respond to queries and manage escalation handling for all non-routine HR matters requiring employer interaction.
- Manage escalated grievances, disciplinary processes, and mediation cases in coordination with relevant stakeholders.
- Administer referral processes to Occupational Health Services (OHS) and DEASP for paid leave types.
- Complete and process all required forms, including Illness Benefit forms, Maternity Benefit forms, and Mortgage Salary Certificates.
- Maintain and securely store personnel files, ensuring compliance with data retention policies and GDPR requirements.
- Support ongoing HR interaction with the HR team on matters related to staff.
- Perform other related duties as required to ensure smooth HR administration, governance, and compliance of ETBI.

Competencies Required:

The HR Staff Officer will be required to show evidence of the following competencies:

Leadership

Inspiring and energising others to achieve personal and organisational success.

- Creates team spirit and helps direct individuals towards the achievement of the team and organisational goals.
- Remains visible, available and approachable to others
- Provides a clear definition of individual and team member roles and responsibilities.
- Explains what needs to be done and why.
- Allows the team to take the glory.
- Regularly finds ways to celebrate and reward successes with the team.

- Takes a stand on issues he/she feels strongly about but supports a decision once it is made.
- Accepts accountability for own actions and maintains a positive outlook.
- Conveys a positive outlook even during periods of stress or change.
- Accepts responsibility and holds themselves accountable for getting things done.
- Quickly adapts to changing priorities/decisions, demonstrating support for the team and organisational goals.

Developing Self and Others

Finding ways to keep skills current and maintain up-to-date knowledge of specific and broad-range topics; providing developmental opportunities to others and taking ownership of own learning and others.

- Promotes information sharing within the team and encourages learning as integral to the team's daily activities.
- Provides time for the team to share information from a variety of sources, demonstrating that learning is integral to work.
- Surrenders interesting jobs to others to help broaden and strengthen their capabilities.
- Exchanges information with a wide range of contacts to keep abreast of new ideas, technology etc
- Take responsibility for their own learning.
- Listens to feedback and makes appropriate changes.
- Finds expedient ways to develop new skills in the absence of formal training
- Shows a genuine interest and time commitment to developing their own skills and knowledge
- Admits to, takes responsibility for, and learns from their own mistakes.

Innovation & Creative Thinking

Generating and implementing creative solutions to achieve ETBI Strategic goals, conceptualising and articulating future opportunities and trends.

- Assists the team in the development of new ideas and ways to work.
- Considers how new ideas/trends may affect the team.
- Shares new ideas/trends with the team, asking how those trends could be turned into opportunities for the team.
- Engages others in "what if" thinking to encourage them to find new and better ways of working.
- Provides time for brainstorming and the sharing of ideas.
- Stays informed and find more effective ways of working.
- Asks questions, reads etc. To stay well informed
- Thinks "outside the box" and is not constrained by traditional ways of doing things.
- Offers suggestions to improve the ways things are done.
- Takes the initiative to try new things.

Learner & Stakeholder Focus

Maintaining learner/stakeholder focus, understanding their needs, providing realistic commitments, and taking responsibility for delivering on those commitments.

- Works with the team to develop a better understanding of the learner or stakeholders' circumstances to provide the most effective service.
- Engages with stakeholders whenever possible to better understand their business and build relationships.
- Works with the team to ensure that learners/stakeholders are kept informed as their requests are being managed.
- Seeks feedback from learners/stakeholders, listening and responding positively to suggestions and criticisms.
- Demonstrates awareness of their own ability to impact the learner or the stakeholder
- Asks questions to clarify the learner's/stakeholder's needs.
- Provides realistic expectations at the outset of an interaction to build confidence and trust.
- Goes out of their way to help the learner or stakeholder and offers alternate solutions where the request is impossible to meet.
- Answers learner/stakeholder questions or helps them to find the answer elsewhere.
- Provides personal attention to ensure each learner/stakeholder feels treated as an individual.

Results Focused and Business Aware

Maintaining a focus on the important issues to achieve and improve results and awareness, applying sound business principles and effective operational practices to drive a successful outcome.

- Works with team to ensure that sound business principles and operational practices are being applied and focuses the team on activities to achieve goals.
- Brings discipline to the team, encouraging them to find easier and more efficient ways of working.
- Encourages the team to focus their activities to meet the team's objectives continuously and sets measurable targets.
- Establishes team priorities and identifies critical tasks and milestones to help keep projects and individuals on track.
- Seeks to understand and apply basic business principles and operations and commits to action to achieve results.
- Seeks and develops efficiencies in day-to-day activities and shares them with others.
- Asks questions to build a better understanding of business guidelines and operational practices.
- Works to, and meets tight deadlines.
- Applies extra effort and a positive attitude to handle periods of high demand.

Communication

Exchanging information and ideas with others to promote effective discussion and decision-making; promoting two-way communication.

- Exchanges information in an open, honest and clear manner to enhance Team Effectiveness
- Regularly asks for, and listens to, the views and opinions of others, showing genuine respect for what they have to say.
- Responds to others in a way that demonstrates he/she has heard and considered their opinions.
- Adjusts language, style and tone of communication to suit the audience.
- Brings forward to Management the ideas and concerns of his/her team to ensure they are heard.
- Openly voices and constructively shares differences of opinions yet is willing to modify perspective and demonstrate flexibility.
- Effectively communicates with others.
- Actively listens and asks questions to ensure mutual understanding.
- Uses the most effective means of communication, showing respect for the time constraints of others
- Conveys ideas clearly and concisely and gets to the point quickly.
- Writes clearly and concisely, checking with the reader to ensure understanding
- Uses open-ended and probing questions to elicit information beyond the initial request
- Shares information in an open and direct manner to help others make informed decisions

Specialist Knowledge & Expertise

- Demonstrates the ability to design, review, and implement HR policies and procedures, ensuring alignment with organisational standards and statutory requirements.
- Effectively manages end-to-end recruitment processes, including conducting interviews, facilitating onboarding, and maintaining accurate HR records.
- Provides informed advice on ER/IR matters and supports managers in resolving workplace issues effectively.
- Exhibits strong ICT literacy, including proficiency in HRIS platforms (e.g., Zoho People, CoreHR) and the ability to generate and interpret HR data reports.
- Promotes EDI principles in HR practices, ensuring fair treatment, inclusive recruitment, and compliance with equality legislation and organisational values.

Essential Requirements

Required Educational Qualifications and Experience

The successful candidate will have:

- A minimum Level 8 qualification on the National Framework of Qualifications (NFQ)
- Two or more years of relevant work experience in HR or administrative roles

NOTE: Qualifications/eligibility may not be verified by ETBI until the final stage of the process. Therefore, those candidates who do not possess the eligibility requirements, and proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign. An invitation to tests, interviews or any element of the selection process is not acceptance of eligibility.

Health

A candidate for, and any person holding, the office must be fully competent and capable of undertaking the duties attached to the office and in a state of health such as would

indicate a reasonable prospect of the ability to render regular and efficient service.

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of character.
- Be suitable in all other relevant respects for appointment to the post concerned

And if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are or may be required to be performed.
- Are fully competent and available to undertake, and fully capable of undertaking the duties attached to the position.

Citizenship Requirement:

Candidates should note that eligibility to compete 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, Norway, Switzerland and Norway. Swiss citizens under EU agreements may also apply.

CONDITIONS OF SERVICE

Terms of Appointment

This appointment will be a specified purpose contract subject to a six-month probationary period. If at any time during this period, it appears that the appointee would not be suitable for the final appointment the probation will be terminated.

Remuneration

The Grade V salary scale as of 1st August, 2025 is €51,723 - €61,865 (including two long service increments).

Starting salary

Candidates should note that the starting salary will be at the minimum of the appropriate pay scale and will not be subject to negotiation.

Different remuneration and conditions may apply, if, immediately prior to appointment the appointee is already a serving Public Servant.

Annual Leave

The employee will be entitled to 25 working days of holidays each year (in addition to the usual Public and Bank Holidays) to be taken at a time or times convenient to the ETBI. The successful candidate will be required to take annual leave for the period of the Christmas closure of ETBI.

Sick Leave

Sick Leave will be in accordance with established procedures and conditions for ETBI staff generally.

Different conditions may apply, if, the successful candidate is seconded from the education sector (public servant).

Termination

The appointment will be terminated by one month's notice in writing on either side.

Pension

The employee will be enrolled in ETBI's pension scheme.

If the employee is seconded from the education sector (public service), the rules of the superannuation scheme applicable to their substantive grade will apply.

Location

The place of work for the HR Staff Officer will be ETBI Head Office or such other office location within the ETBI as determined by the General Secretary. The Personal Assistant may be required to travel, within and/or outside, of Ireland in the performance of their duties.

Hybrid Working may be available in agreement with your line manager.

Maternity / Adoptive / Carers / Parental / Force Majeure Leave

Maternity / Adoptive / Carers / Parental Leave will be granted in accordance with the arrangements authorised by the Minister for Education and Skills. The provisions of the Parental

Leave Act, 1998 and any subsequent Acts replacing or amending that Act will apply to Force Majeure Leave.

Benefits

- Cycle to Work Scheme
- Employee Assistance Service
- Pension Scheme
- Hybrid Working
- Workspace Assessments
- Staff Learning and Development

General

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the successful candidate's employment contract.

SELECTION PROCESS

How to Apply

Applicants should follow the link to the online application form at www.etbi.ie/recruitment. Only applications made through the online application process will be accepted.

The admission of a person to this competition, or invitation to take tests or attend the interview is not to be taken as implying that the ETBI is satisfied that such a person fulfils the requirements.

Notes:

Please note that it is the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when submitting applications are not the responsibility of ETBI. Therefore, candidates are strongly advised to submit applications well before the **12 noon on Tuesday, 9th December 2025** deadline.

Closing Date and Time:

Your application must be submitted and received no later **12 noon on Tuesday, 9th December 2025**. It will not be possible to submit applications after this date and time.

Please Note:

We acknowledge receipt of all applications. We endeavour to give as much notice as possible for interview dates etc. Candidates should make themselves available on the date(s) specified by the ETBI.

The Selection Process may include:

- Shortlisting of candidates based on the information contained in their application
- Qualifying for a preliminary interview

The Selection Process will include:

- A competitive interview
- Reference checking

Shortlisting:

Normally the number of applications received for a position exceeds that required to fill existing vacancies in the position. If the numbers applying for the position are such that it would not be practical to interview everyone, ETBI may decide to employ a short-listing process to select a group for interview who, based on an examination of the documents provided by you, appear to be the most suitable for the position.

This is not to suggest that other candidates are necessarily unsuitable, or incapable of the job, but rather that some candidates are, *prima facie*, better qualified and/or have more relevant experience.

During any short-listing exercise that may be employed, ETBI examines the application forms and assesses them against pre-determined criteria based on the requirements of the position. It is therefore in your interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

GENERAL INFORMATION

Security Clearance:

ETBI is registered with the National Vetting Unit (NVU). As part of the Board's recruitment and selection process, offers of employment to all posts may be subject to NVU disclosure.

Other Important Information

ETBI will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, invitation to attend an interview, or a successful result letter, is not to be taken as implying that the ETBI is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Prior to recommending any candidate for appointment to this position Education and Training Boards Ireland will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made. Should the person recommended for appointment decline or having accepted it, relinquish it, or should another vacancy arise, Education and Training Boards Ireland may at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates should note that any attempt to canvass support for an application will lead to disqualification.

Confidentiality

All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or another test when and where required by ETBI or who do not, when requested, furnish such evidence as the ETBI requires regarding any matter relevant to their candidature, will have no further claim to consideration.

Data Protection

ETBI processes data in compliance with current Data Protection legislation.

Feedback

Feedback will be provided on written request.

The latest date for receipt of completed applications for the above post is: 12 noon on Tuesday 9th December 2025

- **IT WILL NOT BE POSSIBLE TO SUBMIT APPLICATIONS AFTER THIS DATE AND TIME**
- **CV's WILL NOT BE CONSIDERED**
- **SHORTLISTING OF CANDIDATES MAY TAKE PLACE**

ETBI IS AN EQUAL OPPORTUNITIES EMPLOYER