

## Grade IV Oberstown Administration

### Job Specification & Terms and Conditions

<b>Job Title and Grade</b>	Grade IV Oberstown Administration
<b>Closing Date</b>	Friday 6 <sup>th</sup> February @ 5pm
<b>Location of Post</b>	Oberstown Children Detention Campus
<b>Contract Type</b>	Permanent contract
<b>Salary Scale</b>	The salary for this post ranges from €35,609 to €54,914 per annum Secure unit allowance - €2,702
<b>Working Hours</b>	Full time 35 hours per week
<b>Annual Leave</b>	28 days annual leave pro rata for 2025
<b>Reporting Relationship</b>	This role will report to the Department Manager or equivalent
<b>Purpose of the Post</b>	The post holder will support the delivery of internal and external communications in line with the campus strategy and brand guidelines, participating in the coordination, planning and management of projects, events and initiatives.

## Principal Duties and Responsibilities

Under the overall direction of the Department Manager, the primary duties and responsibilities of the position will include:

- Provide efficient day-to-day administrative support to the assigned department and management team.
- Coordinate routine office activities to ensure work is progressed to a high standard and in line with service requirements.
- Maintain accurate records and ensure documentation is available to the appropriate authorised persons, while adhering to confidentiality requirements.
- Undertake other duties that may reasonably be assigned from time to time by the Line Manager and/or Senior Management.
- Manage written, electronic, and verbal communications, including prioritising, filtering, and redirecting items for personal action or escalation to the Head of Service/Management, as appropriate.
- Demonstrate a high level of proficiency in Microsoft Outlook, including responding to large volumes of emails and managing calendars/meeting requests where required.
- Promote and maintain a customer-focused environment, fostering constructive working relationships with internal and external stakeholders.
- Organise and prioritise workload to ensure deadlines and service commitments are met.
- Monitor outstanding actions and follow up as necessary to support timely delivery of work.

- Exercise judgement in managing competing priorities and escalating issues where appropriate.
- Maintain, update, and manage files and records, including developing and maintaining effective manual and electronic filing and tracking systems on an ongoing basis.
- Ensure information is recorded accurately, maintained securely and confidentially, and is readily retrievable in line with organisational requirements.
- Maximise the use of technology to improve efficiency and ensure work is completed to a high standard.
- Engage positively with continuous process improvement, particularly in relation to administrative processes and technology solutions.
- Support the identification and implementation of changes where inefficiencies arise, in agreement with the Line Manager.
- Seek and consider feedback from colleagues and stakeholders, and support agreed improvements to service delivery.
- Demonstrate strong attention to detail and ensure a high level of accuracy in own work (and where relevant, in supporting team outputs).
- Maintain professionalism, discretion, and confidentiality in handling sensitive information and communications.
- Support the embedding and promotion of Oberstown values and expected standards of behaviour.

**The above duties are not intended to be a comprehensive list of all responsibilities involved and, consequently, the post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time, and to contribute to the development of the post while in office.**

### Confidentiality

In the course of employment, the successful candidate will have access to, or hear information concerning the medical or personal affairs of young people and/or staff, or other service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, young people or other service business be divulged or discussed except in the performance of normal duty. In addition, physical and electronic records must never be treated in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required.

## Professional Knowledge & Experience

**Candidates must be able to demonstrate clearly at interview that they possess the full range of competencies as set out below.**

### Professional Knowledge & Experience

- Experience in the creation of professional documents and presentations. Excellent MS Office skills to include, Word, Excel & PowerPoint and proficiency with Adobe professional applications.
- Strong ability to generate and present documents in a professional manner, including writing, editing and proofreading skills.

- Experience in working with social media.
- Ability to work in an accurate and methodical manner, with great attention to detail, while meeting the demands of a busy project schedule.
- Knowledge and experience of using an email system effectively e.g. Outlook.
- Knowledge of IT based document management systems.
- Excellent typing and data input skills.

### **Communications & Interpersonal Skills**

- Effective communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.
- The ability to present information clearly and concisely.
- Strong oral and written communication skills.
- The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role.

### **Planning & Managing Resources**

- Excellent planning and organisational skills, including structuring own workload effectively.
- Exceptionally organised, detail orientated and pragmatic with an ability to manage competing demands and work to strict schedules and legislated deadlines.
- The ability to use computer technology effectively.
- Efficient use and maintenance of filing and document management systems.
- The ability to manage deadlines and effectively handle multiple tasks.
- The ability to manage within allocated resources and a capacity to respond to changes in a plan.

### **Team Working**

- The ability to work independently on own initiative and as part of a team.
- The ability to establish a good working relationship with a wide range of internal and external stakeholders.
- The capacity for management responsibility and initiative.

### **Commitment to a Quality Service**

- Great attention to detail and high levels of accuracy.
- Awareness and appreciation of the needs of service users, colleagues, stakeholders, collaborators and wider audience members.
- A commitment to promoting and maintaining high work standards.
- A commitment to providing a professional service to internal and external stakeholders.

### **Evaluating Information, Problem Solving & Decision Making**

- The ability to retrieve, gather and analyse information from relevant sources.
- A capacity to develop new ideas and proffer solutions to address problems.

- Initiative in the resolution of issues.

## Eligibility Criteria Qualifications and/ or experience

### Essential:

- At least one year work experience in a similar role.
- Excellent oral and written communication skills.
- Good IT skills, including proficiency in communications applications.
- Experience in working with social media.
- Ability to work in an accurate and methodical manner, with great attention to detail, while meeting the demands of a busy schedule.
- Good communication and interpersonal skills including the ability to present information in a clear and concise manner.
- Excellent planning and organisational skills including the ability to manage deadlines and effectively handle multiple tasks.

### Desirable:

- Understanding and knowledge of the youth justice system in Ireland.

## Application and Selection Process

### How to apply

Applications must be made by submitting the following documents:

- A short cover letter outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position.
- A comprehensive CV, which must include an outline of your education to date (including level on NFQ) and months of work experience to date.

In order to apply for the post of **Grade IV**, please forward the above requested information via email to [recruitmentmail@oberstown.com](mailto:recruitmentmail@oberstown.com) before **Friday 6<sup>th</sup> February at 5pm.**

### Selection Methods

Oberstown will run the selection process in accordance with best recruitment practices. The approach employed comprise of a series of assessments administered over a number of stages, which may include:

- Shortlisting of candidates on the basis of the information contained in their application.
- Competitive interview(s).

### Shortlisting

In the event of a shortlisting exercise being employed, an expert board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

### Other important information

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

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Oberstown and/or employing authority 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, Oberstown 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 a person recommended for appointment decline, or having accepted it, relinquish it, Oberstown may at its discretion, select and recommend other persons for appointment on the results of this selection process. Candidates should make themselves available on the date(s) specified by Oberstown.

**Successful candidates may be placed on a panel from which future vacancies may be filled. This panel will initially be for a 12-month period with the possibility of an extension by a further 12 months.**

### Confidentiality

Subject to the provisions of the Freedom of Information Acts 1997 and 2013, applications will be treated in strict confidence.

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

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

### Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by Oberstown, or who do not, when requested, furnish such evidence as Oberstown require in regard to any matter relevant to their candidature will have no further claim to consideration.

### Candidates' Obligations

- A third party must not impersonate a candidate at any stage of the process. Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine and /or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where s/he has not been appointed to a post, s/he will be disqualified as a candidate; and

- Where s/he has been appointed subsequently to the recruitment process in question, s/he shall forfeit that appointment.

### Health

A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service, which will include sporting and leisure activities as well as an ability to be fully involved in physical restraints where necessary (training will be provided).

### Character

Each candidate must be of good character.

### Age

Candidates should be aware that a maximum recruitment age will apply to this competition. Candidates must not yet be 67 years of age on the closing date and time for the competition.

## Other requirements of the role

### Driving Licence

Successful candidates will be required to hold a current full clean Driving Licence – Category B, prior to commencement of employment.