



Job Description

Post Type:	Grade V - Staff Officer – Specific Purpose until 13/11/2026- Training Services Department
Reporting to:	The Grade V Staff Officer reports to the CE, the Director of FET and the FET Manager Skills
Place of Work:	LOETB Administrative Offices, Tullamore LOETB reserves the right to assign a staff member to any location as the service exigencies require.
Salary Scale:	€52,762 - €63,109
Hours of work	Monday –Friday 35 hours per week
Annual Leave	25 days
Date of issue:	25/05/2026
Function of job:	The post of Staff Officer plays an integral role in the provision of essential Administrative services within LOETB’s FET Service.

Duties:

The successful applicant will be required to:

- Successful applicant may have a large, multi-level staff and will be expected to take responsibility for decision making in the section or area.
- Plan and prioritise work in terms of important timescales and other resource constraints.
- Coordinate the dissemination of assessment material to relevant parties, whilst protecting and maintaining the integrity of the assessment process
- Review learner payment setups to ensure all payment information is accurate and in line with procedures
- Manage and complete State Aid paperwork for STA programmes, including the submission of annual end-of-year returns
- Maintain an efficient and effective filing system to ensure that any and all data, records or information is readily available, as required
- Assist in the development of improved working practices in order to achieve improved service delivery
- Oversee the efficient and timely processing of invoices, liaising with relevant parties to resolve delays and outstanding payments.
- Competently operate relevant Management Information Systems PLSS, DCS, P2P, SN
- Deal sensitively with correspondence, telephone enquiries while maintaining a high degree of confidentiality
- Conduct all work with a high level of attention to detail
- Communicate efficiently and build productive working relationships with relevant internal and external stakeholders
- Carry out lawful orders of the Chief Executive.
- Carry out any other duties appropriate to the grade, which may be assigned from time to time.

Personal specification – Qualifications, Knowledge, Experience & Skills

Essential

Desirable

- | Personal specification – Qualifications, Knowledge, Experience & Skills | Essential | Desirable |
|---|------------------|------------------|
| <ul style="list-style-type: none"> • Candidates must have the requisite knowledge, skills and competencies to carry out the role. | ✓ | |
| <ul style="list-style-type: none"> • High level of experience and knowledge of the administrative function. Be capable and competent of fulfilling the role to a high standard. | ✓ | |
| <ul style="list-style-type: none"> • Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. | ✓ | |
| <ul style="list-style-type: none"> • An excellent knowledge and skill in the use of ICT. The appointee will be expected to use new technologies as they arise. | ✓ | |

Competencies required:

The appointee to the Grade V post will be required to show evidence of the following competencies:

People Management:

- 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

Analysis & Decision Making:

- 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

Delivery of Results:

- 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 perseveres to obtain objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/team work
- Is personally honest and trustworthy
- Acts with integrity and encourages this in others