



Job Title/Role: Operational Assistant

Employer: Roscommon County Childcare Committee CLG

Reporting To: Roscommon CCC County Childcare Coordinator/Manager

Location: Roscommon County Childcare Committee Offices, Knock Road, Castlerea, Co. Roscommon F45P959

Hours of Work: 35 hours worked over a 5-day working week. Standard working hours will be Monday- Friday 9.30am to 5pm. The role contractually requires flexibility with possibility of evening work on rare occasions.

Contract Type/Duration: Specific purpose full time 35 hours per week temporary contract with a proposed start of 18th September 2023 and ending 31st December 2023. *Job Sharing may be considered.*

Salary: Salary is aligned to Local Authority Grade 3 Clerical Officer Grade 3 Salary, Point 1 (pro rata for hours worked).

Insurance Requirements: The post holder is expected to have a full clean driving licence and use of car with business class 1 insurance for carrying goods and provide a letter from Insurer indemnifying Roscommon CCC

Roscommon County Childcare Committee (Roscommon CCC) supports a regional infrastructure of high quality, affordable and accessible Early Learning and Care (ELC) services within County Roscommon. We are now seeking applications for an operational assistant based in our headquarters at Knock Road, Castlerea, Co. Roscommon.

Overall description of the post: Provide office/clerical/project support to the Manager of Roscommon County Childcare Committee (Roscommon CCC) and support the delivery of the Company's annual Local Implementation Plan (LIP) and Statement of Work (SOW). The ideal candidate will have experience/qualification in business/administration, IT, finance or project management and be experienced in using MS Excel, databases & other Project management tools, financial applications and developing and maintaining website/social media platforms. You will be required to undertake surveys with providers in liaison with other team members and where required gather statistics on an ongoing basis and compile reports as directed by Roscommon CCC Manager.

Specific areas of responsibility may be designated to the post holder by the Roscommon CCC Manager. As the duties and responsibilities of the post are likely to change with the ongoing needs of the company you must have a high level of flexibility, be able to multi-task and have a willingness to accept ongoing change in work practices and the ability to develop new approaches to your work. Areas of work may be rotated and assigned by the Roscommon CCC Manager.

The Operational Assistant will carry out all responsibilities in adherence with the mission, values, policies and procedures of Roscommon CCC in the context of current legislation, regulations and good practice that apply. This includes full compliance with the responsibilities outlined in the Safety Statement.

This Job Description will be reviewed and is subject to change to meet the ongoing needs of the company.

Key Tasks

- Provide high level office/clerical/project support to the company Manager and assist with daily tasks to ensure that company goals and objectives are accomplished, and operations run efficiently.
- Assist Roscommon CCC Manager with the delivery of the company's local implementation plan and initiatives and fill in for other team members as requested by Roscommon CCC Manager
- In liaison with Roscommon CCC Manager, develop further strategies for enhancing business processes and the day-to-day running of office operations and IT systems to ensure further efficiencies within the organisation
- Operate within a front office environment utilising, maintaining and further developing our data management system (DMS) Sendmode and other internal databases including preparation of statistics and reports.
- Public relations, maintenance and marketing of company website and social media outlets including Website, Facebook & Twitter accounts through software such as "Canva" and utilise various information communication technology systems to manage and co-ordinate our communication channels such as Zoom, MS Teams, Text Messaging and social media platforms
- Prepare and disseminate our weekly Bulletin/Newsletter and other material as required to ensure professional communications and up to date information dissemination around childcare funding programmes, national policy developments and grants to all stakeholders, i.e., early learning and care and school age childcare sector, parent & toddler groups, childminders, parents and interagency partners in liaison with other team member/s
- General clerical work e.g. filing, photocopying, answering/making telephone calls and dealing with emails
- Provide information to parents and guardians on early learning and care & school age childcare services, childminders and parent and toddler groups in their locality in liaison with other team member/s

- Support project/financial reporting as requested by the company Manager and fill in for other team member/s as required
- Manage queries that come in through the general e-mail address and social media platforms and disseminate mailshots and further develop and maintain mailing lists for distribution of relevant resources.
- Carry out surveys/data collections in liaison with other team member/s and file reports
- Events management (including Roscommon CCC training), prepare and maintain the schedule and promotion of events, event bookings via the website, event reminders, evaluations, and event evaluation reports.
- Prepare and contribute to quarterly, mid-year and annual progress reports as required
- Gather & collate information, county statistics and draft reports for review by Roscommon CCC Manager
- To take on nominated roles within the organisation such as Health & Safety Officer, First Aid Officer, Fire Safety Officer as appropriate
- To participate in support and supervision meetings and to maintain a proactive approach to the development of skills.
- Support the Roscommon CCC Manager to ensure legislative GDPR, Data Protection and Health & Safety policies and procedures are in place
- Deal with confidential information in a professional manner, with adherence to data protection legislation
- Participate in the efficient flow of information within Roscommon CCC by sharing and seeking information as appropriate.
- To carry out any other duties as requested/assigned by the Roscommon County Childcare Committee Manager which may include administrative functions in relation to the yearly local implementation plan
- The operational assistant will be expected to be aware of principles of data protection and observe total confidentiality in any dealings with the public and/or our stakeholders

* This job specification is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive. Rather it is a higher-level overview of the key areas of work and the main areas of focus that are within the scope of the role. The Operational Assistant is expected to perform all other reasonable duties as assigned by the Roscommon CCC Manager that fall within the scope of the role of Roscommon CCC, and which are aligned with the annual plan of work for Roscommon CCC.

This job description will be reviewed from time to time with the post holder. *All roles within the company are subject to continuation of funding and any terms and conditions associated.*

Other Duties

- In consultation with the Manager, all staff will meet at regular intervals to plan work and targets, to review, evaluate and report on work in progress and give end results regarding assigned actions. There is a requirement for the operational assistant to attend team meetings as required.
- The operational assistant will review the company's internal phone system and share the responsibility with all staff for answering the telephone, logging calls or referring calls to other staff
- The operational assistant will share the responsibility with all staff for the office cleaning rota, ensuring the office is kept in a presentable manner, safe for the public and be responsible and participate in the internal Health & Safety works committee.
- The operational assistant will receive mentoring and coaching from Roscommon CCC Manager and will have Support & Supervision on both a formal and informal basis.
- As part of this changing environment and for your own self-development you must as instructed attend any training as deemed necessary and relevant to fulfil your role as directed by the Roscommon CCC Manager. All training or CPD will be dependent on Roscommon CCC resources/funding and approval of the Roscommon CCC Manager.
- Roscommon CCC Staff handbook and associated policies and procedures form part of the operational assistant's contract of employment and is subject to change as the company's needs change in line with national and budget developments.
- The operational assistant shall perform such other additional duties as may be assigned from time to time from the Roscommon CCC Manager or designated officer of the Company in line with annual work plans of Roscommon CCC, this may involve filling in for and/or supporting other staff within the CCC.

This Job Description will be reviewed annually and is subject to change to meet the ongoing needs of the company.

Operational Assistant Person Specification & Skills Matrix on next page.

Operational Assistant Person Specification & Skills Matrix		
	Essential	Desirable
Qualifications	<p>At the time of applying, candidates must have</p> <ul style="list-style-type: none"> • Level 6 qualification in a related discipline or passed an examination at the appropriate level within the National Framework of Qualifications (NFQ) which can be assessed as being comparable to Leaving Certificate standard or equivalent. • Excellent IT skills, including use of Microsoft Teams, Microsoft Office Applications, and online video communication platforms. • Minimum of 2 year's relevant post qualification experience of working within an office environment. 	<ul style="list-style-type: none"> • A relevant Level 6, 7 or 8 qualification in business/administration, finance or project management • Demonstrated evidence of investment in own personal development and broadening of knowledge, skills and expertise in specialists areas relevant to the post. • Proficiency in MS Excel & databases & other productivity applications & platforms • Proficiency in Project management, IT, computer, financial applications or social media platforms • A minimum of two years' relevant post qualification experience of managing or assisting management within a busy office environment.
Skills	<ul style="list-style-type: none"> • Excellent communication skills and fluent in English both written and oral • Proficient in Microsoft tools. • Proficient in development of social media content • Ability to work on own initiative and as part of a team. • Strong organisation skills and the ability to deliver multiple tasks at the same time to agreed deadlines. • Strong administrative, numeracy skills and attention to detail. • Customer Awareness. • Experience in developing internal processes and filing systems • Great listening skills and able to take direction from management • Good report writing 	<ul style="list-style-type: none"> • Experience working within front office environment. • Experience in an administrative role reporting directly to management. • Familiarity with Client Relation Systems &/or I.T. business applications to support greater admin efficiency. • Previous experience in supporting a team with financial duties. • Experience of datasets and compilation of reports • Previous experience in updating and maintaining website & social media platforms
Knowledge	<ul style="list-style-type: none"> • An understanding of the remit of the local County Childcare Committee • An understanding of a busy office environment • Experience in supporting senior management • Experience in using a variety of Technologies such as printers/scanners/software programmes 	<ul style="list-style-type: none"> • Previous experience in supporting a busy office environment • Previous experience of information dissemination through a variety of channels to clients and stakeholders • Anticipation of needs and Time Management

Behavioural Competencies (Essential)	<ul style="list-style-type: none"> • A structured approach to work with an ability to work in a confidential environment. • Strong oral and written communication skills with keen attention to detail • An ability to work on own initiative and to work collaboratively with others. • Demonstrate sound work ethics and a positive, proactive solutions-focused approach to work. • Commitment to teamwork and collaborating with colleagues • Organized and methodical with strong attention to detail. • Self-motivated and ability to plan and prioritise work by importance and urgency. • Cultural awareness and sensitivity • Ability to maintain confidentiality of information related to the company and its employees • Flexible with an ability to adapt to changing requirements / priorities. • High degree of honesty and integrity. • Self-disciplined with an ability to set clear standards and to take a quality customer service approach to work. • Self-disciplined with an ability to work to strict deadlines while multi-tasking • Pleasant, friendly, approachable, confident, helpful, efficient, flexible. • Ability to take direction and seek management support as required • Can do attitude with a positive approach and ability to take direction
Other	<ul style="list-style-type: none"> • Access to a car may be required for attendance to meetings/events. Travel and subsistence is paid where out of office travel is undertaken. • On the job training is led by the manager. Job shadowing is one of many effective tools used to enhance the training-in period.
<p><i>Note: The 'essential' qualifications, knowledge, skills and behavioural competencies outlined above are 'must-have' which will be used in the selection process.</i></p>	