

Candidate Information Booklet

Administrative Co-Ordinator

in the

Institute of Public Administration



Closing date: Wednesday 4th December 2024 @ 1pm

Please note: The interviews for this role will take place on Monday 9th December 2024



Contact:

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About the IPA

The Organisation

Founded in 1957, the Institute of Public Administration (IPA) is a leading provider of education, professional development and advisory services for the public sector in Ireland. Its objective is to advance the understanding, standard and practice of public administration and public policy. The IPA is a recognised college of the National University of Ireland.

What we do

The Institute of Public Administration (IPA) is Ireland's only public service development agency focused exclusively on public sector development. It delivers its service through:

- Education and Professional Development: building people's capability to meet current and future challenges.
- Advisory and Consultancy: solving problems and helping plan and shape the future.

We are proud of our distinct mission and role in the provision of Education, Professional Development, Consultancy and other services for the wider public sector both in Ireland and abroad.

Our blend of experience, skills and knowledge of the public sector allows us to offer a wide range of bespoke services which meet our clients' needs precisely and effectively and whilst our services are delivered mainly to clients in the Irish public service, we have a strong reputation and demand for our services internationally also.

Find out more about the IPA at: www.ipa.ie.

Why consider a role in the IPA

If you are looking for a career where you can make a real difference, with the potential for enormous personal satisfaction, then we urge you to consider a role with the Institute of Public Administration. If you are working in a governance-related post, you enjoy variety within your role, you get satisfaction from your client's successes and you want to be part of a strategy for developing better public services, then we would love to hear from you.

We make a difference, and we are proud of what we do. The Institute is involved in every part of the public service and our role is exciting and varied. If you're ready to join us, to be challenged, and to grow professionally, then consider a role with the Institute of Public Administration.

What we offer

Competitive salary (IPA Grade 5)	Starting salary €40,017 per annum. Rising to €55,785 (10-point salary scale, the top 2 points are long service increments). Annual increase subject to satisfactory performance. Prior public sector experience will be taken into consideration in determining starting salary.
Holidays and Leave	26 days annual leave. Hybrid working – up to 2 days working from home subject to operational demands. The Institute currently has a flexible working hour attendance scheme in operation.
Central location	Based in Lansdowne Road, Dublin 4 beside dart station. Premises subject to relocation to central city-centre office in 2025 (estimate).
Pension	Career-Average Defined Benefit Pension Scheme. Retirement benefits are mainly based on a percentage of your pensionable earnings throughout your public service career (Single Pension Scheme for Public Servants). Prior public sector employees (pre-2013) will be entered on to the IPA superannuation scheme.
Staff Development	Support for professional development programmes, including full fee remission for IPA academic and training programmes.
Benefits	Permanent contract. Employee supports including Employee Assistance Programme, Tax-free travel pass, Bike-to-work scheme.

Job Description

Administrative Co-Ordinator

Grade: Grade 5

Reports to: Line Manager, Business Development and Leadership and Management units, Professional Development Department

Job Function: Responsible for the provision of professional and administrative services as part of a team that contributes to the Professional Development Department's Business Development function and the Leadership and Management specialist unit.

Please note that the Professional Development Department is currently undertaking a strategic planning exercise.

Main Responsibilities:

Administration, Financial Administration and Event Coordination

1. Provide administrative and related technical support to the functional areas within Professional Development (the cross-departmental Business Development unit and Leadership and Management specialist unit). This includes administering and supporting a range of in-person and online learning and development events, materials and services to a high quality and consistent with branding protocols.
2. Contribute to the professional team of administrative support staff ensuring high quality and consistent administrative practices and arrangements and communications across the business areas.
3. Engage with specialists, associate specialists and teams to co-ordinate and provide a seamless, high-quality service to the diverse array of individual clients and client organisations across the Business Development and Leadership & Management portfolio of services.
4. In conjunction with colleagues, support the delivery of successful Professional Development events through co-ordination of room bookings, venue procurement, registration and cancellations, catering and liaison with the IPA/venue facilities and relevant services.
5. Be aware of and contribute to the achievement of the Business Plans for Leadership and Management by supporting the annual delivery schedule of events.
6. Ensure that all invoicing and purchasing is completed promptly and accurately using the relevant systems and procedures
7. Maintain and track information and produce reports including for e.g. income, direct costs, event numbers, statistics, evaluation etc. to support the work of the Department as required
8. Maintain budget records, and to assist in the compilation of information for the preparation of budgets and estimates as required
9. Contribute to the design of documentation, course and event packs and related materials.

Business Development and Client Relationships

10. Be a key member of the administrative support team for Business Development, including Central Bookings Office, invoicing, marketing, logistics and administrative support for training events.
11. Manage and respond professionally to a broad range of enquiries from clients and to track these using the CRM System and/or other system, as required
12. Support the Marketing and Promotion Manager (Grade 3), in managing the Department's administrative systems, processes and procedures and ensure that all records, including client data are maintained consistently and accurately in line with data processing requirements.
13. Work closely with the Marketing and Promotion Manager to support the planning, scheduling and marketing of the Departments services and events including the public course schedule, weekly events and commissioned work for Leadership and Management events.
14. Ensure the collation of customer and client feedback for the various service offerings.
15. Build and maintain relationships with the client system, e.g., with training managers and those commissioning services, to ensure timely communication and excellent customer service.
16. In conjunction with colleagues, adopt a consistent approach of working with Associate Specialists, in accordance with agreed procedures and protocols.
17. Work to implement a clear and uniform approach to quality assure our services to clients including, timeframes for responding to client requests, course materials, approach to evaluation, feedback and invoicing.
18. Work closely with external stakeholders and service providers that support the delivery of client events.

Team and Department

19. Supervise administrative support staff assigned to the area, where appropriate
20. Train team members assigned to the area on the relevant systems and procedures where appropriate
21. Undertaking any other duties that may arise from time to time arise relating to the design and delivery of learning and development and consultancy services and to provide such other administrative support as may be required.
22. Work closely with other staff in the team to monitor the smooth running of systems, processes and procedures and to identify opportunities for improvement
23. Deputise for colleagues as required and represent the manager or department at meetings and events.
24. Contribute to effective communication and co-ordination across the unit.

About the ideal candidate

Qualifications	<ul style="list-style-type: none">• Leaving Certificate or equivalent - <i>essential</i>• Diploma or professional qualification - <i>desirable</i>
Knowledge	<ul style="list-style-type: none">• Strong working knowledge of Microsoft Office, e-mail and the web – <i>essential</i>• A strong understanding of the range of programmes offered by Professional Development and the requirements for delivery of traditional, online and hybrid service models.• A high degree of proficiency in IT skills, virtual/online delivery platforms and experience of using software packages.
Experience	<ul style="list-style-type: none">• Minimum three years' experience in an administrative role with responsibility for a variety of processes and procedures <i>essential</i>• Capacity to coordinate and schedule the work of the team to a high standard of quality and professionalism.• Experience in training other staff on processes and procedures.
Skills	<ul style="list-style-type: none">• Excellent IT skills, including PowerPoint and Excel and experience of designing high quality materials.• Excellent written and verbal communication skills.• Excellent design, presentation and layout skills.• High standard of accuracy in both written and numerical work.• Strong interpersonal skills and commitment to quality, delivering excellent customer services.• Strong analytical and problem solving skills• Ability to deal with difficult situations with tact, discretion and professionalism.
Personal attributes	<ul style="list-style-type: none">• Proven ability to work on own initiative and work in a dynamic, flexible team environment.• Commitment to continuous professional development.• Demonstrate flexibility in adapting to changing requirements.• Flexible approach to working hours as the demands of the post may require work outside normal office working hours from time to time.
Health	<ul style="list-style-type: none">• Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

General Conditions

The position will be filled on a fulltime, permanent basis.

While the position is Dublin based a proportion of our work is delivered in client organisations throughout Ireland. Members of the staff of the Institute may be required to attend meetings and other functions on occasions outside normal working hours.

As some travel may be necessary from to time, a full driving licence is essential.

Our Values

Character:

Each candidate must demonstrate commitment to the IPA values:

- Integrity;
- Client-Centred and Responsive;
- Openness and Accountability;
- Trust and Respect;
- Innovation and Learning;
- Research-Led;
- Practice-Led.

Our commitment to supporting our Staff

The Institute is committed to embracing opportunities for blended working, to build a dynamic, agile and responsive organisation while sustaining strong standards of performance and high levels of productivity.

A healthy work-life balance is important to us and we recognise this by offering a comprehensive range of work-life balance options and a wide variety of special leave options.

We provide access to the Cycle to Work Scheme and the Tax Saver Scheme and we have a staff wellbeing and employee assistance programme.

We are committed to providing ongoing learning and development opportunities so that you can develop to your full potential. Staff are actively encouraged to pursue further education opportunities.

Our commitment to Diversity and Inclusion

As an equal opportunity employer, we are committed to implementing equal opportunities in all our employment policies and procedures.

The Institute of Public Administration values and welcomes diversity and is committed to creating a truly inclusive workplace. We aim to develop colleagues to enable them to make a full contribution to meeting the Institute's objectives, and to fulfil their own potential on merit.

We welcome and encourage job applications from candidates of all backgrounds.

Principal Conditions of Service

Remuneration

The salary scale for this position ranges from €40,017 to €55,785 (10 point scale, the top 2 long service increments) per annum pro rata.

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

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

Subject to satisfactory performance, increments may be payable in line with current government policy.

Tenure

This role is offered on a permanent basis. A secondment arrangement may be considered on request from another Public Sector organisation.

Location

While the position is Dublin based, a considerable proportion of our work is delivered in client organisations throughout Ireland, and abroad on occasions. Members of the staff of the Institute may be required to attend meetings and other functions on occasions outside normal working hours.

Hours of Attendance

Hours of attendance will be as fixed from time to time but will not amount to less than 35 hours per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of their duties subject to the limits set down in the working time regulations.

The Institute operates a formal Blended Working model based on service/business requirements. **At present, the institute is operating a hybrid working model with at least 3 days per week based on campus. This is subject to review in line with operational needs.**

The Institute currently has a flexible working hour attendance scheme in operation.

Annual Leave

The Annual Leave allowance for this position is 26 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the Institute, is based on a five-day week and is exclusive of the usual public holidays.

Sick Leave

The rate of pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the Civil & Public Service sick leave circulars.

Safety & Welfare

The holder of the post shall co-operate with the terms of the Institute's Safety Statement. They shall familiarise themselves with the safety rules and procedures and adhere to same.

Training

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

Superannuation Contribution

Membership of the Single Public Service Pension Scheme is compulsory for all employees except where there is membership of pre-existing public service superannuation scheme. Details will be provided to the appointee prior to appointment.

For new entrants under the Single Public Service Pension Scheme, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on career-average pensionable remuneration; pensions will be co-ordinated with the State Pension Contributory.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. Note; ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

Important Notice

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 employment contract to be agreed with the successful candidate.

Confidentiality

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

Freedom of Information

Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act, 2014.

Eligibility to Compete

Candidates must, by the date of any job offer, be:

- A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- A citizen of the United Kingdom (UK); or
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or

- A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

Application & Selection

Before you proceed

Before proceeding with this phase of the selection process you should satisfy yourself that you meet the education & experience criteria for the post as set out in this booklet.

Communications

Conscia will contact you when necessary, at each stage of the competition by email. You should only submit one email address for all correspondence in relation to this competition.

It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform Conscia of any change in email address throughout the recruitment and selection campaign. This can be done by emailing ipa@consciatalent.com. The onus is also on each applicant to ensure that they are in receipt of all communication from Conscia. Conscia does not accept responsibility for communications not accessed or received by an applicant.

How to apply

Candidate booklets can be found at <https://www.consciatalent.com/ipajobs> and all applications by way of Cover Letter and CV should also be made via this portal no later than Wednesday 4th of December at 1pm (Irish time)

If you have any queries about the role, please contact ipa@consciatalent.com

When outlining your application, accuracy is essential. The information you supply in your application will play a central part of the selection process. If you do not receive an acknowledgement of receipt of your application, please check your junk/spam folders as email notifications may be filtered here.

Selection Process

The Selection Process may include the following:

- Short-listing of candidates on the basis of the information contained in their application;
- Competitive interview;
- Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate.

Please note that the Institute reserves the right to hold any part of the selection process by way of remote/video-call platform or other appropriate methodology.

Shortlisting

The Institute reserves the right to shortlist applications. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the applications submitted or a shortlisting interview.

Where, by reason of the number of persons seeking admission to the competition and the standard of knowledge, training or experience in general of such persons, the Institute considers that it would be reasonable not to admit all the persons to the competition, the Institute may admit to the competition only persons who appear likely to it to attain in the competition a standard sufficient for selection and recommendation for appointment.

The information you supply in your application will play a central part in the shortlisting process. The Institute's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

Interview

You will be contacted in relation to any interview dates and times. You may also be contacted in relation to the requirement to complete an on-line questionnaire should this be included in the selection process. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you are requested to bring photographic identification.

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Institute's opportunity to assess your suitability for the role as advertised.

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Institute is satisfied that such person fulfils the requirements of the role or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important therefore for you to note, the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview.

The Institute may at its discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as the Institute considers appropriate in the preliminary interview. Interviews shall be conducted by Board(s) set up by the Institute. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed qualifications and any other relevant matters. Only candidates who reach such a standard as the Institute considers satisfactory in the competitive interview shall be considered for selection and placed on a panel. The onus is on all applicants to make themselves available for interview.

The Institute reserves the right to vary the number and sequence of each stage of the selection process as the competition progresses

Panels

A panel may be formed on the basis of the outcomes of the selection process. Placement on any panel from this competition is no guarantee that a position will be offered. The selection process will not be concluded until such time as references have been sought and clearance checks, i.e., occupational health, and verification of education qualifications, have been carried out.

Offer of Appointment

The Institute shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month, or as agreed. If they fail to take up the appointment within such period, or such longer period as the Institute in its absolute discretion may determine, the Institute may not appoint them.

Probationary Period

All new employees are required to satisfactorily complete a probationary period, in accordance with the 'Terms and Conditions of Employment' in their employment contract. Employees will be required to serve an initial probationary period. During this period, the employee's performance on the job and potential abilities are evaluated to determine suitability for the position. At the end of this probationary period, a formal assessment will be carried out by the employee's line manager, resulting in a decision on whether the employee has completed their probation satisfactorily.

Deeming of candidature to be withdrawn

Candidates who do not complete and submit any assessments before the specified date or do not attend/undertake any stage of the selection process as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

Data Protection

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. The personal information (data) collected on the application form, including any attachments, (which may include the collection of sensitive personal data) is collected for the purpose of processing this application and any data collected is subject to the regulations.

Candidates should note that canvassing will disqualify.

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

The Institute is committed to a policy of equal opportunity.