

## Role Specification

**Title:** Assistant Manager – Flexible Learning (Temporary, 1 Year)  
**Grade:** 07  
**Unit:** Flexible Learning  
**Reporting to:** Manager Flexible Learning  
**Location:** SOLAS, Block 1, Castleforbes House, Castleforbes Road, Dublin 1  
**Closing Date:** Thursday, 18 June 2026

### Role Summary:

The Assistant Manager will support the delivery, development and diversification of SOLAS digital learning services, with a particular focus on AI Ready, eCollege, and related digital skills initiatives. The role involves managing defined workstreams and projects, contributing to service design and implementation, and operating within established governance, reporting and risk management frameworks. The post holder will have demonstrable experience of working in digital services or digitally enabled environments.

### Key Tasks/Responsibilities:

#### Digital Service Delivery and Development

- Responsible for the implementation and ongoing development of the AI Ready service, including implementation of agreed enhancements and new delivery approaches.
- Manage the translation of SOLAS strategy and policy objectives into practical, operational digital service models.
- Plan and implement service diversification initiatives across eCollege and related digital platforms.

#### Development of New Functions and Services

- Scope and implement new digital service functions within SOLAS, such as Recognition of Prior Learning (RPL), targeted SME-focused services and accessibility.
- Embed and mainstream new services within appropriate operational, quality assurance and funding arrangements.

#### Digital and Cross-Functional Working

- Contribute to the FET digital service delivery environment, supporting online platforms, systems or services.
- Collaborate with internal units including digital, legal, quality assurance and funding to manage dependencies and support delivery.
- Review, plan and implement digital services based on service performance, user needs and organisational priorities.

## **Project and Stakeholder Management**

- Manage projects including preparation of plans, schedules, documentation and progress updates.
- Engage with external stakeholders, such as DFHERIS, the National Skills Council and delivery partners, as required.
- Coordination of project teams, which may involved the assignment of workstreams to staff and responsibility for performance management for project teams.

## **Governance, Reporting and Risk**

- Provide structured programme and service reporting, including progress, risks and issues.
- Responsible for the completion of logs and records (e.g. actions, risks, decisions) in line with SOLAS governance requirements.
- Ensure work is carried out in compliance with public sector requirements, including data protection, procurement, risk management and quality assurance.

The role may also attend to other duties as assigned from time to time by the line manager.

## **Requirements:**

### ***Essential:***

- NFQ level 7 equivalent degree in relevant field such as business, IT, service design or significant level of work equivalent experience.
- A formal Project management qualification or 5 years of relevant work experience.
- At least 3 years' relevant experience working in a digital services, digital programmes or digitally enabled service delivery environment, including responsibility for supporting or delivering online services, platforms or systems.
- Demonstrable experience in the delivery of programmes or projects involving multiple stakeholders (internal and/or external), with evidence of defined responsibilities.
- Experience in preparing structured reports, updates or briefing materials for senior management or national stakeholders.
- Experience working within formal governance, reporting, compliance or risk management frameworks, such as those found in the public sector, education or regulated environments.
- Demonstrated ability to manage tasks, priorities and deadlines across multiple workstreams.
- Knowledge of digital service delivery or online learning environments.
- Strong written and verbal communication skills appropriate to a professional, public sector context.

### ***Desirable:***

- Experience working on digital projects in education, training or skills-related services.
- Experience of scoping requirements and developing digital solutions based on user needs.
- Experience engaging with government departments or national agencies.
- Familiarity with quality assurance, funding or compliance processes.
- Process improvement certifications (e.g., Lean \ Six Sigma) and \ or project management experience and/or IT service management (e.g. ITIL)