

## Role Specification

<b>Title:</b>	Project Assistant
<b>Grade:</b>	10
<b>Unit:</b>	Flexible Learning
<b>Reporting to:</b>	<b>Assistant</b> Manager Flexible Learning

### Role Summary

This is a key role supporting the activities of the Flexible Learning team within the Enterprise, Employees and Skills unit. The team interacts with a huge range stakeholder including learners on the eCollege service, staff in Education and Training Boards (ETBs) who use SOLAS technology enhanced learning supports, vendors who provide products and services, and other SOLAS units who support us to deliver our services. The unit is seeking a positive, energetic and customer/learner centric Project Assistant to support activities across the team.

### Key Tasks/ Responsibilities

- Engage in and support assigned project objectives and goals of the Unit.
- Organise and maintain financial and other accounts documentation.
- Provide administrative support through all aspects of the procurement and payments processes.
- Assist the development formatting and editing of unit documents including word and power point presentations.
- Assist in co-ordinating project design and development work within the unit.
- Maintain record systems, databases and file management systems.
- Respond to the queries of stakeholders, ensuring a high level of stakeholder focus and customer service is maintained in the Unit.
- Provide excellent customer service including phone and inbox monitoring, focusing on eCollege learners.
- Liaise with a wide range of stakeholders to provide information, arrange meetings, ensure follow up.
- Provide additional clerical support services as required across the team.☒
- Represent the Unit in a professional manner at meetings and take minutes.
- Keep up-to-date with the latest technologies and development.

- Undertake other duties as required/ assigned to by management from time to time.

## **Requirements**

### ***Essential:***

- Is professional in their approach, and aware of responsibilities regarding personal, sensitive and confidential information.
- Driven to ensure that tasks are completed to a high standard.
- Flexible and innovative approach to work.
- Proven track record in a busy working environment.
- Excellent administration experience.
- Problem-solving abilities.
- Ability to plan, organise, monitor assigned tasks and meet deadlines.
- Ability to play an active role in a team, escalating issues appropriately and contributing to team objectives.
- Excellent communication skills.
- Able to represent Unit at meetings/workshops etc.
- Experience and aptitude for procurement and managing procurement file management systems.
- Enthusiastic, discreet, respects confidentiality, conscientious, honest and trustworthy.
- Leaving Certificate or similar qualification or professional experience.
- Excellent working knowledge of Microsoft Office Suite.

### ***Desirable:***

- Proven self-development efforts
- Displays an understanding of project management
- Front line customer service experience
- Data and records management experience
- Some knowledge of key SOLAS systems
- Has pursued, or is pursuing, qualifications in relevant areas