



Role Specification

<u>Title:</u>	Project Assistant
<u>Grade:</u>	10
<u>Reporting to:</u>	Project Officer/Line Manager
<u>Ref:</u>	376

Role Summary

The Project Assistant will work as part of a team within the National Training Fund Unit. The Project Assistant will provide support and operational assistance to the Project Officer and management team and contribute to overall objectives of the unit and project.

Key Tasks and Responsibilities

- Provide effective and efficient administration services to clients.
- Provide clients with the support to engage with the National Training Fund interventions.
- Be responsible for dealing with clients daily in location.
- Review and process childcare expense claims as required.
- Engage in work in a manner which leads to continuous improvement.
- Develop monitoring schedules and carry-out monitoring activities and complete draft training provider reports.
- Ensure that each claim is correctly logged and recorded on database/records system
- Maintain relevant record systems and databases to support the work of the Unit.
- Process all client training grant application and expense claims (CEC)
- Ensure all training grant and CEC applications are completed fully and compliant with SOLAS policies.
- Work in tandem with SOLAS finance in relation to training funds payments to ensure claims are paid to clients in line with financial procedures.
- Record all interactions with clients
- Ensure all files are updated (electronically and hard copy)
- Deal with clients queries in relation to claim/s and escalate to management as appropriate
- Provide additional clerical support services as required by line management
- Assist in the development and implementation of quality assurance documentation including guidelines, report templates, procedures, processes/work instructions, forms, and surveys.
- Liaise with state and external training providers on eligible client bookings, monitoring visits and events.
- Provide secretarial support to internal and external stakeholder meetings.
- Provide support and assistance to the overall objectives of the Unit function within SOLAS.

- Undertake any other duties which may be assigned from time to time by the Line Supervisor/ Manager or his/her nominee.

MOTIVATION

Essential: Proven knowledge of the organisation. Flexible and innovative approach to work. Previous administration and supervisory experience.

Desirable: Stakeholder engagement experience.

WORK EXPERIENCE

Essential: Display an understanding of customer needs. Problem-solving abilities. Proficient knowledge of Microsoft Office Suite. Quality Assurance experience.

Desirable: Experience of quality assurance systems. Understanding of project management

COMMUNICATIONS/ INTERPERSONAL SKILLS

Essential: Able to represent unit at meetings/ workshops etc. Report writing experience. Ability to organise, plan and negotiate with staff. Discreet and trustworthy.

Desirable: Strong attention to detail with clear and concise written and verbal skills.

EDUCATION

Essential: Leaving certificate or equivalent. Full knowledge of Microsoft Office suite.

Desirable: Pursuing further development in relevant areas.

SPECIAL REQUIREMENTS FOR JOB

Must be able to meet the travel requirements of the post including, e.g., Car Owner, Driving Licence, Unsocial Hours, Multiple Locations.