

Role Specification

Title:	Project Assistant (Temporary, 1 year)
Grade:	10
Unit:	Flexible Learning
Reporting to:	Assistant Manager Flexible Learning

Role Summary

The Enterprise, Employees and Skills unit is seeking a positive, energetic and customer/learner centric Project Assistant (temporary, 1 year) to support activities across the team. 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.

Key Tasks/ Responsibilities

- Provide excellent customer service including phone and inbox monitoring, focusing on eCollege learners.
- Respond to the queries of stakeholders, ensuring a high level of stakeholder focus and customer service is maintained in the Unit.
- Engage in and support assigned project objectives and goals of the Unit.
- Maintain record systems, databases and file management systems.
- Keep up-to-date with the latest technologies and development.
- 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.
- 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.
- Undertake other duties as required/ assigned to by management from time to time.

Requirements

Essential:

- Proven track record in delivering front-line customer support, preferably digital customer service.
- Understanding of online learning within a national and international context.
- Proven track record in a busy working environment.
- Experience in providing cross-functional administrative support.
- Professional approach and aware of responsibilities regarding personal, sensitive and confidential information.
- Experience in supporting a digital platform, online service or CRM system
- Understanding of Accessibility, digital inclusion and/ or user centred service delivery.
- Experience in analysing customer feedback and service data
- Good IT skills (Microsoft Office Suite) and experience with Learner Management Systems.
- Background in project support and / or coordination.
- Ability to plan, organise, monitor assigned tasks and meet deadlines.
- Driven to ensure that tasks are completed to a high standard.
- Flexible and innovative approach to work.
- Ability to play an active role in a team, escalating issues appropriately and contributing to team objectives.
- Excellent communication skills.
- Ability to represent Unit at meetings/workshops etc.
- Experience and aptitude for procurement and managing procurement file management systems.
- Experience of purchasing, ideally within the public sector.

Desirable:

- Proven self-development efforts
- Data and records management experience
- Some knowledge of key SOLAS systems
- Has pursued, or is pursuing, qualifications in relevant areas