

Client Services Officer JOB DESCRIPTION

POST	Client Services Officer
REPORTING TO	Client Services Manager, Léargas
JOB PURPOSE	To ensure the successful implementation of high quality projects and activities in the Erasmus+ and other Léargas managed programmes in Education Training and Youth Promote the value and potential of international working to client groups and support the development of project ideas that respond to their needs
PAY GRADE	Equivalent to Executive Officer (Standard) PPC grade; €27,739

Roles and Responsibilities

- Liaise with Léargas colleagues to support the implementation of high quality projects through the provision of information and training supports to potential and actual beneficiaries
- Ensure project evaluations and reports in all Erasmus+ programmes are objectively assessed according to relevant criteria and timelines
- Implement support processes that encourage applicants to develop sustainable strategic activities in Erasmus+ initiatives
- Represent Léargas at events and engage with relevant stakeholders across all Erasmus+ education training and youth sectors
- Ensure the fluid connection between policy and practice in the different Erasmus+ key actions and fields
- Coordinate Transnational Cooperation Activities (seminars, training, etc.) for potential Programme participants
- Contribute to organisational learning through sharing of information and experience with colleagues
- Take personal responsibility for your personal and professional learning and development including active involvement in the Léargas Performance Management and Development System

Person Specification

- Qualification(s) in relevant subject area or field(s) (e.g. adult education, youth work, education, VET)
- Experience in training and facilitation in the fields of education training or youth is essential
- Previous experience in project assessment and evaluation
- In depth understanding and working knowledge of project management and evidence of its practice
- Demonstrate in depth understanding of working in international, intercultural teams as required when working on European programmes
- Ability to be flexible and fit within a team that has a strong values-based approach to work
- Can work to concrete deadlines, meet targets and work independently and interdependently in a high functioning environment
- Exceptional interpersonal and communication skills including presentation and group facilitation skills
- Excellent analytical and evaluation skills, ability to make objective judgements and clear recommendations based on content and criteria
- Strong problem solving skills and the ability to manage complexity and diversity while prioritising competing demands
- Excellent writing and reporting skills
- Excellent IT skills

Key competencies required

- Personal effectiveness
- Organisation and planning
- Analytical and conceptual thinking
- Critical analysis
- Interpersonal understanding