



## Senior Client Services Officer, Policy and Strategic Alliances

### JOB DESCRIPTION

<b>POST</b>	<b>Senior Client Services Officer, Policy and Strategic Alliances</b>
<b>REPORTING TO</b>	Client Services Manager
<b>JOB PURPOSE</b>	<p>To ensure the successful implementation of high quality projects and activities in the Erasmus+ and other Léargas managed programmes</p> <p>Support the implementation of the Léargas Strategic Plan through European cooperation in the Education Training and Youth sectors and foster opportunities for the discussion of Policy in the various fields</p> <p>Promote the value and potential of international working to client groups and support the development of project ideas that respond to their needs</p> <p>To develop, implement and manage the promotion, selection, reporting, evaluation and dissemination elements of the relevant programme life cycles</p>
<b>PAY GRADE</b>	Equivalent to Civil Service HEO STANDARD SCALE – PPC, starting at €46,081 <i>per annum</i>

#### **Roles and Responsibilities:**

- Be the Léargas expert on European Commission Policy and Strategic Initiatives for the Education Training and Youth sectors
- Keep up to date with Policy developments and research at National and European level
- Liaise with Léargas colleagues to translate strategic and policy objectives into measurable activities which monitor the progress towards defined targets
- Ensure the strategic implementation of Erasmus+ initiatives in the context of the supportive approach of National Agencies
- Build and maintain effective strategic relationships with relevant organisations in the statutory, voluntary and community sectors
- Lead on initiatives that support and enhance links between practice and policy and overall quality provision
- Engage with and contribute to relevant policy initiatives and outcomes through quality evidence-based practice
- Provide ongoing support and guidance to strategic stakeholders, policy makers and project beneficiaries through meetings, seminars and other events
- 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
- Understanding of formal and non-formal learning and a strong working knowledge of the application of both
- Excellent interpersonal and communication skills including presentation and group facilitation skills
- Ability to work to concrete deadlines and meet targets
- Can work independently and interdependently in a high functioning unit
- Must fit within a team that has a strong values-based approach to work
- Experience working in an international and intercultural environment



- Demonstrate high levels of problem solving skills and can manage complexity and diversity while prioritising competing demands
- Ability to build strategic links with a broad spectrum of organisations
- Demonstrate in depth understanding and working knowledge of project management and evidence of its practice.
- Exceptional analytical and evaluation skills, ability to make clear judgements and recommendations based on content and criteria
- Excellent writing and reporting skills
- Excellent IT Skills

**Key competencies required**

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