



Senior Client Services Officer, Transnational Cooperation Activities (TCA)

JOB DESCRIPTION

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| POST | Senior Client Services Officer, Transnational Cooperation Activities (TCA) |
| REPORTING TO | Client Services Manager, Léargas |
| JOB PURPOSE | <p>To ensure the successful planning and implementation of high quality Transnational Cooperation Activities in a process of intercultural partnership</p> <p>Support the implementation of European cooperation in the Education Training and Youth sectors and foster active participation and opportunities for the discussion of European cooperation 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> |
| PAY GRADE | Equivalent to Civil Service HEO STANDARD SCALE – PPC, starting at €46,081 <i>per annum</i> |

Roles and Responsibilities:

- Be the Léargas expert on Transnational Cooperation Activities in Education Training and Youth fields at National and European levels
- Following European Commission guidelines, develop a needs analysis and evidence-based approach to building a long-term strategy for Transnational Cooperation Activities to inspire projects across the relevant programme sectors
- Participate in project and participant assessment and evaluation processes in compliance with the procedures established by the European Commission
- Liaise with Léargas colleagues to achieve high quality outcomes and implement various TCA initiatives planned across relevant fields and monitor progress towards targets identified
- Build and maintain an effective panel of suitably experienced and qualified trainers to support the implementation of high quality international events through TCA
- Ensure the strategic employment of Erasmus+ initiatives as an element of the supportive approach of National Agencies
- Establish transnational training, support and contact seminars of potential Programme participants including: Transnational theme-based activities linked to Programme objectives, priority target groups, and Programme and Transnational evidence-based analysis of Programme results
- Keep up to date with research and evidence produced at National and European level
- In partnership with other National Agencies, implement the Training and Cooperation plans of Léargas to support project realisation of strategic and policy objectives within and across sectors at National and European level
- 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) and or experience in Youth Work or other relevant subject area
- Experience in training and facilitation the fields of education, training or youth is essential
- Excellent working knowledge and understanding of developing and implementing training programmes for adults and young people
- Understanding of non-formal learning and formal learning, and a strong working knowledge of the application of both
- Excellent interpersonal and communication skills including presentation and group facilitation skills
- Knowledge of European co-operation in the education training and youth fields
- Experience in project management of large and strategic initiatives, engaging in international teams for planning, implementation and evaluation and ensuring activities are implemented within budgets
- 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 team
- Demonstrate high levels of problem solving skills and manage complexity and diversity while prioritising competing demands
- 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