

## Client Services Officer

### JOB DESCRIPTION

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| <b>POST</b>                 | Client Services Officer  |
| <b>REPORTING TO</b>         | Client Services Manager, Léargas   |
| <b>JOB PURPOSE</b>          | To ensure the successful implementation of high-quality projects and activities in Erasmus+ (and other programmes). Promote the value and potential of international working to client groups and support the development of project ideas responding to their needs. Carry out project assessment and evaluation of reports across the fields of Education and Training and Youth |
| <b>PAY GRADE</b>            | Equivalent to Executive Officer PPC Grade; €29,609   |
| <b>APPLICATION DEADLINE</b> | 05 April 2019, 5pm   |

Léargas manage national and international exchange programmes in adult education and schools, vocational education and training, and youth and volunteering. These activities connect people in different communities and countries, and bring an international dimension to the work of organisations across Ireland. We are the National Agency for Erasmus+ in Adult Education, School Education, VET and Youth.

We have built a national and international reputation for effectively managing significant levels of funding to support international collaboration and exchange. We have also built a reputation for a friendly and supportive approach to programme applicants and beneficiaries.

We are now recruiting for an enthusiastic and driven person to join the team in Léargas as a Client Services Officer. This is an exciting opportunity for the right candidate to progress their career working in intercultural partnership for education, training and youth.

#### Roles and Responsibilities

- Implement Léargas and programme-specific strategic objectives in the context of the Client Services work.
- Liaise with colleagues in Client Services and other teams to support the implementation of high-quality projects by providing information and training supports to potential and actual beneficiaries.
- Ensure all project evaluations and reports in all Erasmus+ Key Actions and fields are objectively evaluated according to relevant criteria and timelines
- Implement a comprehensive and supportive approach to encourage applicants to develop sustainable strategic activities, particularly Mobility activities.
- Represent Léargas and engage with stakeholders across all Erasmus+ key actions and fields, to assist them in achieving their objectives.
- Identify connections between policy and practice in the different Erasmus+ Key actions and fields
- Implement transnational training activities, support and contact seminars for potential programme participants

## Requirements

- Qualification(s) in relevant subject area or field(s) (e.g. adult education, youthwork, education, VET, evidence-based research)
- Experience or qualifications in training and facilitation the fields of education training or youth.
- Good working knowledge of the programmes managed by Léargas in the fields of education training and youth.
- Previous experience in project assessment and evaluation or similar practice.

## Person Specification

- Excellent interpersonal and communication skills, including presentation and group facilitation skills
- Excellent time management skills and the ability to multi-task
- Strong organisational, planning and report writing skills
- Excellent analytical and evaluation skills and the ability to make objective judgements and clear recommendations based on content and criteria
- Ability to work to concrete deadlines and meet targets while prioritising competing demands
- Must fit within a team that has a strong values-based approach to work
- Demonstrate in-depth understanding of working in international, intercultural teams as required when working on European programmes.

## General requirements of all Léargas staff

We expect our people to show leadership, exceptional organisational and planning skills, and be analytical and conceptual thinkers with excellent IT, networking and influencing skills. We expect excellent interpersonal and communication skills, including presentation and group facilitation skills, combined with an ability to fit within a team that has a strong values-based approach to work.

## Application process

Applications in writing to include CV and letter of motivation to [recruit@leargas.ie](mailto:recruit@leargas.ie) to reach us no later than **5pm on Friday 05 April 2019**. Interviews will be held in the week commencing 15 April 2019.

We work 35 hours per week in a flexible environment. This position is based in Dublin and requires national and international travel.

*Léargas is an equal opportunities employer and welcomes applications from people with disabilities.*