

NPC Administrative Assistant



Introduction to NPC

National Parents Council (NPC) is the representative organisation for parents of children in education. NPC was established in 1985, under the programme for Government, as the representative organisation for parents of children attending primary school. It received statutory recognition in the Education Act 1998.

NPC exists to ensure that all parents are supported and empowered to become effective partners in their children's education. NPC works to increase the capacity and capability of the education sector, to achieve true partnership and deliver better outcomes for all children.

Terms & Conditions

The salary for this role is €23,500 per annum.

Hours: 35 hours a week

Reporting to the Advocacy Services Manager.

Place of work: Dublin City Centre location

Contract is for three years fixed term with an initial probationary period of nine months.

Role

To be responsible for administrative and organisational support in all NPC functional areas with a particular responsibility for the NPC Advocacy Unit, ensuring the delivery of quality services which meet the needs of parents, supporting children in the education sector.

This role will broadly incorporate the following:

- Providing administrative support for developing and setting up online surveys – knowledge use of survey monkey, google forms etc.
- Answering telephone calls and ensuring that all calls are logged and directed to the appropriate person.
- Responding to general telephone & emails queries
- Drafting & typing documents
- Preparing, scrutinising & verifying information, records, statistics etc.
- Organising routine office supplies.
- Providing assistance & support in organising & running events in particular consultation events, online and in person.
- Attending meetings and taking minutes
- Using all available technology to effectively and efficiently carry out role
- Using Effective verbal & written communication with stakeholders
- Applying & fully engaging in all policies & procedures in operation in NPC as appropriate to role
- Other duties that may be assigned from time to time

Person Specification

The individual should be able to demonstrate the following competencies:

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| Communications | Presents written material in a clear, concise, comprehensive and convincing manner, in order to inform and influence the reader(s). Clarifies information when required to do so. |
| Interpersonal Effectiveness | Shows empathy and understanding when dealing with others, utilising tact and diplomacy at all times. Treats others with respect. Works well with a wide range of people from different backgrounds both within and outside organisation. |
| Self-management | Plans and organises own work effectively. Ensures has the relevant information and resources to complete tasks effectively. Identifies what needs to be done and completes the tasks in a systematic and efficient manner. |
| Analysis & Judgement | Sources and accurately gathers all relevant information. Evaluates information available before making decisions, weighing up the pros and cons of various options or courses of action and recognizes when it is appropriate to consult others. Handles numerical information with accuracy and attention to detail. |
| Team working | Works collaboratively with others to achieve shared goals. Participates fully, sharing knowledge, ideas and expertise. Shows an appreciation for other people's positions and the values their input. Willingly takes on additional responsibility to achieve team objectives. Shows a willingness to learn from others. |
| Commitment to Quality Results | Takes ownership of tasks and is determined to see them through to satisfactory conclusions. Takes all necessary measures to ensure work is completed to a high standard and within agreed timeframes at all times, even where it involves routine or mundane tasks. Monitors and checks own work for accuracy and ensures guidelines and procedures are followed. Reliable and dependable, can work on own initiative. |
| Customer / Client Focus | Is aware of the service delivery requirements of the organisation and the varying needs of his/her customers or clients. Deals with customers / clients in a |

professional and courteous manner, showing diplomacy and tact, particularly in difficult situations.

Self-awareness & Development

Reviews own performance regularly and is committed to developing own skills and knowledge base and applying this learning on a regular basis. Keen to learn new skills, systems and processes.

Flexibility & Change Orientation

Is flexible in his/her approach, open to change in work practices and adapts readily to recommendations for change. Able to deal with changing demands and different situations / circumstances.

Initiative

Actively suggests improvements within own work tasks. Can work without excessive guidance or support yet knows when the involvement of others is appropriate.

Technical Knowledge / know-how

Has the practical and technical knowledge required to meet the goals and objectives of the role to the highest standards.

Applications should be in the form of a letter of application and CV (max 2 pages) and be emailed to rwalpole@npc.ie "NPC Administration Assistant (Level 1)" in the subject line or by post marked Confidential to Rob Walpole, Deputy CEO, National Parents Council, 12 Marlborough Court, Marlborough Street, Dublin 1, D01 XP86 by close of business on the **25th January 2024**.