

Job Description – Helpline Officer

Context:

National Parents Council Primary (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 school. It received statutory recognition in the Education Act 1998.

National Parents Council Primary is a voluntary membership organisation whose role is to support parents to become effective partners in their children's education. NPC wants to see an Ireland where 'every child has the opportunity to reach their full potential.'

NPC wishes to recruit a **Helpline Officer**

Job Title:	Helpline Officer (Part Time)
Responsible to:	Services Manager
Hours:	17.5 hours per week (flexibility is required: weekend and evening work may be a feature of this employment)
Salary:	€34,000 per annum pro rata (€17,000).
Contract:	3 year fixed term (first 9 months probationary)
Location:	Dublin City Centre

The Helpline Officer will be responsible for all NPC Helpline duties.

This role will broadly incorporate the following:

- Manage all queries to the NPC helpline via phone and email
- Provide accurate information to parents and other stakeholders as appropriate in relation to education and NPC activities and policies
- Critical analysis of proposals, reports and other data
- Examination of complex information and decision-making relevant to the role and job level
- Research and preparation of submissions on the full range of issues impacting NPC (including submissions for funding)

- Accurate recording, preparation & management of data within the Helpline
- Engage with third parties to represent the interests of NPC, including suppliers, clients, members of the public, media, contractors, government and non-government agencies and bodies, ensuring professional communications at all times
- Ensure all policies, procedures and regulatory requirements are fully adhered to in their area of responsibility
- Prioritise and manage work within own area of responsibility including delegation of tasks as appropriate, monitoring and reviewing of work
- Be responsible and accountable for the timely and accurate completion of projects and tasks within the Helpline
- Consistently and regularly review work practices and methodologies within own area of responsibility and apply improvements and efficiencies wherever possible
- Play an active role in contributing to the overall objectives of NPC both in planning and implementation
- Continuously develop knowledge and skills to ensure a high level of technical competence within own area of responsibility
- Share learning & knowledge with other members of staff
- Other duties that may be assigned from time to time

Experience

Essential:

- Excellent active listening skills
- Excellent communicator both written and verbal
- Excellent administration skills and attention to detail
- Good IT skills - particularly Microsoft Office
- Be an effective team player

Desirable:

- Experience of working on a Helpline
- Experience/knowledge of the Irish education system.
- Experience of communicating with individual adults and groups to achieve real outcomes
- Experience of networking and promoting
- A working knowledge of child protection legislation and its implementation in practice

Person Specification

The individual should be able to demonstrate the following competencies:

Communications	Builds rapport by listening and responding to the needs of others. Utilises a persuasive approach to positively influence outcomes. 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 the organisation and builds rapport by listening to and understanding their viewpoints.
Planning & Managing Resources	Plans and organises people and other resources, prioritising as required, to meet goals, targets or objectives within agreed timeframes. Monitors progress and reviews plans where necessary. Identifies potential problems and develops contingencies. Plans and organises own work effectively.
Analysis / Problem Solving	Sources and accurately gathers all relevant information. Conducts an in-depth review, considering issues thoroughly. Draws conclusions backed up by available evidence and makes appropriate recommendations. Handles and manipulates numerical information with accuracy and attention to detail.
Decision-making / Judgment	Evaluates information available before making decisions, weighing up the pros and cons of various options or courses of action. Is aware of the wider implications of

	<p>proposed decisions and recognises when it is appropriate to consult others. Follows through on decisions made, taking responsibility where appropriate.</p>
Team working	<p>Works collaboratively with others to achieve shared goals. Participates fully, sharing knowledge, ideas and expertise. Shows an appreciation for other people's positions and values their input. Willingly takes on additional responsibility to achieve team objectives. Shows a willingness to learn from others.</p>
Commitment to Quality Results	<p>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 work for accuracy and ensures guidelines and procedures are followed. Reliable and dependable, can work on own initiative.</p>
Customer / Client Focus	<p>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.</p>
Self Awareness & Development	<p>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.</p>
Flexibility & Change Orientation	<p>Is flexible in his/her approach, open to change in work practices and adapts readily to recommendations for change. Involves others in and implements change initiatives. Able to deal with changing demands and different situations / circumstances.</p>
Initiative	<p>Actively suggests improvements within area of responsibility. Can work without excessive guidance or support yet knows when the involvement of others is appropriate.</p>

Technical Knowledge / know-how Has the practical, specialised or technical knowledge required to meet the goals and objectives of the role to the highest standards. Has knowledge or expertise such that others would rely on and have confidence in it.

Applications

Applications should be in the form of a letter of application and CV (max 2 pages), and be emailed to cdowney@npc.ie with “**Helpline Officer**” in the subject line or by post marked **Confidential** to Clare Downey, Services Manager, National Parents Council Primary, 12 Marlborough Court, Marlborough Street, Dublin 1, D01 XP86.

Closing date for applications: close of business 26th May 2023 .