

# NPC Advocacy Services Manager

## Introduction to NPC

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 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 €42,000 per annum.

Hours: 35 Hours a week (Flexibility is required weekend and evening work will be a feature of this employment).

Reporting to the Deputy Chief Executive Officer.

Place of work: Dublin City Centre location (however nationwide travel will be required)

Car owner and full driving license essential.

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

## Role

To oversee and lead the NPC Advocacy services, 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:

- Play an active role in contributing to the overall objectives of NPC both in planning and implementation.
- Be responsible for developing the Council's Advocacy programmes, including:
  - Voice and Influence
  - Communications and Membership
  - Partnership Schools
  - Children's Participation Unit
  - Parent Representation
- Be responsible for the supervision and management of staff within the NPC advocacy services, ensuring that the services are always of high quality.
- Preparation & management of data.
- Preparation of financial reports and budget submission for areas of responsibility.
- 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 your area of responsibility.
- Consistently and regularly review work practices and methodologies within your own area of responsibility and apply improvements and efficiencies wherever possible.
- Continuously develop knowledge and skills to ensure a high level of technical competence within your own area of responsibility.
- Share learning & knowledge with other members of staff.
- Other duties that may be assigned from time to time.

## **Experience**

### **Essential**

Third level qualification in relevant area

Training and facilitation experience

Experience of consultation and representation

Experience at management level

Experience of working with children and families

Team building and team management

### **Desirable**

Experience of the Irish education system

IT skills

## **Person Specification**

The individual should be able to demonstrate the following competencies:

Communications	Excellent communication skills, both with individuals and groups. Communicates NPC's Vision and Mission in a persuasive manner.
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Managing & Developing People	Manages staff effectively by providing clear direction and challenging goals. Motivates staff to perform well. Delegates tasks, distributes work fairly and treats others consistently. Monitors performance and attendance, addresses any issues of underperformance and provides coaching and development where required. Values and acknowledges the contribution of others.
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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 organizes 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 proposed decisions and recognises when it is appropriate to consult others. Follows through on decisions made, taking responsibility where appropriate.
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 values their input. Leads the team to achieve the teams' objectives.
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 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. Involves others in and implements change initiatives. Able to deal with changing demands and different situations / circumstances.
Initiative	Actively suggests improvements within area of responsibility. Works without significant guidance or support yet knows when the involvement of others is appropriate.
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 that others would rely on and have confidence in it.

Applications should be in the form of a letter of application and CV (max 2 pages) and be emailed to [rwalpole@ncp.ie](mailto:rwalpole@ncp.ie) with **“Advocacy Service Manager”** 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 8<sup>th</sup> September 2023.