



Job Description – Parent Support Officer

Introduction

National Parents Council (NPC) is the representative organisation for parents of children in early years, primary and post primary education. NPC was established as a charitable organisation in 1985, under the programme for Government, as the representative organisation for parents of children attending primary school. NPC's remit was extended to cover parents with children in early years in 2017 and in post-primary in 2022. NPC 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

NPC is now seeking to recruit a **Parent Support Officer** to help deliver on the goals of its Strategic Plan 2024–2028: *Building Futures Together*, with a particular focus on establishing a new parent support service. This service will assist parents in understanding and navigating the education system, including guidance through complaints and appeals processes. The **Parent Support Officer** will also be dedicated to further advancing new initiatives that support parents' involvement in their children's education in partnership with schools, in line with the mission and vision of NPC.

The **salary** for this role is €36,275

Hours: 35 hours per week (flexibility is required: weekend and evening work may be a feature of this employment)

Reporting to the Services Manager

Place of work: Stoneybatter, Dublin 7

The contract is for three years fixed term, with an initial probationary period of six months.

Role

The Parent Support Officer will be responsible for supporting parents of children in early years, primary and post primary schools.

This role will broadly incorporate the following:

- Create a tiered framework of support for parents. This will be made up of universal support for all, targeted support for some and individual support for a few parents

- Provide accurate information to parents and other stakeholders as appropriate in relation to early years, primary and post primary education and NPC activities and policies
- Examination of complex information and decision-making relevant to the role and job level
- Accurate recording, preparation & management of data within the support service
- Engage with third parties to represent the interests of NPC and parents, including government and non-government agencies and bodies, always ensuring professional communication
- Ensure all policies, procedures and regulatory requirements are fully adhered to in their area of responsibility
- Be responsible and accountable for the timely and accurate completion of projects and tasks
- 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
- Knowledge of the Special Education Needs environment in schools and the challenges facing parents in the education system
- Excellent communicator both written and verbal
- Experience/knowledge of the Irish primary and post primary education system
- Excellent administration skills and attention to detail
- Excellent IT skills - particularly Microsoft Office and other applications
- Be an effective team player

Desirable:

- Experience of working in a support and information providing capacity, including advocacy
- A working knowledge of child protection legislation and its implementation in practice.
- Experience of communicating with individual adults and groups to achieve real outcomes
- Experience of networking and promoting
- Experience of working on a Helpline

- Knowledge of Government and inter-departmental procedures (e.g. Tusla/Ombudsman/Teaching Council etc.)
- Access to a car and full driving licence

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 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. 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 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. Can work without excessive 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 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 ccross@npc.ie with "NPC Parent Support Officer" in the subject line or by post marked **Confidential** to: Catherine Cross, Deputy CEO, National Parents Council, Unit 5, Manor Street Business Park, Manor Street, Dublin 7, D07 FK58.

Closing date for applications is Friday the **27th of February 2026**.

Interviews for those who are shortlisted will be held in the National Parents Council office.

The National Parents Council is an equal opportunities employer