

**Title of Post:** Training Office Manager

**Grade:** Grade 4

**Reports to:** Director of Training, Development and Consultancy

**Job Function:** Responsible for ensuring that the services to Training Division Specialists and Associate Specialists are efficiently managed.

**Main Duties**

1. Manage all administrative support to the functional areas within Training Division (including HRM, IT, Finance and Governance and Local Government)
2. Liaison with Business Development to provide a seamless, high-quality service to clients from contract procurement stage to contract delivery and evaluation
3. Co-ordination of the delivery of business contracts including managing up-to-date records of all ongoing work in CRM
4. Maintaining strong links with the client system, particularly with Training Manager/Training Procurers in Local Government, Government Departments and Offices etc. with a view to ensuring that they are responded to in a timely manner and satisfied with our services during the delivery phase
5. Co-ordination of Specialist training schedules including an annual public course schedule and weekly events for all functional areas
6. Co-ordination of IPA room bookings, cancellations, catering and improved liaison with the IPA facilities team
7. Co-ordination of external room bookings as required for conferences/seminars
8. In conjunction with Specialists and Business Development, implementation of a consistent approach of working with Associate Specialists, resulting in better management of same
9. In conjunction with Business Development, Managers, Specialists and Administrative Support, formalising and implementing a clear and uniform approach to quality assure our services to clients including, timeframes for responding to client requests, course materials, approach to evaluation, feedback and invoicing
10. Managing a professional team of administrative support staff which would include the implementation and oversight of formalised administrative practices and providing for consistency of practice across all administrative support for the delivery arm of the Training Division
11. Undertaking any other duties that may arise relating to the design and delivery of Training division Services.

### **Person Specification**

1. A broad knowledge and understanding of the Training Division's services, clients, competitive environment and requirements
2. Commitment to quality, delivering exceptional customer services and development of systems to support service delivery
3. Strong analytical problem solving and negotiation skills
4. Strong social, interpersonal and communication skills
5. Highly developed organisation, administrative and analytical skills
6. Excellent IT skills and experience of designing high quality materials
7. Ability to lead and manage a team
8. Be capable of working on own initiative and have the skills to work closely with clients and colleagues
9. Commitment to continuous improvement, self-development and learning

### **Education and Experience**

2 years' service within the Institute or relevant experience outside the Institute

### **General Conditions**

This position will be filled on a permanent, contract or secondment basis. While the position is Dublin based a considerable proportion of our work is delivered in client organisations throughout Ireland and abroad on occasions. Members of the staff of the Institute may be required to attend meetings and other functions on occasions outside normal working hours.

**The salary scale for this position ranges from €34,263 to €54,656 per annum pro rata.**

Closing date for receipt of application is 12.00 noon on Monday 29<sup>th</sup> July 2019

Please email a CV clearly stating the Title of the post applied for) and covering letter stating how you meet the requirements of the roles by 12.00 noon on Monday 29<sup>th</sup> July 2019 to [recruit@ipa.ie](mailto:recruit@ipa.ie)

July 2019