



Job Description

Job Title: Training Support Officer

Reporting to: Training, Learning & Development Manager

Type of contract: Ongoing subject to funding

Location: Park West, Dublin 12 (Hybrid but initially full-time onsite)

About Foróige

Foróige is an independent, non-profit national voluntary youth organisation engaged in out-of-school youth development and education. The organisation aims to enable young people to involve themselves consciously and actively in their own development and the development of society. Foróige employs over 600 staff and involves thousands of volunteers in the creation and delivery of high-quality services to young people through the operation of over 400 Foróige Clubs, the Big Brother Big Sister Programme and over 140 General Youth Services and Special Projects. These community-based and community-supported initiatives are run throughout the country, in rural and urban environments, and generally in partnership with various voluntary and statutory agencies. The organisation is a registered charity and is supported by a combination of statutory, philanthropic and corporate funding. Foróige is an equal opportunity employer and is committed to a policy of equality of opportunity in its employment practices.

Project information

Foróiges Training, Learning and Development function focuses on a systematic approach to training staff and volunteers, building a culture of learning and development that meets organisational needs and matches training given with implementation on the ground, followed up with an ongoing process of quality assurance. Reporting to the Training, Learning and Development Manager, the successful candidate will play a key part in the Training, Learning and Development function of the organisation. The Training Support Officer supports and ensures the successful operation, administration, organisation and reporting of the functions of Training, Learning and Development within Foróige.

The purpose of Training, Learning and Development is to:

- Enhance and develop the training and learning function for staff in Foróige
- Embed training and learning policies and procedures for Foróige staff
- Coordinate the provision of the full suite of staff in-service training
- Establish minimum training, learning and development standards for staff
- Embed Foróige programmes within the work of Foróige and maintain Foróige programmes with internal and external stakeholders including Leadership, Citizenship, Brief Intervention, Be Healthy Be Happy and REAL U, Digital Skills & Innovation
- Provide in-service training to staff and volunteers as appropriate using a variety of methodologies
- Develop and implement systematic recording systems for staff and volunteer training and produce reports as required
- Provide consultancy to staff in relation to training design, evidence based and outcome-focused programmes, curriculum development and quality assurance
- Adapt Foróige programmes for external use, as required and provide training to external agencies

Key Responsibilities

The successful candidate will be employed by Foróige and will be given a contract of employment. It must be understood, however, that if the position becomes redundant at any time during the period of the contract or if the funding for the post is discontinued or a post holder fails to perform satisfactorily, employment may be terminated.

The duties of the Training Support Officer will include but are not limited to:

- Organisation, administration and recording of in-service training for Foróige staff
- Organisation, administration and recording of training for external agencies
- Be the first point of contact for all training, learning and development queries and responding to internal and external queries in a timely and comprehensive manner
- Assisting with the preparation of training materials & resources to support provision of training by Foróige trainers
- Managing and maintaining content and course users on Foróiges online learning platform, Moodle.
- Maintenance of a Foróige staff training, learning and development recording system.
- Supporting the Training, Learning and Development team in the planning, preparation and evaluation of trainings provided

- Assisting with the coordination of training events and all other general administrative duties relevant to the role.
- Production of reports as required including, but not limited to, financial 2 reports, evaluation reports and training statistics.
- Advertising and promoting training, learning and development opportunities for staff and external agencies through a variety of channels, including maintenance of the Training, Learning and Development internal communications portal.
- Involvement in the planning & organisation of national initiatives and events
- Networking and co-operating with other agencies as appropriate
- Any such other relevant requirements as the Board of Foróige and/or the Chief Executive or the nominee of the Chief Executive shall deem necessary for the effective implementation of Foróige's policy and programmes

Professional Qualifications and Experience

E=Essential; D=Desirable

- Education to National Diploma or Degree standard (candidates with exceptional, relevant work experience may also be considered in lieu of qualifications) (E)
- A minimum of 1 years relevant work experience (E)
- Excellent administration and IT skills (E)
- High level of organisation and planning skills (E)
- Access to car and full driving licence (D)
- Knowledge and experience of Foróige programmes (D)
- Excellent team working skills (E)
- Experience and understanding of non-formal education interventions (D)

Person Specification

- Excellent interpersonal skills, including the ability to liaise with a wide range of contacts and build and maintain effective working relationships.
- Excellent teamwork skills with a positive and flexible approach to working as part of a team
- Excellent standards of accuracy and attention to detail.
- Ability to be proactive, use own initiative and work effectively within a pressurised environment.
- Excellent written & verbal communication skills, including the ability to draft summary information and correspondence.
- Excellent computer skills, particularly the use of Google suite

Requirements of all Foróige staff

- Commitment to the purpose of Foróige and to working within the values, policies and procedures of the organisation.
- To act consistently in a professional manner at all times.
- To participate in regular supervision with your line manager.

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- Identify training needs with your line manager and participate in training opportunities appropriate to the role.
- To undertake other duties as may be requested by the Chief Executive Officer of Foróige or their nominee from time to time.

Benefits:

Salary: This will be based off of the Foróige Support Services Officer Scale: €33,578, €35,105, €36,634, €38,162, €39,692, €41,224, €42,755, €45,040, €47,324, €50,448. The starting point for this role will be point 1-3 of the salary scale, depending on experience.

Annual Leave: 29 days annual leave plus Good Friday

Pension: Contributory pension benefits.

Training & Development: Structured onboarding together with a 9-day Foróige Induction Programme. Ongoing CPD.

Study Leave: Up to 5 days paid Study Leave per year of course.

Organisation Culture: Support & Supervision policy and practises that supports your professional development.

EAP: 24/7 Employee Assistance

Career Break: Up to 2 years Career Break after 3 years' service.

Unpaid Leave: Up to 6 months Unpaid Leave Break after 1 year service

Flexible Work: Flexible work practices that support work-life balance.

Maternity and Paternity Benefit: Top up Maternity and Paternity Benefit pay.

Other Information:

Garda vetting: Candidates under consideration for employment in Foróige will be subject to Garda vetting.

Hours of work: You will be expected to work a minimum of 35 hours per week. There may be times when some flexibility is required in relation to working hours.

Base: The employment base for this post will be the Foróige office in Parkwest, Dublin 12.

Applications: Please complete the Foróige Application form online [here](#).