



An Roinn Gnóthaí Fostaíochta
agus Coimirce Sóisialaí
Department of Employment Affairs
and Social Protection

JOB DESCRIPTION

Training, Education and Employment Information Officer
Galway Local Employment Service Network

The Training, Education and Employment Information Officer will provide a quality reception, information and referral service to unemployed people who are seeking information on the Local Employment Service Network (LESN) or who are existing clients of the LESN. The person will be responsible on a day-to-day basis to the LESN Co-ordinator and will carry out such tasks and duties as may be assigned by the Co-ordinator within the development of the overall Galway City Partnership (GCP) programme of activities.

Key Tasks:

General:

- To provide a friendly welcome for clients and ensure confidentiality at all times
- Register clients with the service
- Maintain all databases as appropriate for LESN and Department of Employment Affairs and Social Protection (DEASP)
- To offer group support in job searching to clients
- Become familiar with the workings of the LESN/GCP and to represent LESN/GCP at appropriate meetings as required
- To update the LESN Facebook page and any other social media platforms as necessary
- Maintain a petty cash book

Support for Employment Guidance Officer/Clients:

- Deal effectively with queries from clients/employers/agencies or refer to an Employment Guidance Officer if appropriate
- Make appropriate referrals to Employment Guidance Officers and other appropriate agencies and set up appointments
- Complete application forms and produce CVs/Covering Letters/typed documents/resource materials and assist in the compilation of reports as required
- Develop links with local employers
- General administration duties

Information:

- Have a good working knowledge of labour market interventions/welfare entitlements, etc
- Compile and provide information on training, education and employment options
- To present outreach information sessions on the work of the LESN to appropriate groups and organisations
- To organise and present Group Information Sessions, as and when necessary
- Other duties that may be assigned from time to time



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PERSON SPECIFICATION

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In order to fulfil this position effectively and competently, the following will be required from the individual;

- The willingness and ability to work in a positive, flexible, open and welcoming manner
- The ability to demonstrate an understanding of the importance of confidentiality;
- The ability to demonstrate attention to detail, especially in written work
- The aptitude to work on your own initiative when required as well as working co-operatively as part of a team
- The communication skills to work with the target groups of GCP/LESN in particular the Long Term Unemployed along with colleagues in the organisation;
- An ability to communicate with employers
- Possess an empathy, understanding and appreciation of the needs and issues of the target groups of the GCP
- The ability to complete all the key elements as required within the specific position applied for
- Good administration, organisational and time management skills;
- Good social media skills
- A willingness to accept guidance and or training in the position
- An ability and willingness to adapt quickly and efficiently to a changing work environment.