

INFORMATION GUIDE

Staff Officer (Grade V) (Permanent)

Initial Duties: Further Education and Training Quality System (FETQS)

Ref No: FET 15/2026

Longford and Westmeath ETB invite applications for the above permanent role. The initial assignment will be within the **Further Education and Training Quality System (FETQS) Team**, however, LWETB reserves the right to assign the successful candidate to any other area of the organisation. A panel for the above Grade V FETQS role only within the FETQS unit only may be formed and remain in place until 31ST August 2027.

Candidates must have the requisite knowledge, skills and competencies to carry out the role and be capable and competent of fulfilling the role to a very high standard.

Function of the Job

To develop and support the FET Quality Assurance (QA) function across the entire Further Education and Training provision on behalf of LWETB to a highly professional standard.

Requirements and Eligibility Criteria

Candidates must:

- Have the requisite knowledge, skills and competencies to carry out the role and be capable and competent of fulfilling the role to a high standard.
- Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programme) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise.
- Be at least 17 years of age on or before the date of advertisement of the recruitment competition.
- Have excellent IT skills. A high level of proficiency in the following software applications; Microsoft Word, Excel, Outlook, PowerPoint and Teams.

Duties / Responsibilities

Duties (to include but not limited to):

- Work as part of a FETQS team to help implement the process of continuous improvement in QA for LWETB;
- Provide relevant and timely advice, information and support to Management, the QA team and all other staff on matters relating to the assessment process, the processing of certification, training materials and training aids, training methodologies and training practices to meet the requirements of certifying bodies associated with the delivery of the programmes;
- Assist with the timely development of new programmes on behalf of LWETB for existing and emerging client groups / stakeholders;

- Research the procurement of learning materials;
- Engage constructively in the evaluation and continual improvement processes required to keep LWETB FETQA systems relevant and up-to-date;
- Advise Management and others on any improvements / actions required to keep FETQA Systems relevant and up-to-date;
- Participate in the implementation and renewal of updates and rollouts of enhancements to FETQA Systems;
- Assist the QA team with the Development and Review of Course Specifications / Assessments and Training Plans for all FET Provision as set out in QA Systems;
- Support the FETQA team in the development, maintenance and monitoring of an effective QA governance;
- Cooperate with the provision of information for the Programme Evaluation Process;
- Administer systems and control the application of assessments and certification processes for the FET provision;
- Ensure that all matters in relation to the Assessment and Certification processes are conducted in a correct and proper manner in accordance with the process and procedures set out in the LWETB FETQA Systems and in accordance with the criteria outlined by the relevant certifying bodies. This includes but not exclusively, the following:
 - produce and maintain the assessment schedule;
 - disseminate assessment packs in accordance with the assessment regulations;
 - ensure the security of test questions, results and records in all cases;
 - coordinate the provision of reasonable accommodation, when required;
 - organise and prepare assessment packs and administer the relevant documentation for all assessment events;
 - distribute the list for assessment packs and recall list for assessment packs that have been withdrawn or are out-of-date;
 - monitor the assessment and certification activity in accordance with the relevant FETQA System and in accordance with the criteria for certifying bodies;
 - use QBS, PLSS, RCCRS and any other relevant systems to update and record certification outcomes;
 - administer, organise and conduct the processes for the Internal Verification of Assessment results;
 - administer any Recognition of Prior Learning (RPL) requests;
 - report any breaches or suspected breaches relating to FETQA Systems or contracts to the nominated person(s);
 - process any non-conformances in relation to the FETQA System through the appropriate mechanism;
- Participate on Results Approval Panels (RAPs), which includes the following:
 - administer the record system to process the provisional assessment results for RAP;
 - prepare reports for RAP, as required;
 - maintain the appropriate results recording System;
 - request the certificates from the certifying body after the provisional results have been approved;
- Research and produce statistical reports in a professional manner using all Microsoft Software Applications;
- Support the learner appeal process with the relevant documentation for the Assessment Appeals Panel;
- Cooperate with and facilitate visits for external monitoring / verification processes from all certification or funding bodies;
- Provide staff and second providers with briefings / training as required in relation to the FETQA

- System, Curriculum and Assessment instruments and procedures;
- Assist with Certificate Award Ceremonies;
- Keep abreast of developments in Training Design, Training Delivery and Assessment techniques and keep the Management Team advised on best practice;
- Engage with the wider LWETB activities and developments in particular with regard to audit / implementation / monitoring / evaluation processes;
- Liaise with all relevant FET Support Services (such as Technology Enhanced Learning, Enterprise Engagement; Adult Guidance, Recruitment etc.) and keep the Management Team advised on developments;
- Liaise and support all certifying bodies as appropriate;
- Participate in all professional development opportunities as required;
- Undertake such other duties/projects as may be assigned.

Competencies required

The appointee to this permanent Grade V position will be required to show evidence of the following competencies (in no more than 300 words):

People Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet its objectives

Information Management, Analysis and Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc.
- Identifies and understands key issues and trends
- Correctly extracts and interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence.
- Sees the logical implications of taking a particular position of an issue

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results

- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Interpersonal and Communication Skills

- Modifies communication approach to suit the needs of a situation/audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

Specialist Knowledge, Expertise and Self Development

- Displays high levels of skills/expertise in own area and provides guidance to colleagues
- Has a clear understanding of the roles objectives and how they support the service delivered by the unit and Department/Organisation and can communicate this to the team
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team

Drive and Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level
- Demonstrates flexibility and openness to change
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/teamwork
- Is personally trustworthy
- Acts with integrity and encourages this in others

Terms and Conditions

Base: College of Further Education and Training, Garrycastle Campus, Athlone, Co. Westmeath. The successful candidate will be initially assigned to the above location. However, LWETB reserves the right to assign you to any other location as the service demands require.

Starting Salary: €52,762

For persons commencing at this grade for the first time or starting in the Public Sector for the first time starting pay will be as above. An incremental salary scale applies thereafter as per C/L 0058/2026. Previous public sector experience in the same grade may be eligible for incremental credit. This will be determined upon appointment. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Hours per week: 35

Citizenship Requirement:

Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non- EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

Please note you must advise LWETB if a work permit is required by you before commencing employment with LWETB. This requirement should be notified to LWETB as soon as possible.

Health and Character:

Those under consideration for a position may at the discretion of the employer be required to complete a health assessment and maybe a Garda Vetting Form. References will be sought.

Annual Leave

LWETB'S Annual Leave Year runs from January to December. The annual leave allowance for this position is 25 days per annum. Please note your annual leave entitlement will be pro-rata, based on your contract duration and start date. This allowance is subject to the usual conditions regarding the granting of annual leave. All office closures (other than normal public and bank holidays and Good Friday) are incorporated in your annual leave entitlement. Leave will be granted, subject to Line Management approval, which must be sought in advance.

Shortlisting

LWETB reserves its right to shortlist candidates, in the manner it deems most appropriate, to proceed to the interview stage of the competition. Shortlisting will be on the basis of information supplied on the Application Form and the likely number of vacancies to be filled. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form. The shortlisting process will provide for the assessment of each applicant's application form against predetermined criteria that reflect the skills and depth of experience considered to be essential for a position at this level.

Interview

Selection, from shortlisted candidates, shall be by means of a competency based interview conducted by LWETB. Interviews may take place via video conference. Candidates that are selected for interview will be supplied with guidelines in this regard.

Application and selection process

- Completed application forms should be submitted via www.etbvacancies.ie not later than **13.00 hours on Tuesday 11th August 2026**.
- Please note by submitting an application you will receive a confirmation of receipt. This should not be taken as confirmation that the submission is a valid application. **If you do not receive a confirmation message via your portal within two days of submitting AND prior to the closing date, please email headofhr@lwetb.ie**
- Please note that candidates must apply to this role well in advance of the closing date and time to ensure their application is received before the closing date and time. No late applications will be accepted.
- Information and correspondence regarding your status within this competition will issue to you via your etbvacancies mailbox and it is the responsibility of the candidate to regularly check their etbvacancies inbox frequently.
- Provisional date for interviews will be as soon as practical post-closing date.
- Interviews may take place in person or via video conference. Candidates that are selected for interview will be supplied with guidelines in this regard.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete and/or late applications will not be considered.
- All applicants should note that Longford and Westmeath ETB reserve the right to shortlist applicants on agreed predetermined criteria.
- Selection will be by way of competency-based interview.

- Queries relating to this post should be emailed to headofhr@lwetb.ie
- Canvassing by or on behalf of the applicant will disqualify.
- All enquiries regarding your application should be made to headofhr@lwetb.ie using the post reference in the subject line of the email. Enquiries by any other means cannot guarantee a response before the closing date and time.
- Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after an appointment, in summary dismissal.
- If successful at interview, referees may be contacted directly by LWETB at its convenience and without further notice to candidates.
- Longford and Westmeath ETB is an equal opportunities employer.
- Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by LWETB.
- Further information on LWETB including details of our schools, centres for education and programmes can be found on our website www.lwetb.ie
- LWETB is registered as a Data Controller. Data will be processed in accordance with the ETB's Data Protection Policy and retained in accordance with the records' retention schedule therein. The personal data supplied on this application form and supplementary documents are required for the purposes of recruitment (including shortlisting and interviewing), assessment of qualifications, general administration, and to fulfil our other legal obligations, including the election of staff representatives to the ETB under the Education and Training Boards Act 2013. While the information provided will generally be treated as confidential to LWETB, from time to time it may be necessary for us to exchange personal data on a confidential basis with other bodies including the Department of Education and Skills, the Department of Social Protection, Gardaí, the CSO, the Teaching Council, Revenue, other statutory bodies, or with former or subsequent employers. Should you wish to update or access your personal data you should write to the CE.

Ms. Siobhán Lynch
Chief Executive
Longford and Westmeath ETB