

# Learn with NALA Support Officer

Hiring booklet

**Deadline for applications:**

5 pm, Friday 2 December, 2022



**National Adult Literacy Agency**  
Áisíneacht Náisiúnta Litearthachta do Aosaigh

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## **1. About the National Adult Literacy Agency (NALA)**

The National Adult Literacy Agency (NALA) is a charity committed to ensuring that people with unmet literacy, numeracy and digital literacy needs can fully take part in society. According to the last international literacy survey, one in six people in Ireland has an unmet literacy need. One in four people has an unmet numeracy need and one in two people has an unmet digital literacy need.

These unmet needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Since we were set up by volunteers in 1980, we have been a leading campaigning and lobbying force on adult literacy issues. We have been involved in national policy, tutor training and teaching resources, research and campaigns to support people with these unmet needs.

We are an equal opportunity employer.

See [www.nala.ie](http://www.nala.ie) for more information.

## **2. About the position we are hiring for**

Do you like helping people? Are you a good listener and communicator?

We're looking for someone who is a good listener and communicator to provide support to people to improve their literacy, numeracy and digital literacy.

As no day or call is the same in NALA, this is a varied and interesting role that will appeal to anyone who likes to help people no matter what it takes. It will also provide a great opportunity for career development in the community and voluntary sector.

You don't need any specific qualification as we provide training. We're looking for someone who is great with people, has a positive, can-do attitude and likes a challenge. It would help if you had experience dealing with the public and know your way around computers and databases as you will be required to use them

## **2.1 About the position: Learn with NALA Support Officer**

The Learn with NALA Support Officer will play a pivotal role in supporting NALA's Learn with NALA services for adults to improve their literacy, numeracy and digital literacy.

Learn with NALA provides learning services to adult learners with unmet literacy, numeracy and digital literacy needs through a Freephone, an over the phone Tutoring Service and an [online learning platform](#). Adult learners access these services directly through NALA or through registered centres on NALA's online learning platform.

In this exciting role, you will

- administer learning services at NALA with another Support Officer and six of Adult Literacy Educators.
- collaborate with committed colleagues to support adults in enhancing their literacy, numeracy and digital literacy.

## **2.2 Job description**

### **Reporting relationship and key responsibilities**

Reporting to the Learn with NALA Coordinator, you will undertake the following:

#### **Administer the delivery of the NALA's Freephone:**

- Provide support, information and guidance to people who contact NALA's Freephone service over the phone, through email and text
- Send callers follow up emails, texts and post with resources and information packs

- Refer callers to other relevant supports and services that may meet their needs
- Provide reports on performance to the Learn with NALA Coordinator
- Carry out call-backs with callers
- Part-take and assist in reviews and evaluations
- Maintain accurate records on Salesforce and other records of activity as required.

**Administer the delivery of NALA's Tutoring Service:**

- Set learners up on NALA's Tutoring Service
- Schedule sessions between Adult Literacy Educators (ALEs) and learners
- Send resources and materials to learners and ALEs as required
- Maintain records on Salesforce and other records of activity as required.

**Administer the delivery of support to learners on Learn with NALA:**

- Support learners in setting up an account with and engaging with learning and assessment on Learn with NALA
- With the team, implement of a model of support for learners to include interventions, outreach, resources, support, guidance and advice
- Work with the LWN development team to create and implement pilot learner intervention programmes and administer updates on Learn with NALA.

**Administer the delivery of support to centres and tutors on Learn with NALA:**

- With the team, implement a model of support to centres and tutors on Learn with NALA
- With the team, provide support, set-up, communications and training requirements for centres and tutors.

**Support NALA's QCI certification process:**

- Support learners, centres and tutors in preparation for QCI certification rounds
- With the Learn with NALA Coordinator, coordinate the internal assessment internal verification, external authentication and results approval processes in line with NALA's Quality Assurance Manual

- Manage the distribution of QQI and NALA awards achieved through Learn with NALA
- Complete and submit reports to NALA and QQI.

**Support the administration and reporting for NALA's learning services:**

- PLSS, FETCH and FARR set up, data gathering and reporting and data maintenance
- QQI data gathering and reporting.

**Participate and assist in:**

- NALA internal and external evaluations
- QQI programme validation
- QQI monitoring and evaluations
- QQI Quality Assurance reviews
- Updating internal policies, procedures and documentation

Undertake other duties that may be assigned by the Learn with NALA Coordinator / Innovation Manager / Chief Executive Officer.

## **2.3 Experience and qualifications**

Applicants should have the following experience, attributes and qualifications.

**Essential criteria:**

- 3 years' or more experience in a similar role
- Excellent organisational, communication and IT skills particularly with Microsoft Office, Salesforce or other CRM systems
- Strong interpersonal skills and attention to detail to effectively deal with clients, stakeholders and staff members with efficiency, patience and empathy
- The capacity to manage a diverse work load, be self-motivated and prioritise responsibilities
- Problem solving and critical thinking skills
- Communication, organisation and time management, team working skills
- Understanding and appreciation of NALA's mission and values.

## **Desirable criteria**

- Bachelor's degree or equivalent in a relevant field
- Experience of online learning systems such as Brightspace.

## **2.4 Summary of the pay and conditions**

**Pay:** The starting salary for the position will be at a maximum of €37,879. This is point 6 on NALA's Executive Officer scale which ranges from €29,985 to €50,035. Progression to a further point on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

**Hours:** Full time, 35 hours a week.

**Contract term and probation:** The position is initially offered for 3 years on a fixed term basis. The contract will be renewed subject to satisfactory performance and NALA's financial resources. A probationary period of 6 months will apply from your start date.

**Location:** Hybrid (Sandford Lodge, Ranelagh, Dublin 6 and home). **Please note:** NALA is currently trialling a Hybrid Working Policy that allows staff to apply to work from home up to three days and in the office for a minimum of 2 days a week.

**Annual Leave:** 22 days a year subject to NALA's annual leave policy and your working full time (35 hours over 5 days). This is exclusive of the public holidays and privilege days that NALA staff are granted at Easter (Good Friday plus two days) and Christmas (Christmas Eve and all days falling before New Year's Day)

**The above represents the primary pay and conditions of service. It is not the complete list which will be included in the employment contract to be agreed with the successful applicant.**

### **3. About our hiring process**

#### **How to apply**

Applicants should email a completed Application Form and Curriculum Vitae (CV) to [recruitment@nala.ie](mailto:recruitment@nala.ie) by **5pm Friday 2 December, 2022**.

The Application Form allows applicants to detail their qualifications, skills and experience and how they meet the essential requirements and personal attributes of the post.

Please note: Only applications submitted on the official application form will be considered.

The application form is available on the National Adult Literacy Agency's website [www.nala.ie](http://www.nala.ie)

If you do not receive an acknowledgement within 5 days of applying, please email [recruitment@nala.ie](mailto:recruitment@nala.ie).

#### **Selection process**

The selection process will include a shortlisting of applicants based on their application form and curriculum vitae (CV). Shortlisted candidates will be called for interview. All applicants will receive an acknowledgement of their application and final notification of the outcome of their application.

#### **Shortlisting**

A shortlisting process is done by a panel of persons to select applicants for interview. The panel will review applicants' application forms and CVs against the essential and desirable criteria. The panel will decide which applicants appear most suitable for the position and invite those applicants for interview. Shortlisted candidates may be required to submit further information before the interview.



## **Interview**

NALA will invite shortlisted candidates to interview by a panel. The interview will explore how the candidate meets the essential and desirable criteria and their relevant experience to date. If required, candidates may be called for a second interview and or asked to complete a short task. Further information will be provided to shortlisted applicants before the interview.

**Date of interview:** Interviews for this position are provisionally scheduled to take place during the week of 12 December 2022. If you are shortlisted, you will be notified of interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend for interview at the time agreed with NALA, your application will not be progressed.

## **Candidate feedback**

We will provide you with feedback on your application and or interview if you submit a written request to [recruitment@nala.ie](mailto:recruitment@nala.ie).

## **Confidentiality**

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts 1988 to 2018.

## **Canvassing will disqualify**

## **4. Queries**

Elaine Mullen, Office Manager

National Adult Literacy Agency

01 412 7900

[recruitment@nala.ie](mailto:recruitment@nala.ie)

**NALA does not require the assistance of recruitment agencies to fill our vacancies.**