**EXECUTIVE OFFICER**

**JOB SPECIFICATION**

Applications are invited for an Executive Officer (HEO) position in the Educational Research Centre in its Test Department on the Richmond Road, Dublin 3.

**The Centre**

The Educational Research Centre (ERC) is a statutory body responsible for conducting research, assessment and evaluation in education. The ERC was initially established on the campus of St. Patrick’s College, Dublin in 1966 and was subsequently established as an independent statutory agency under the aegis of the Department of Education and Skills in September 2015, by means of the *Educational Research Centre (Establishment) Order 2015, S.I. 392 of 2015.* This Statutory Instrument sets out the functions of the Centre and outlines the roles of members of the Centre’s board and its staff.

The functions of the ERC are to:

* conduct independent research on all aspects of education and at all levels of the education system including research that will inform policy making and the improvement of educational standards
* provide an assessment support service to schools and centres for education (including the development and provision of standardised tests and other assessment instruments).

## Much of the Centre’s research is done on behalf of the Department of Education and Skills (DES). The Centre also undertakes research for other agencies (e.g., the National Council for Curriculum and Assessment (NCCA). Elements of the research programme are initiated by the Centre itself.

## Standardised tests are made available to schools through the Centre’s Test Department which is located in separate premises on Richmond Road close to the St Patricks campus. This vacancy arises because the Centre’s suite of tests are being made available on line as well as in paper format

**The Role**

 The person appointed will assist and report to the Administrator of the Test Department, the Senior Administrator in the Research Centre and the CEO. The purpose of the position is to ensure the provision of assessments services to schools and Centres of Education.

**Duties and Responsibilities**

Working under the direction of the Administrator of the Test Department, the position involves:

* Taking sales orders
* Answering queries (Mostly by email and phone)
* Answering queries on test scoring and carrying out test scoring
* Answering queries relating to the use of Drumcondra Online Test System (DOTS), setting up new users and issuing credits to schools as required. (This requires regular contacts with the CBT team within the Research Centre and issuing regular reports to the team.)
* Managing the sale of DOTS and reconciling online payments, issuing refunds etc. (Training will be provided)
* Assisting the Administrator with managing seasonal casual staff
* Processing, preparing and shipping orders
* Invoicing and general accounting related tasks (reporting, banking cheques etc)
* Dealing with printers and suppliers
* Stock take and stock control

Other duties appropriate to the post may be assigned from time to time

The candidates will also be required to get involved in the strategy for the future of the test department and propose solution to logistical issues, especially as they arise in relation to DOTS.

The Test Department is a very small operation and requires flexibility in the tasks to be carried out. The role may require to work in the Research Centre from time to time.

The role is likely to evolve over the next number of years as many paper tests are gradually replaced by computer-based tests. The candidates should be aware that they will be required to adapt to new situations and demands as part of the position.

The Test Department is especially busy during spring time, where most schools carry out their student assessments. A degree of flexibility in working patterns is required to facilitate this.

The role requires quite a lot of lifting of heavy boxes and a medical assessment will be required before the selected candidate is confirmed in the role. Health and Safety training for manual handling will be provided.

**The Candidate**

**Applicants must have**

* a relevant third level qualification or relevant work experience in a similar capacity in the last 3 years.
* experience in sales and dealing with the public
* an understanding of budget administration and control
* a strong sense of customer service
* good IT Skills including familiarity with MS Word and Excel as well as an understanding of cloud based technology.
* good communication and organisational skills – especially on a cross functional basis
* good decision making and judgement
* a problem solving and “can do” attitude
* a good team player attitude

**Desirable**

Knowledge of TAS/SAGE and familiarity with the use of social media and MS Access are desirable.

The Test Department requires someone flexible, who enjoys contact with the public and can deal with regular interruptions without feeling stressed. Essential personal qualities required for this position include commitment, patience and flexibility.

**Salary Scale:** €26,360 - €48,665

Appointment will be made on the appropriate point of the Executive Officer scale, in line with current Government pay policy.

Applications quoting “EO vacancy” to include a cover letter with a curriculum vitae and the names of two referees**, by 5.00 pm on Friday 29 June , 2018** to*eovacancy@erc.ie*or by post to EO Vacancy, Educational Research Centre, Drumcondra, St Patrick’s Campus, Dublin 9, D09 AN 2F

Emailed applications will generate an automated response. If you do not receive a response shortly after you submit your application, please contact Anne at 01 837 37 89.

**Candidates should note that interviews will be held as soon as possible.**

***The Educational Research Centre is an Equal Opportunities Employer.***