**Unit: Education**

**Job Description: Education Officer**

**Grade: Clerical Officer**

**The Role:**

The Education Officer’s key purpose is to assist in fulfilling WSI’s mission of education and lifesaving activities. The Education Officer does this primarily by assisting the Development Executive – Education and Sport, or in the absence of the Development Executive, assisting the Deputy CEO in key training and administrative functions. The Clerical Officer will also be called upon to assist other Team members as required.

**Key Responsibilities:**

**Tasks include the following: (Please note this list is not definitive nor restrictive)**

• Develop, coordinate, and deliver of the promotion of WSI Education Programmes, workshops and camps to schools, institutions, organisations, aquatic facilities and WSI Water Safety Area Committees.

• Create content for a variety of programmes, including publications, social media, and other digital platforms.

• Manage relevant online platforms and administration for a variety of programmes, including publications, social media, and other digital platforms.

• Assist in the development and management of e-learning courses & programmes to ensure quality water safety training is available to all regardless of location.

• Maintain and update sections of Water Safety Ireland’s websites and moodles.

• Coordinating WSI’s training course delivery

• Deliver induction and ongoing support training to volunteers.

• Administrative support of WSI Education programmes to include the dispatch of certificates and maintenance of related certificate databases.

• Provision of follow up support to educators, pupils, and aquatic facilities to sustain and develop their programmes.

• Maintain relationships with a variety of internal and external stakeholders, including, but not limited to: Water Safety Area Committees (WSAC), Water Safety Development Officers, Lifesaving Training Centres, outdoor adventure centres, An Garda Siochana, Scouting Ireland, National Maritime College, Education Centres, I Teacher Education Centres

• Assist with the promotion of WSI Summer Weeks and Winter Training programmes, Primary and Post Primary Water Safety, Early Years Water Safety, and other internal courses.

• Support and/or attend any relevant internal and external meetings such as Commission meetings, national conferences, exhibitions, and ceremonies.

• Provide administrative support to educational projects from various WSI commissions.

• Support WSI’s response to any education queries, ensuring all relevant stakeholder replies are included as appropriate, in a professional and prompt manner.

• Assist in the drafting of reports and updates for the WSI Management, Board and relevant Councils when required.

• Attend training as required. This may be on site or at an alternate location, in traditional or online formats, and may be within normal working hours or during evenings or weekends.

**Health and Safety**

* To report any health and safety issues clearly and promptly to all relevant stakeholders.
* To attend all health and safety training.
* To maintain any continuous training and update any certifications that may be required to successfully complete the responsibilities of the role.
* To immediately attend to all accidents or incidents, ensuring that appropriately trained first aider is called if necessary and that all accidents and incidents are accurately and promptly reported to the Health and Safety Officer on the appropriate form.

**Customer Care**

* To be professional, courteous, and positive in all dealings with all stakeholders.
* To deal with all customer queries, concerns or complaints in a prompt, courteous and professional manner.
* To inform all relevant stakeholders of any customer complaints or concerns with a view to learning from the situation and preventing a recurrence.
* To reflect the values of Water Safety Ireland and Public Service in every aspect of your role.

**Key Competencies this Role Requires:**

* **Teamwork -** A key competency of this role is teamwork. This is demonstrated by:

1. Showing respect for colleagues and co-workers
2. Developing and maintaining good working relationships with others, sharing information and knowledge, as appropriate
3. Offering own ideas and perspectives
4. Understanding own role in the team, making every effort to play their part.

* **Information Management Processing -** A key competency of this role is the ability to process and manage information. This is demonstrated by:

1. Approaching and delivering all work in a thorough and organised manner
2. Following procedures and protocols, understanding their value and the rationale behind them.
3. Keeping high quality records that are easy for others to understand.
4. Drawing appropriate conclusions from information.
5. Suggesting more efficient or better ways of doing things when appropriate.
6. Being comfortable working with various types of information, whether numerical, written, or graphic, in various formats.

* **Delivery of Results -** A key competency of the role is delivery of results. This is demonstrated by:

1. Taking responsibility for work and seeing it through to the appropriate next level.
2. Completing work in a timely manner.
3. Adapts quickly to new ways of doing things.
4. Checking all work thoroughly to ensure it is completed to a high standard and learning from mistakes.
5. Writing with correct grammar and spelling and drawing reasonable conclusions from written instructions.
6. Identifying and appreciating the urgency and importance of different tasks, prioritising effectively and appropriately, using time wisely and efficiently.
7. Demonstrating initiative and flexibility in ensuring work is delivered.
8. Being self-reliant and using judgment on when to ask manager or colleagues for guidance.

* **Customer Service and Communication Skills -** A key competency of this role is demonstrating excellent customer service and communication skills. This is demonstrated by:

1. Actively listening to others and trying to understand their perspectives/ requirements/ needs.
2. Understanding the steps or processes that customers must go through and being able to clearly explain these to customers or colleagues.
3. Remaining at all times respectful, courteous, professional, and composed, even in challenging circumstances.
4. Remaining firm when necessary and communicating with confidence and authority.
5. Communicating clearly and fluently when speaking and in writing.

* **Specialist Knowledge, Expertise and Self Development -** A key competency of this role is demonstrating specialist knowledge, expertise, and self-development by:

1. Developing and maintaining the relevant skills and expertise required to perform in the role effectively.
2. Demonstrating knowledge of the relevant technologies, IT systems, and policies this role requires to perform effectively.
3. Clearly understanding the role, objectives, and targets and how this role and the CO holding the role fit into the work of the unit and contribute to the overall mission of Water Safety Ireland.
4. Demonstrating commitment to self-development by continuously seeking to improve personal performance.

* **Drive and Commitment to Public Service Values-** A key competency of this role is possessing the drive and commitment to Public Service Values. This is demonstrated by:

1. Consistently striving to perform at a high level and deliver a quality service.
2. Serving the Government and people of Ireland.
3. Remaining thorough and conscientious, even if work is routine.
4. Remaining enthusiastic and resilient, persevering in the face of challenges and setbacks.
5. Remaining honest and trustworthy.
6. Acting with Integrity at all times.

**Person Specification**

* Teaching or training experience and/or relevant qualification (aquatic or school environment)
* Passionate about Water Safety education.
* Proficient using Microsoft Office products (Word, Excel, Outlook, PowerPoint).
* Good interpersonal, verbal, and written communication skills
* A demonstrable ability to work on own initiative and work collaboratively with a broad range of internal and external stakeholders, of all age groups.
* Strong organisational and time management skills & attention to detail.
* A self-starter who can work well on own initiative.
* Ability to prioritise a heavy workload and work under pressure.
* A full clean driving licence.
* As this role may involve working with children, the CO must be Garda vetted.

Please note that this job description is not exhaustive or exclusive, and you may be called upon from time to time to perform tasks beyond the scope of this document, as dictated by the business needs.

**Water Safety Ireland is an Equal Opportunity Employer.**