



St. Francis Hospice

## **JOB DESCRIPTION**

**EDUCATION CO-ORDINATOR**

**PERMANENT – 35 HOURS**

**WTE 1**

## TABLE OF CONTENTS

Section	Page
1. JOB PURPOSE	3
2. ACCOUNTABILITY	3
3. KEY DIMENSIONS	3
4. OPERATING ENVIRONMENT	3
5. SCALES, ANNUAL LEAVE & PENSION SCHEME	4
6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES	5 - 6
7. OUTLINE OF JOB DUTIES & RESPONSIBILITIES	6 - 9

### **1. JOB PURPOSE**

The purpose of this role is to coordinate, in conjunction with the Head of Education, a full range of events, courses, educational activities and awareness initiatives delivered by the Education Department. The post holder will provide comprehensive administrative and operational support to the Education team, ensuring the effective delivery of Education services across the Hospice and within the wider community.

The post holder will be responsible for the ongoing management of the Hospice Learning Management System (LMS). They will support the integration of emerging and innovative technologies to enable the digitalisation of education ensuring the development of flexible, personalised and engaging learning environments.

### **2. ACCOUNTABILITY**

The position reports to and is accountable to the Head of Education or other designated persons in all matters relating to the job.

### **3. KEY DIMENSIONS**

Direct reporting to the Head of Education.

Key internal relationships that will influence the success of the role: Members of the Education Team, Internal trainers, Head of functions/departments, Line Managers and all the staff and volunteers in the organisation.

Key external relationships that will influence the success of the role: external learning participants/students, different vendors, universities, schools and other relevant external bodies

### **4. OPERATING ENVIRONMENT**

**Contractual Hours:** 35 hours per week

**Hours of work:** The normal working hours are spread over 5 days Monday to Friday from 8.30 am to 4 pm. Details of starting and finishing times, which may vary in accordance with Hospice needs will be notified by your line manager There may be times when you will be required to work outside of the core working hours

**Location:** This position is based in SFHD; however, SFHD operates across two sites: Raheny & Blanchardstown. The post holder will be working primarily in Raheny but can be based in both locations in the interest of the departmental needs. Candidates are required to be flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Head of Education

As St Francis Hospice Dublin is an expanding service the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the

Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes

**Garda Vetting:** The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made

**5. SCALES, ANNUAL LEAVE & PENSION SCHEME**

**Salary Scale:** Department of Health - Consolidated Salary Scale - 1<sup>st</sup> February 2026 – Clerical Grade VI

57,898	59,278	60,963	64,126	66,017	<b>68,372</b>	<b>70,734</b>	LSIs
--------	--------	--------	--------	--------	---------------	---------------	------

**Annual Leave:** 28 days per annum.

**Pension Scheme:**

Your post, position, or office is pensionable for the purpose of the Single Public Service Pension Scheme (the “SPSPS”)

## 6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>Educated to Degree level in a relevant discipline e.g. Education, Learning, HR.</li> </ul>	<ul style="list-style-type: none"> <li>Qualification in Project Management.</li> <li>Qualification in Learning and Development.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in project management and co-ordination of events e.g. conferences, in the community.</li> <li>Relevant experience in an Administration position in an Education Department or Healthcare organisation.</li> <li>Experience and proficient in the use of Microsoft Office (Word, Power Point, Excel etc.)</li> <li>Experience using a Learning and Development and HR management systems (Learning &amp; Development) systems. Moodle, Articulate and Camtasia, Strandum etc.</li> <li>Strong technology skills with experience using social media, Moodle, Articulate, websites.</li> <li>Budgeting experience.</li> <li>Excellent written and verbal communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>Staff Development /Healthcare education.</li> <li>Experience using Canva, Vimeo etc.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Full driving license.</li> <li>Access to appropriate transport to fulfil the requirements of the role.</li> <li>Candidates must demonstrate evidence of continuing professional development.</li> </ul>	

### **CORE COMPETENCIES**

- Excellent people skills with an excellent ability to communicate effectively.
- Strong ability to work on his/her own and as part of a team.
- Significant ability to build effective working relationships and to foster partnerships within the Hospice and externally.
- Project management skills.
- Event Management.
- Problem solving, planning and organisational skills.
- Effectively plans and schedules one's own work so that resources are used appropriately.
- "Tech-savvy" - ability to use and embrace new technologies in education.

### **7 . OUTLINE OF JOB DUTIES AND RESPONSIBILITIES**

The role of the Education Administration Co-ordinator includes, but is not limited to:

- Education Programme Coordination — in collaboration with the Head of Education co-ordinate the planning, scheduling, and coordination of Education Department events, courses, and learning activities.
- Learning Management System — manage and maintain the Hospice's Learning Management System (LMS), ensuring content accuracy, user support, and system optimisation, to include the handling all course enrolments, learner communications, content upload/maintenance and ongoing monitoring of platform analytics on the Moodle platform
- Digital Learning Development — support the integration of emerging and innovative technologies to advance digital learning, contributing to the creation of flexible, personalised, and engaging learning environments.
- Project Management — in partnership with the Head of Education, project-manage key initiatives, including the international kaleidoscope conference and community awareness and education programmes.

#### **Education Programme Coordination**

- Support the Head of Education with the coordination of the Training Needs Analysis (TNA) process across the Hospice, working closely with managers, education team members, and clinical and non-clinical teams to identify learning priorities and ensure alignment with organisational development goals.
  - In conjunction with the Head of Education work with and co-ordinate key stakeholders in relation to emerging education and training, including the areas of Mandatory & Development Training and Learning Technologies.
  - To assist in all aspects of the delivery of an efficient, effective Learning and Development Service to the Management Teams and the wider Hospice.
  - Budget management – in collaboration with the Head of Education, be responsible for planning, managing, and monitoring programme budgets, including coordinating expenditure and ensuring cost effective delivery.
  - In conjunction with the Head of Education maintain and oversee the Department's ROPA in line with GDPR requirements- Responsibility to ensure audit readiness, Governance & Compliance responsibility.

- Ensuring appropriate accreditation is achieved from professional bodies for courses.
- Provide support in the management and maintenance of all content hosted on Vimeo.
- Have an awareness of current E-learning trends by researching and recommending E-Learning tools as a contributing member of the Education Team. Preparing and maintaining a repository of instructional materials for relevant technology being utilised in the Hospice.
- Ensuring effective advertising of courses and events in a cost-effective manner using the SFHD website, social media, a web-based email package to create and distribute monthly newsletter updates, and other avenues that may be available.
- Provide support in creating, revising, and advising on PowerPoint presentations and other materials for use in educational settings, using multimedia tools as appropriate.
- In consultation with the Head of Education and the Education Team, responsible for the project management including planning, delivery and operational execution and stakeholder co-ordination of the National/International Kaleidoscope conference, master classes and other projects and awareness initiatives this will include:
  - Preparing an event brochure for electronic distribution.
  - Advertising the event in a cost-effective manner using the SFHD website, social media, e-mail newsletters, and other avenues that may be available.
  - Managing the call for papers and posters process, from advertising through selection, invitation and execution.
  - Liaising with presenters, chairpersons and guest speakers from invitation through planning, execution, payment and evaluation.
  - Sourcing and inviting sponsors and managing all aspects of their involvement.
  - Ensuring appropriate accreditation is achieved from professional bodies.
  - Identifying staffing needs for the event and sourcing staff and volunteers to fill those roles
  - Compiling and analysing results of delegate evaluations and sending relevant feedback to presenters.
  - In conjunction with the Head of Education applying for funding for various events.
  - Reporting on the event to management/funders as required, including a full financial statement of income and expenditure.
  - Process registration of delegates, including all correspondence with delegates.
  - Manage all the financial aspects of the events. e.g. process invoices, prepare financial statements.
  - Prepare delegate reports.
  - Prepare venue before conference, issue delegate name badges.
  - Provide information to delegates.
  - Supervise staff and volunteers at events.

## **Education General**

- Identify areas for continuous quality improvement and work with various stakeholders to improve processes, systems and practice.
- Ensuring the provision of appropriate administrative support to the Education Department.
- Internal and external correspondence, including responding to telephone, email and written enquiries.
- Order stationery supplies and materials.
- Collaborate with the IT department in relation to the management of Education Centres at both Hospice sites and the IT and Audio-Visual equipment.
- Responsible for the administration of licences for the Education Department e.g. Zoom, Canva, Vimeo.
- Participating on committees, working groups, different projects and continuous improvements initiatives as requested by the Head of Education.
- Provide cover for the Education Administrator during periods of leave to ensure continuity of service and smooth operation of the Education function.

## **Information Systems & Data**

- In conjunction with the Head of Education, responsible for ensuring the data in the Education Department is in line with GDPR and other relevant legislation, including:
  - Ensuring accurate records are kept on the Human Resources Management system (HRSI) and other tools used in the Education Department in relation to mailing lists, registrations, incoming and outgoing payments, in-service training and clinical placements.
  - Providing reports to the Head of Education, Leadership/Executive Team, and department heads/functions and other relevant stakeholders as requested, regarding educational activities.
  - In conjunction with the HR Department, the development and management the HRIS (Learning module) as required by changes to legislation or work practices within the organisation.
  - Participate in workshops relating to the further development and implementation of HRIS.

## **Financial**

- Budget planning for educational events.
- Invoicing for courses and manage outstanding payments.
- Engage in funding applications for education initiatives for SFHD and national education programmes.
- Management of the purchase orders for the Education Department.

## **Educational Material**

- Maintain central electronic files for hospice publications such as information booklets, leaflets and brochures as required by service needs
- Prepare and distribute the weekly Diary in the absence of the Communications Manager
- Ensuring the Education section of the SFHD web site, and other sections, as required in the absence of the Communications Manager, are kept up to date

- Providing support and advice to all staff members of SFHD regarding proofreading, formatting, or desktop publishing of documents and presentations relevant to their work in SFHD as required.
- Make recommendations for improving the standards, practices and processes in the Education department and /or SFHD.
- To attend mandatory training and developmental programmes, events, seminars and courses as deemed appropriate by the Head of Education.

**Digital & E-learning**

- Responsible for development and management of the Learning Management System (Moodle).
- Design & implementation of online learning solutions.
- Video and animation editing and production.
- Guide the education team in all matters pertaining to learning technology.
- Creation of surveys to measure effectiveness of the learning and other interventions in the organising usings different tools such as Survey Monkey. MentiMeter etc.

**General**

- Comply with the Mission Statement, Ethos and Values of St Francis Hospice Dublin.
- Ensuring compliance with Health and Safety procedures in relation to all Hospice activities.
- Contribute to and comply fully with the St Francis Hospice Dublin Safety Statement including safe working practice as laid down by the Safety, Health and Welfare at work Act 2005 and any other relevant legislation.
- Comply with the St Francis Hospice Dublin policies relating to confidentiality and ensure confidentiality in all matters of information obtained during the course of employment.
- Adhere to the Policies & Procedures of St Francis Hospice Dublin at all times.
- Actively engage in continuous personal development and learning.
- Present and act in a professional manner at all the times.

Carrying out any other reasonable duties, appropriate to the office that may be required from time to time by the Head of Education.

The successful candidate will be required to update their knowledge and skills to fit the changing requirements of the post. Therefore, this Job Description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing It will be reviewed and updated in line with future needs.

The successful candidate will be required to maintain, enhance and develop their knowledge, skills and attitudes necessary to respond to a changing situation.

<b>Signature of Job Holder:</b>	<b>Signature of Line Manager or Designated Officer:</b>
<b>Job Title:</b>	<b>Job Title:</b>
<b>Date:</b>	<b>Date:</b>