

## Job Specification

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<b>TITLE</b>	Senior Administrative Assistant
<b>REPORTS TO</b>	Enforcement Policy Director / Manager
<b>CLOSING DATE</b>	27 <sup>th</sup> February 2024 at 5pm

### JOB ENVIRONMENT

The Food Safety Authority of Ireland (FSAI) is a statutory, independent and science-based agency, dedicated to protecting consumer interests in the area of food safety and hygiene by raising compliance through partnership, science and food law enforcement.

One of the primary objectives in setting up the FSAI was to ensure that the highest possible standards of food safety were developed, communicated and fully implemented. Ensuring compliance with food legislation is a major element of the FSAI's role. The key mechanism through which the FSAI carries out this part of its mission is through "**service contracts**" with the official agencies which enforce food safety legislation on behalf of the FSAI.

### JOB PURPOSE

The Food Safety Authority of Ireland is responsible for the enforcement of all food legislation in Ireland. The Authority carries out this enforcement function through "**service contracts**" with official agencies. Section 48 of the FSAI Act, 1998 gives the legislative basis for this.

There are currently approximately 30 different statutory agencies that have responsibility in relation to food legislation. The FSAI have "**service contracts**" in place with agencies including the Health Service Executive, the local authorities, the Department of Agriculture, Food and the Marine, the Sea-Fisheries Protection Authority and the Marine Institute.

The Enforcement Policy area in FSAI is responsible for the management of these "**service contracts**".

### KEY ACCOUNTIBILITIES

- Provide full administrative support to the Enforcement Policy Director/Manager and other nominated staff on highly confidential reports (both internal and external), which may include policy and strategic issues.
- Work is varied and can include distribution of post, reports / minutes of various meetings, audio typing, compilation of reports including Enforcement Policy reports for the Senior Leadership Team and FSAI Board.
- Deal with routine correspondence on own initiative. Maintain an efficient filing, electronic diary and records system. Manage a computerised file management system. Telephone answering and screening, dealing with queries from the public, visitors, staff and others.
- Prepare and/or collate data, including following up on matters for which replies have been sought. Draft replies to routine correspondence for the Director/Manager.
- Coordinate arrangements for meetings and conferences. Act on behalf of the Director/Manager with reception arrangements for visitors from home and abroad, particularly from official agencies, International Agencies, Research Institutes, Government and Industry worldwide. Duties may rarely include arranging accommodation and local itineraries as required for these groups.
- Schedule and manage divisional travel programme for Director/Manager and other staff as required.
- Act on behalf of the FSAI in supporting the Official Agencies.
- Carry out such other duties as required.

### REQUIRED SKILLS AND EXPERIENCE

- A leaving certificate or equivalent
- A relevant post leaving qualification would be an advantage
- Relevant administrative experience
- A knowledge of public service policy and procedures
- A high level of computer proficiency: the standard business software in the FSAI is Microsoft Windows 10 Enterprise and Microsoft Office 365 with an emphasis on Outlook, Teams, Excel and PowerPoint.
- An ability to maintain high levels of confidentiality.

## **REQUIRED COMPETENCIES**

### **Teamwork**

- 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 it's objectives

### **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 & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

### **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

*This job description is subject to change from time to time, in line with the FSAI's work requirements.*

## DIVERSITY, EQUITY, INCLUSION AND BELONGING

The FSAI is committed to a policy of Equal Opportunities. The FSAI's vision is to be a leader in diversity, equity, inclusion and belonging in the Irish public sector. The FSAI and its staff is committed to:

- Treating all people equally and respectfully
- Being equitable and fair by working to attract and develop a diverse workforce and ensuring that individuals feel valued in their workplace.
- Being inclusive and seeking out and learning from multiple perspectives.

## FSAI STRATEGY AND VALUES

This FSAI's current strategy sets out our vision, mission, values, strategic goals and objectives for the period 2019 - 2023. Our vision of safe and trustworthy food for everyone and our mission of protecting consumers and raising compliance through partnership, science and food law enforcement is fulfilled through working closely with all our stakeholders.

The following corporate values and behaviours underpin the working environment at the Food Safety Authority of Ireland and assist us in delivering on our strategy:

**Teamwork:** We develop and inspire people to build a better organisation by collaborating with colleagues, both internally and externally, in a way that is aligned to and promotes our core values.

**Integrity:** We are honest, open and independent in all we do.

**Respect:** We act with respect and personal responsibility.

**Passion:** We are passionate about protecting consumers.

**Transparency:** We conduct our work activities with openness and through open and clear channels of communications to promote great awareness of what we do.

**Collaboration:** We recognise and value our partners.

More information can be found at <https://www.fsai.ie/strategy/>

## Location

There is a hybrid work model in place with the office location based in The Exchange, George's Dock, IFSC, Dublin D01 P2V6.

## Pay

In line with current Government policy, the starting pay for this position will be at the minimum point of the pay scale for the position (first point on scale). If you are currently a serving civil or public servant, your entry point to the pay scale may be higher based on your current salary.

The salary scale for this position is as follows:

€31,506 - €33,289 - €34,678 - €36,316 - €38,071 - €39,668 - €41,584 - €43,504 - €45,428 - €47,355 - €49,288 - €51,228 - €53,159 - €55,300