



Tipperary ETB - Nenagh Office



#WPEP-2466903

TIPPERARY EDU AND TRAINING BOA,



Tipperary F.E.T. Col, Kickham Barracks, Co.

Tipperary, E91 E9F9



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



02/09/2026



28/10/2026

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Office Administrator / Receptionist Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

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Participants will receive excellent on the job training and be supported by a mentor.

This busy office environment generates good work ethics and helps strengthen the participant's personal and interpersonal skills. This also helps build confidence and self-esteem. A training program will be devised to enhance the participants existing skills and knowledge relevant to the industry as well as identifying areas of growth and development with new skills.

The successful participant will be given an opportunity to gain experience in the following areas:

- Assisting with reception duties, greet and assist students, staff, and visitors.
- Provide administrative support to staff.
- Handling of phone calls, messages, emails, appointments, meetings and maintaining organised and up to date records.
- Efficiently use a range of Microsoft Office packages (Word, Excel, PowerPoint, Outlook).
- Working with sensitive and confidential data and maintaining a high degree of confidentiality in all aspects of work.
- Use Microsoft Teams for internal communication and coordination.
- Create Microsoft Forms for student feedback and surveys.

Role Description

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

Formal Training:

Formal training will be discussed with the candidate depending on their prior skills and experience and formal training can be done through the wide range of courses available through the ETB.

Informal Training:

On successful completion of the WPEP, it is expected that the candidate will have acquired the following skills through informal training:

Digital Communication Skills

- Using Microsoft Teams for internal communication, virtual meetings, and collaboration.
- Managing chat channels and sharing resources effectively.

Data Collection & Management

- Creating Microsoft Forms for student feedback and surveys.
- Collecting and organising responses for reporting purposes.

Administrative & Organizational Skills

- Scheduling appointments and meetings through digital platforms.
- Maintaining accurate records and handling confidential information.

Customer Service & Interpersonal Skills

- Acting as the first point of contact for students and staff.
- Providing support and guidance in person and online.

Technical Proficiency

- Familiarity with Microsoft Office Suite (Word, Excel, Outlook) and cloud-based tools.
- Basic troubleshooting for students and staff using online systems.

Time Management & Multitasking

- Balancing reception duties with digital tasks in a busy environment.

- **Sector:** education

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years): 0**