

## GEGS Digital Leadership Group Personal Statement & Occupational Profile

Name: Mick Creedon

Organisation: Ballymun Job Centre Co-op Society Ltd.



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### Personal Statement

As a member of the GEGS Digital Leadership Group it has provided me with an opportunity to share with my colleagues and partners knowledge and experience of digital technology in employability services. I have gained a greater understanding of the use of digital technology and how it can play a part in the delivery of a quality employment service. Digital technology will play an important role in the delivery of employment services in the future and is already starting to change the way services are delivered.

As a manager of an employment service, it is important that I gain an understanding of digital technology to be able to support staff and the management team in integrating the technology into our systems and processes. The GEGS digital Leadership Group provided me with greater insight into the world of AI and digital technology and gave me the confidence to know we can work with this technology and continue to provide a client focused service.

### Occupational Profile

As a manager of a community-based employment service my role is to lead and implement a client centred service for disadvantaged job seekers in a community that faces many social and economic challenges. I am responsible for the development and delivery of the day-to-day operation of the organisation. This includes financial control, quality management, human resources, the provision of guidance services, IT, etc. I am responsible for the development and implementation of medium term and annual business plans and the achievement of objectives and the delivery of service contracts. An important element of my work is the development of positive working relationships with a range of stakeholders in the public, community, and private sectors. I am involved in organising activities to encourage and develop greater co-operation between a variety of agencies and labour market service providers. I undertake work with various agencies and organisations to identify factors that generate an impediment to progression for clients and to work to bring about positive change.