

Title	Administration Officer – Front of House
Status	Permanent – 35 hours per week Monday – Friday subject to probation
Location	Offices of the Company commencing in the Dublin 10 Office
Reporting to	Designate of CEO
Salary	BCP Officer Level 1 starting point €27,000 – €30,000 depending on experience
Pension contribution	Employer pension contribution after 6 months' probation
Holidays	24 days annual leave PA and rises with length of service. There are additional Company closure days at Christmas holiday time which are not taken out of the employee's annual leave entitlement.

Role Description

Role Purpose – The Administration Officer is required to work as part of the LAP staff team implementing objectives and actions set out in the LAP's annual Programme of Work. The core function of this role is to maintain a friendly, welcoming and efficiently run front of house function ensuring that all clients and visitors to Liffey Partnership's offices are made to feel comfortable, their needs understood and responded to as promptly and effectively as possible.

Duties of the role –The role will have a number of key elements including

- Reception/front of house duties including but not limited to welcoming clients and other visitors, managing calls, scheduling appointments, recording attendance, ensuring the reception space is organised and welcoming and that health & safety procedures are adhered to
- Provide clerical and administrative support for management and staff
- Prepare the welcome pack for each new referral to LAP programmes
- Ensure that there is access to accurate digital displays and printed informational leaflets available in the public areas that inform clients of the full range of supports available through the programmes of Liffey Partnership.
- Ensure that minimum staffing numbers are onsite at all times to ensure the security of all staff in the centre
- Occasional responsibility for day-to-day health and safety requirements, fire drills monitoring of interview and training rooms ensuring that public health advisory protocols are maintained
- Working with the LAP staff team to manage and maintain LAP filing room, archiving hard copy files and updating CRM systems as required.
- The provision of administration support in the form of preparation of learner materials and resources for programmes and workshops
- Effective, timely and accurate data entry in the CRM systems (Salesforce) as required
- Assist with administration and document management using LAP's SharePoint intranet system
- Adhere to LAP policies and internal controls in order to maximise efficiency and minimise risk exposure
- Ensure compliance with the Company's data protection policies to ensure compliance with data protection legislation (GDPR requirements)
- Participate in all training/ development as directed
- Any other duties which may be assigned from time to time

Qualifications

The minimum qualification is Leaving Certificate. (QQI level 4) or equivalent. A qualification in office systems/administration would be desirable.

Knowledge & Expertise

The Administration Officer should be able to demonstrate experience and expertise in the following areas:

- Experience of working in a busy office setting
- Expertise in the logistics of appointment scheduling and maintaining a diary system
- Expertise in MS Office packages
- Experience of CRM systems (MS Dynamics/Salesforce experience desirable)

Skills & Competencies

The Administration Officer should be:

- Experienced in the keeping of files both in soft and hard copy format
- Able to self-direct and prioritise work, able to prioritise effectively and manage competing demands.
- Able to conduct themselves in a way that commands confidence and respect.
- Highly computer literate in dealing with standard MS word and data processing, spreadsheet and communication packages.

Character & Personal Qualities

- Be passionate about learning, creative and forward thinking.
- Friendly, non-judgemental with excellent people skills.
- Understanding of and showing a commitment to the values of LAP
- Reliable and dependable
- Be flexible in line with the business needs of the organisation.
- Can demonstrate ability to develop positive professional working relationships with managers, colleagues and clients.
- Solution-focused and open to new ideas and information.
- Fair, impartial and open to new ideas and information.
- A role model for lifelong learning and continuous professional development.

Key Skills		
Candidates will be shortlisted on the basis of illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
	Essential	Desirable
Education/ Qualifications:		
• Leaving Cert standard at a minimum	✓	
• Office skills training	✓	
• Professional qualification in office systems		✓
• Willingness to undertake professional development	✓	
• Trained in multiple database packages		✓
Knowledge/Skills/Attributes:		
• Ability to analyse wide ranging information to monitor & report on trends		✓
• In depth knowledge of complex office systems		✓
• In depth knowledge of computer systems	✓	

• Problem solving	✓	
• Experience in working directly with the public	✓	
• Excellent communication skills –verbal and written	✓	
• Knowledge of the unique challenges of working in an NGO organisation		✓
• Company focus	✓	
• Able to plan and organise at an organisational and personal level	✓	
• Experience:		
• A minimum of 1 years' experience in an office setting		✓
• Experience of working in a team environment	✓	
• Experience of team work in a busy office environment	✓	
• Experience in the community and voluntary sector		✓