**SDC Partnership**

 **Local Area Employment Service – Administrator**

**Full Time - 35 hours per week**

**Fixed term contract to 31 December 2025**

As a result of the continued expansion of the Local Area Employment Service (LAES) programme SDC Partnership wants to recruit a full-time programme administrator who will be available to work 35 hours per week.

**About Local Area Employment Services**

Local Area Employment Services is a new programme funded by the Department of Social Protection the aim of which is to provide support to those most distant from the labour market. The new service is a core element of the Public Employment Service and supplements the department's own Intreo employment service capacity. Following a competitive tendering process South Dublin County Partnership was awarded a contract to deliver LAES in LOT Area 15 – South Dublin County with outreach services delivered in East Wicklow/West Kildare.

**Reporting To** LAES Service Delivery Manager

**Main Purpose of Role** LAES Administrator will be required to work as a member of the SDC Partnership Team to provide services to the long-term unemployed, DSP and employers in the SDC Partnership catchment area

**Conditions of Work** The LAES Administrator will be required to work 35 hours a week.

**Main Purpose of the Role** Support the delivery of the LAES contract in line with funder requirements by providing excellent administration and back-office support to the LAES Service Delivery Manager and wider LAES team to secure employment opportunities to the LAES target group

**Key responsibilities:**

* Ensure a quality administration service within the LAES by providing a full range of administrative and office support across the LAES team
* Maintain reception area, deliver reception duties and meet and greet LAES clients
* Take responsibility for ensuring all administration systems within the service are carried out as directed and develop and maintain administrative systems, including online/electronic filing, ensuring documents are well ordered and accessible.
* Carry out the required back-up administration duties for LAES Team e.g. making client files, typing appointment letters and CV’s. and produce and edit documents in a wide range of formats.
* Receive visitors and respond to and screen telephone calls, emails and other enquiries to provide a high level of customer care.
* Assist in organising meetings and events, anticipating requirements for necessary documents and provide assistance with LAES promotional campaigns as required.
* Contract and lease management support.
* Provide appropriate cover for relevant colleagues as required and flexibility to work across the LOT area as needed
* Manage a comprehensive database system as directed and provide administrative support for internal and external referrals processes within LAES.
* Participate in meetings as part of the Local Area Employment Service team.
* Support with the allocation of DSP Client Referrals to Caseworkers
* Assist caseworkers an employment services team in registering clients of the organisations Salesforce system when necessary
* Assist the manager in tracking all referrals to the service, attendances/ DNA, and agreed PPPs, ensuring the ACM system and Salesforce are correct
* Support with the internal referral process for LAES clients to and from other SDC Partnership programme areas
* Provide administration back-up support to the Service Delivery Manager as needed
* Filing all required data while adhering to in-house GDPR policy.
* Log and distribute all incoming post and drop outgoing post to the post office
* Order stationery, office supplies and maintain Petty Cash system

**Service Improvement and Programme Administration**

* To carry out ad hoc duties as assigned from time to time by Management
* Operating the CRM systems Manage client data through the funder information management system and SDCP’s CRM and the Departments ACM System
* Ensure client confidentiality is maintained within area of responsibility at all times as well as adherence to GDPR and funder requirements in relation to the management and storage of all client data
* Proactively drive service improvement within your area of responsibility and support as required programme evaluations to measure client satisfaction levels with LAES

**Person Specification**

* Detail-oriented with a high degree of accuracy and be highly organised and efficient
* Excellent time-management skills, ability to be flexible, manage multiple tasks as well as prioritise and meet deadlines
* Have experience and a high level of MS Office and Sales Force/Database expertise is essential.
* Excellent written and verbal communication skills
* Warm, welcoming, and friendly person
* Great people skills, with a proven ability to build good working relationships within own immediate team as well as with cross functional teams within a large organisation
* Understand the issues and barriers associated with long term unemployment and social exclusion
* A minimum 3 yrs. experience in a similar administrative role
* Full Driver License and access to motor vehicle
* Flexibility to work outside of standard working hours and at weekends if required.

**Renumeration Package & Benefits:**

* Opportunity to join pension scheme after 6 months
* Access to HSF private health insurance.
* 35 Hour per week (full time)
* Employee Assistance Programme (EAP)

**Application Process**

Applicants should pay particular attention to the essential and desirable criteria in the job description, your suitability and why you are the best candidate for this post in question.

Please send three copies of your up-to-date detailed CV (no more than 2 pages) and cover letter accompanied with **completed confidential form** marked **LAES Administrator Ref: 161/2024** to:

South Dublin County Partnership,

Administration & Operations Department,

Unit D1, Nangor Road Business Park, Nangor Road, Dublin 12

**OR** alternatively email your **CV, Cover letter and an application form** to jobs@sdcpartnership.ie – subject box to be marked **LAES Administrator Ref: 161/2024**

Closing date for receipt of applications:  **5pm, 27th November 2024**

***A panel may be formed from which future admin vacancies maybe filled.***

Note no late applications will be accepted.

***South Dublin County Partnership is an Equal Opportunities Employer and* *welcomes applicants from a diversity of backgrounds.***