

## **Merchants Quay Ireland: Executive Assistant Operations** **(<https://www.activelink.ie/node/109203>)**



**Merchants Quay Ireland**  
Homeless & Drugs Services

### **Job Title: Executive Assistant Operations**

**Responsible to:** Head of Operations and Service Delivery

**Reports to:** Head of Operations (Dublin)

**Hours of Work:** 39 hours per week (Monday -Friday)

### **ABOUT THIS ROLE**

MQI Operations span a wide array of services nationally. The Operations area within MQI covers both clinical and non-clinical services. This is an exciting time to join MQI with the First Medically Supervised Injecting facility in Ireland due to open in Q4 2024.

This is a new role to support the Head of Operations and his senior management team to deliver on the strategic goals of MQI. The role will support the delivery of services by providing a robust recording, analytic and reporting framework as well as supporting the production of reporting to Services Subcommittee and Board, Funders and other stakeholders. Collaboration with other compliance functions Finance & IT and People and Culture will be a strong feature in this role.

### **Key Responsibilities:**

#### **Planning and reporting:**

- Prepare documentation and associated service activity reports that support general planning, evaluation, and service review.
- Provide administrative supports to the Head of Operations and where required support the scheduling and development of Business Plans and reviews.
- Set and monitor schedules for completion of regular compliance, service level agreements and funding reports
- Provide stats, analysis and related content for reports where required, including the collation and formatting of data analyses for fundraising proposals
- Quality review documents, attending to formatting, style and proof reading of reports

#### **Governance and Accountability**

- Administration, including documenting and tracking progress, on operational responses to governance requirements. This may be in respect of:
  - Data protection responsibilities.
  - IT system accountability/permissions issues
  - Standardisation of documentation for operational processes and procedures

#### **Analysis/investigation**

- Investigate or analyse various processes as required and report on findings.
- Examining file/folder structures on network drives
- Data quality issues in specified service-related data sets on MQI CRM and Compliance Systems
- Mapping out operational processes and procedures

## **Cross team supports**

- Responding to general requests from the senior operational management team, supporting activities that help to deliver on their business objectives
- Administration duties as required in support of cross-team working or specific initiatives that span more than one team
- Implement improvements or actions arising from quality checks and other similar business process reviews
- Support projects or initiatives such as introduction of Quality Standard Framework and organisation of events

## **Stakeholder Engagement:**

- Liaise with external stakeholders, including regulatory bodies, partners, and donors.
- Represent the MQI in external meetings and forums as required.
- Collaborate with other departments to ensure cohesive and effective policy implementation.

## **Continuous Improvement:**

- Identify opportunities for process improvement and implement changes to enhance efficiency and effectiveness.
- Foster a culture of continuous improvement and excellence within the organization.

## **Qualifications:**

- Bachelor's degree in a relevant field (e.g., Public Administration, Social Work, Business Administration).
- Minimum of 3-5 years of experience in a similar role, preferably within the non-profit or charity sector.
- Strong understanding of quality assurance, policy development, and regulatory compliance.
- Excellent organizational and administrative skills.
- Ability to work independently and as part of a team.
- Strong communication and interpersonal skills.
- Strong report writing skills.
- Proficiency in Microsoft Office Suite, Salesforce (or a similar CRM system) and other relevant software.
- Knowledge of the charity sector in Ireland is highly desirable.

## **Personal Attributes:**

- Detail-oriented with a strong focus on accuracy.
- Collaborative approach mindset
- Proactive and able to take initiative.
- Ability to handle sensitive information with discretion.
- Numerate and comfortable analysing data
- Committed to the mission and values of the MQI.
- Flexible and adaptable to changing priorities and needs.
- Ability to manage shifting priorities.

## **WHAT MQI OFFER OUR EMPLOYEES**

- Fulfilling and challenging environment
- Competitive salaries
- Sick pay scheme
- Flexible working arrangements on successful completion of induction period
- Minimum 23 days annual leave
- Defined contribution pension scheme (after probation)
- Death in Service (from commencement of employment)
- Line management supervision
- Learning and development programme
- Group VHI scheme
- Paid Family leave (maternity, paternity, parental, adoptive, force majeure and compassionate leave)
- Education assistance (study and examination leave, scholarship foundation)
- Employee Assistance Programme (EAP)
- Health & Wellness Programme
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**The salary scale:** From €42,505 to €53,215 depending on experience

**Contract:** Contract of Indefinite Duration

**Working Pattern:** 39 Hours weekly, Monday-Friday. This role may require travel outside of Dublin from time to time.

**Location:** 24 Merchants Quay, Dublin 8

**Closing:** 19th August 2024

**If you are interested in applying for this position, please complete the application form at link**

**</merchants-quay-ireland/jobs/29471/executive-assistant-dublin>**

**<https://login.hirelocker.com/merchants-quay-ireland/jobs/29471/executive-assistant-dublin>**

**Management reserve the right to amend or change this job description as required.**

**This Position is subject to Garda Clearance**

**Merchants Quay Ireland is an equal opportunities employer**

**Region**

Dublin 8

**Date Entered/Updated**

27th Jun, 2024

**Expiry Date**

19th Aug, 2024

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