

Clarecare: General Administration Assistant **(<https://www.activelink.ie/node/109664>)**



General Administration Assistant - Clarecare, Ennis

Clarecare is a professional accredited social enterprise with charitable status, providing a range of person-centred services for over 55 years to individuals and families in Co. Clare. Current services include Family Support, Older Person Services and Bushypark Residential Addiction Treatment Centre. Clarecare's headquarters are based in Ennis with local offices in Bushypark, Shannon, Kilrush, Killaloe and Ennistymon. Further information is available on www.clarecare.ie (<http://www.clarecare.ie/>) www.bushypark.ie (<http://www.bushypark.ie/>)

Our Vision: is to be the trusted quality care provider within our communities by supporting individuals and families to reach their full potential.

Our Mission: is to provide person-centred services to individuals and families within our communities.

Our Core Values: • Collaborate • Accountability • Respect • Empathy • Trust

TITLE: General Administration Assistant – Full-Time, Permanent role

ROLE OBJECTIVE: To provide efficient and effective general administration day-to-day support to various Services within Clarecare by performing a variety of general admin./reception tasks.

ROLE STATUS: This is a full-time permanent role, subject to a probationary period of 6 months.

JOB RELATIONS: This role will report to the Human Resources Manager or designate and be an integral member of the general administration team in Clarecare.

JOB LOCATION: This position is based on-site in Clarecare's Ennis office. Hybrid/Remote Working does not apply to this role. You may be required to travel to other Centre locations on an adhoc basis.

DAYS/HOURS OF WORK: 9.30am - 5.00 p.m. daily on a Monday to Friday basis inclusive of 30 mins. daily lunch break. Flexibility regarding work hours is required.

ANNUAL LEAVE: 26 days annual leave per full leave year (Jan-Dec).

RESPONSIBILITIES OF THE POSITION:

General Responsibilities:

- To be accountable to the Human Resources Manager or designate.
- To adhere to the Clarecare policies and procedures in relation to all work with Clarecare.
- To maintain files in accordance with the Clarecare standards in order to ensure that good record keeping practices are in place.
- To complete statistics/reports as required by your Line Manager.
- To work as part of the Clarecare general administration team and the wider Clarecare Structure.
- To support the work of staff, volunteers, students and others involved in Clarecare.
- To attend all mandatory and CPD training as required by the Human Resources Manager.
- To attend review meetings with the Human Resources Manager or designate.
- To maintain professional boundaries in all work and to be flexible.
- To maintain confidentiality in all aspects of your work.

Specific Responsibilities:

- Provide general administration support to various Clarecare Services (3 days per week - Mon-Wed) together with reception duties (2 days per week – normally Thurs-Fri).
- When at reception, greet and direct visitors to designated meeting areas as soon as they arrive. Ensure all health & safety measures for visitors/members of the public are strictly adhered to.
- Answer, screen and forward incoming phone calls at reception.
- Receive, sort and distribute daily mail.
- Ensure reception area is clean and tidy and well maintained.
- Data inputting/update internal and external databases as required.
- Assist in coordinating service-wide communications.
- Assist the Human Resources Manager in continually improving efficiency of reception/general admin department and services performed.
- Designing presentations/brochures/booklets for the Senior Management Team.
- Have a keen interest in, and an aptitude for resolving user IT issues e.g. connectivity issues, new starter log on's, general IT queries from staff. Be the link person between Clarecare and our outsourced IT provider to resolve IT issues.
- Proficiency in typing documents, minutes of meetings, reports, forms etc and distributing to relevant personnel. Excellent attention to detail with a keen eye for accuracy is required.
- Provide data inputting services to OneTouch IT system as and when required.
- Update and maintain schedules and systems as relevant.
- Respond in a professional, efficient and appropriate manner to all communications.
- Participate in regular work review meetings with your Line Manager or designate.
- Filing of confidential documentation and maintenance of filing system
- Assist in the organisation of induction/training events, workshops, etc.
- Provide cover for other general admin. staff when on leave.
- Contribute towards effective team work within Clarecare.
- Receipting monies received at front desk and maintaining petty cash/credit card records.
- Handle room/venue bookings for both internal staff & external agencies (where relevant).
- Prepare and deliver daily post to the local Post Office each evening.
- Assist with the secure opening/closing of premises.
- To undertake any other relevant duties that may be requested by your Line Manager.

REQUIREMENTS/QUALIFICATIONS FOR THE POSITION:

Essential Requirements:

- Minimum of 2 years current general receptionist/administration experience gained in a busy work environment with well developed typing skills.
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint, Forms). Experience of using Canva or other graphic design suites or One Touch IT system/app would be a distinct advantage.
- Have obtained such a standard of education as to enable them discharge the duties of the post satisfactorily.
- Experienced in accurate report formatting and taking Mins. of Meetings with a keen eye for detail and ability to follow-through and see the broader picture.
- An excellent learner with the ability to work in teams.
- Good problem-solving skills.
- Strong phone, email and in-person communication skills.
- Excellent organisational skills, with an ability to prioritise important projects.
- Excellent communication and interpersonal skills with high attention to detail and a keen interest in accuracy of your work.
- Self-motivated with a professional “can do” attitude and excellent phone etiquette.
- The ability to stay calm under pressure and use your own initiative.
- Capable of multi-tasking with high level organisational skills, time management skills and the ability to prioritise tasks and meet deadlines.
- Ability to work on own initiative and as part of a team.
- Ability to maintain the principles of confidentiality in all areas of work.
- A positive ‘fit to work’ medical.
- Positive Garda vetting disclosure via Clarecare.
- Two positive written references, from your current and most recent employer.
- Full clean driving licence with use of car, together with personal indemnity insurance to Clarecare.

Desirable

- Secretarial/Administration Qualification.
- A knowledge of the philosophy and ethos of Clarecare and /or knowledge of social services sector

Benefits:

- 26 days annual leave per annum per full leave year, excluding Public Holidays.
- Free access to Employee Assistance Programme Services via VHI.
- Defined Contribution Pension Scheme Membership and Death In Service Benefits on successful completion of probation (6 months duration).
- Payroll deduction facility for Health Insurance cover with VHI or LAYA.
- Cycle to Work Scheme.
- Access to Sick Pay Scheme on successful completion of probation (6 months duration).
- Access to Clarecare's Wellness Programmes.

NOTE: The foregoing contains an outline of the main duties and cannot be complete. Tasks may arise which may not appear to fall within this job description. You will be required to respond flexibly when adhoc tasks arise which are not specifically covered in this job description. This includes additional duties which may arise from an operational perspective/best practice or from future legislation affecting the Charities sector.

Closing date for applications: 5pm on Thursday, 8th August 2024

[PLEASE CLICK HERE TO APPLY \(https://app.occupop.com/shared/job/general-administration-assistant-clare-86ce8\)](https://app.occupop.com/shared/job/general-administration-assistant-clare-86ce8)

Region

Ennis, Co Clare

Date Entered/Updated

19th Jul, 2024

Expiry Date

8th Aug, 2024

Attachment

[General Administration Assistant - Full-time Permanent-July2024.pdf](#)

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196.52
KB

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