

HAIL: Clerical Officer (<https://www.activelink.ie/node/111821>)



Job title: Clerical Officer

Reference: CO01

Location: Central Hotel Chambers, Dame Court, Dublin 2.

Responsible/Reporting to: This role will be part of the Administration Team reporting to the Finance Manager.

Job purpose: Responsible for providing administrative support to all departments of the Organisation

Salary Scale: Salary scale €33,620 to €41,986 – a 10 point scale. Entry level will depend on experience.

Job Information: This is a permanent role working 35 hours per week

About HAIL

HAIL is an Approved Housing Body specialising in the delivery of homes and floating support to individuals with mental health difficulties HAIL's mission is to provide housing and individually tailored support services to support tenants and clients, primarily those with mental health difficulties, to integrate and live independent lives in the community.

HAIL's vision is to be the provider of choice for housing and support for people with mental health difficulties, enabling them to achieve and sustain independent living in the community by having secure, quality, affordable accommodation with appropriate support services tailored to their needs.

Job Purpose Summary

The Clerical Officer will be responsible for providing administration assistance to a number of teams within the organisation including housing, support services, corporate services and to the Leadership Team. The role consists of general office administration, managing office equipment contracts, providing admin and IT and HR support to other departments.

Key Role and Responsibilities

Working as part of a busy administrative team, the main duties of the post are listed below:

Organisational Administration

- Greet, assist and direct visitors to the office.
- Answer incoming calls and handle callers' enquiries. Assist in monitoring Hail's emails.
- Record minutes of meetings and distribute to relevant persons.
- Liaise with staff to support prompt processing, filing and payment of invoices.
- Assisting with the organisation and co-ordination of meetings and events, for example, the Annual General Meeting.
- Manage contracts for office and IT equipment.
- Assist in the production of documents and materials (to include typing, photocopying, presentations, circulars, memos, boiler service letters, letters re: H & S checks, any other bulk correspondence to tenants) relevant to all Departments.
- Miscellaneous office based tasks: opening and logging post, scanning and printing documents, arranging couriers, updating office rota.

Administrative Support to Housing and Services

- Logging maintenance calls from tenants

- Uploading case referrals on Salesforce.
- Co-ordinate with the supplier of lone working security devices to ensure all staff have functioning devices and that any issues that arise are addressed.

HR Administration

- Liaising with colleagues to organise the advertisement and interview arrangements for recruitment as well as organising all administrative requirements for new starters (eg contracts, personal details, set up on office IT systems, ID cards)
- Maintain up to date contact details for all staff. Maintain up to date organisational chart.
- Organising internal or external training for staff members.
- Liaising with HR consultants as needed to update HAIL policies and procedures.

You will be required to perform such other duties as may reasonably be required of you by the organisation.

Competencies / Qualifications required:

This is a diverse and varied role within the team, providing essential administrative support. The ideal candidate will be proactive, adaptable, and a good communicator.

- Proven experience in a similar role.
- Excellent technical skills – experience with HR platforms, housing and support management information systems, CRM systems (Salesforce would be an advantage), Microsoft Office Suite, general office IT systems is desirable but not essential.
- Strong customer care skills.
- The role holder will be required to ensure that security and confidentiality associated with the role are maintained at all times.
- The ability to work as part of a team.
- Excellent and confident communicator at all levels.
- Ability to prioritise & problem-solve.
- Ability to work under pressure and flexibly.
- Integrity and personal effectiveness.
- Commitment to the delivery of quality services.

Empathy with the client base, excellent communication and team working skills are key requirements for the post.

HAIL offers:

- Flexible working hours
- 24 annual leave days plus 3 Company days
- Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution
- Death in Service Benefit
- Health insurance for serious illness
- Training and development
- Paid expenses

Appointment

Recruitment Process

This post will be filled at the earliest date the appointed candidate is available.

All contracts are subject to successful completion of a six month probationary period.

Please send a **letter of application** outlining your suitability for this role and your **C.V.** to hr@hail.ie (mailto:hr@hail.ie) by 5pm on Friday, 15th November 2024. Only those shortlisted for Interview will be responded to.

HAIL is an equal opportunities employer.

Region

Dublin 2

Date Entered/Updated

29th Oct, 2024

Expiry Date

15th Nov, 2024

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