

Áiseanna Tacaíochta: Members Relations Officer **(<https://www.activelink.ie/node/112864>)**



Join our team

Áiseanna Tacaíochta's (ÁT) Mission Statement is "To provide leadership and support in Ireland to empower those of us who have disabilities to direct our own lives and enjoy the same equality and freedoms as non-disabled citizens".

Based in North Dublin, we are the first organisation in Ireland to offer a Direct Payments model to people with disabilities. We provide leadership and support to our members - who we call Leaders - empowering them to live with the independence and freedom they are entitled to.

ÁT is looking to recruit a Members Relations Officer who will provide HR advice and administrative support and guidance to existing and new Members of the ÁT Network. The successful applicant will work as part of the ÁT team and will report to the Member Relations Manager.

This role is pivotal in our engagement with our leaders and other employees and shaping our overall members operations. You will be responsible for managing your workload and assisting in the day-to-day operations of the business functions and ensuring a smooth and efficient workflow. Full training will be provided in relation to all aspects of the role.

The ideal candidate is detail-oriented, organised, and possesses excellent communication skills.

The successful candidate will have exposure to a wide range of tasks with a specific emphasis on HR issues and with the opportunity to grow their knowledge through ongoing training.

The position will be based in ÁT's Head Office, Chase House City Junction Business Park, Northern Cross, Malahide Road, Dublin 17. Occasional travel within Ireland may be required.

It is anticipated that successful candidates will work a 5-day working week. Subject to the needs of the organisation being met and following a period of training and completion of probation a blended working pattern will be discussed.

Key Responsibilities will include some or all of the following:

- Collaborate with the Member Relations Manager and the Business Manager, individual leaders on recruitment, posting job openings, reviewing CVs, scheduling interviews and completing reference checks
- Provide support to prospective member in identifying and establishing Circles Of Support and assist new members in identifying their peer support requirements and putting those peer supports in place.
- Support Members, current and prospective to move through the ÁT Process to become an Independent Company.
- Contribute to the assessment and approval of members Contract and HSE Service Agreements, to include staffing, rostering, budgeting and compliance issues.
- Coordinate new employee onboarding, including preparing contract documentation and providing or sourcing required training prior to contract.
- Provide guidance on handling employee grievances, disciplinary actions, and devise performance improvement plans, and conflict resolution solutions where required.
- Establish and agree performance metrics and performance evaluations
- Conduct exit interviews and provide a system of bi-annual employee reviews and analysis to determine areas for improvement
- Maintain employee records and ensure data accuracy in internal HR systems
- Efficiently manage the day-to-day operational process within the team
- Record your work via internal computerised systems and produce reports as agreed with Manager.
- Collaborate with colleagues to successfully deliver business objectives and ensure a positive working and employee experience
- Update and develop the ÁT members website to ensure that the most up to date information to members and that we enhance the use of IT solutions when engaging with members.
- Work with the broader ÁT team to develop, maintain and implement effective systems, processes and controls to

- support the organisation in achieving its goals.
- Build networks and relationships with colleagues that assist in developing a professional, integrated, and efficient approach to supporting members.

Your Qualifications, skills and experience:

- Strong experience in HR matters and understanding of Employment Legislation is essential – Min 3 year experience as a HR Officer or similar position, ideally in a Charity or Health Care setting
- Experience in managing projects and people and producing high quality work within required time frame
- Relevant third level qualification or experience working in a similar type role in the Disability or care Sector
- Evidence of strong analytical and interpretation skills to analyse problems and develop and devise creative and effective strategies to address same.
- Robust IT proficiency and experience using MS Office applications including Microsoft Excel, Word and Outlook, coupled with the capacity to quickly learn new applications, systems, technologies and procedures/processes.
- Strong organisational and time-management skills
- Excellent interpersonal and communication skills, both written and oral, with the ability to build effective relationships with all stakeholders.
- Ability to maintain confidentiality and handle sensitive information with discretion and integrity
- Fluency in the English language both oral and written

Desirable Requirements:

- An understanding of the philosophy of Independent Living.
- Relevant third level qualification or experience working in a similar type role.
- Experience of non-profit organisations.
- The ability to remain outcome and results focused with regard to AT priorities.
- Actively encourages new ideas, experimentation and measured risk-taking, while always being on the lookout for opportunities to continuously improve business processes and efficiencies within ÁT and member organisations.
- The ability to be decisive and take tough decisions about clients, people and costs to deliver and sustain results
- The ability to provide an excellent client service focusing on members needs and building and maintaining effective personal and business relationships.
- Co-operates with colleagues, shares information, and respects the opinions and values of staff members.
- Acts in a manner that builds trust and engages and motivates others, to ensure the needs of the ÁT member are met.

Benefits:

- Competitive Salary – To be agreed
- Cycle to work scheme
- Education opportunities
- Full Training
- 22 days Annual Leave

Enquiries and to request full Job description: email: info@theatnetwork.com (mailto:info@theatnetwork.com) (Please include your phone number in your email).

Application Process:

To apply for this position, please send a detailed CV and supporting document quoting reference MRO0125 to Ms Emma Caparangca at info@theatnetwork.com (mailto:info@theatnetwork.com) to be received no later than **3.00pm on Friday 17 January, 2025**.

The selection process may include a short-listing of candidates. The selection criteria will be based on the requirements of the position. It is therefore important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position. This should be contained in a short document (maximum 2 pages) accompanying your CV.

Applicants should note that, for shortlisting purposes in particular, clear evidence of the requirements listed under **Qualifications, skills and experience** in this job specification must be demonstrated as part of the supporting document accompanying your CV.

ÁT is an equal opportunities employer and any person intending to submit an application must be an Irish or EEA National or a Non-EEA National with an in date IRP card with a Stamp 4 Immigration permission that entitles them to live and work in

Ireland.

Applicants must be available to work at the location advertised.

Closing date for receipt of applications is **3.00pm on Friday, 17 January, 2025.**

Region

Dublin 17

Date Entered/Updated

23rd Dec, 2024

Expiry Date

17th Jan, 2025

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