

Arthritis Ireland: Services Administrator **(<https://www.activelink.ie/node/113185>)**



Services Administrator

Full-Time (35 hours per week) | €30,000 per annum
Location: Arthritis Ireland, 1 Clanwilliam Square

About Arthritis Ireland

Arthritis Ireland is the national patient organisation advocating for the one million people living with arthritis in Ireland. Our vision is to enhance the quality of life for those living with arthritis today and work toward a future free of arthritis. We empower individuals through education, support, and community engagement, helping them manage their condition, alleviate pain, and combat social isolation. Additionally, we champion grassroots advocacy to amplify the voices of people with arthritis and invest in groundbreaking research for better treatments and cures.

About the Role

We are seeking a dynamic **Services Administrator** to join our services team and play a vital role in supporting our Community Activities Programme. This position involves delivering high-quality administrative support to ensure the smooth delivery of our courses, classes, and programmes nationwide. The ideal candidate will be a skilled administrator with excellent organisational and communication skills, capable of thriving in a fast-paced environment and working independently.

Key Responsibilities

- Act as the first point of contact for our range of courses, programmes, and services.
- Maintain and update our CRM system with accurate data.
- Provide administrative support for classes, including bookings, printing, copying, and preparing materials.
- Assist the services team with our National Helpline operations and referral programme, including preparing and dispatching support packs.
- Coordinate event setups and manage payments via Eventbrite.
- Set up and process payments and invoices.
- Contribute to funding applications by providing administrative assistance.
- Perform general administrative duties and support the services team during busy periods.

Essential Requirements

- A minimum of 2 years proven experience in a similar administrative role.
- Proficiency in CRM systems such as Salesforce or Access.
- Strong skills in Office 365 (including SharePoint), Word, and Excel.
- Experience with remote and hybrid working environments.
- Exceptional organisational skills with the ability to prioritise and meet tight deadlines.
- Strong verbal and written communication skills.
- Experience handling confidential information and adhering to GDPR guidelines.
- Ability to work independently and manage multiple tasks simultaneously.

- Knowledge of finance and budgeting processes.
- Proven ability to provide administrative support for funding proposals.

Why Join Us?

- Be part of a national organisation making a real difference in people's lives.
- Collaborate with a passionate team committed to supporting communities across Ireland.
- Enjoy a flexible working environment, with at least three days based at our head office in Dublin.

Application Details

The deadline for applications is **Friday, 14th February**.

To apply, please send a cover letter and an up-to-date CV to:

Martina Blake, Services Manager

Email: mblake@arthritisireland.ie (<mailto:mblake@arthritisireland.ie>)

Region

Dublin 2

Date Entered/Updated

16th Jan, 2025

Expiry Date

14th Feb, 2025

Source URL: <https://www.activelink.ie/vacancies/community/113185-arthritis-ireland-services-administrator>