



## Children in Hospital Ireland Administration Officer

### 1. OVERVIEW:

Children in Hospital Ireland (CHI) is a registered charity and a company limited by guarantee. The organisation has its Head Office in Sandyford, Dublin 18 and operates throughout the country. Children in Hospital Ireland delivers a national volunteer-run hospital play and recreation service; advocates to promote the highest standards in the delivery of healthcare for children; provides information and help for parents of hospitalised children; and works collaboratively with support groups for children who are ill or have long-term medical conditions.

### 2. JOB DESCRIPTION

<u>POSITION:</u>	Administration Officer
<u>OFFICE BASE:</u>	Head Office, Sandyford, Dublin 18
<u>REPORT TO:</u>	CEO

#### OVERALL PURPOSE & CONTEXT:

Children in Hospital Ireland (CHI) is seeking a highly motivated, self-starter to manage the offices of the organisation with responsibility for general administration, financial administration provision and database management to support the work of CHI. Reporting to the Chief Executive Officer, the Administration Officer will be someone who is capable, energetic, with a can do attitude to respond to the daily administration needs of this unique and dynamic organisation, someone who thrives in a busy and sometimes hectic environment, and has a willingness to take on new tasks and respond effectively to changes as needed.

#### ROLE

The Administration Officer is responsible for:

- Office and Database management (Salesforce).
- Administrative support to the management team and occasional supervisory duties.
- Volunteer services administration.
- Managing monthly accounts payable activity, and financial administration.
- Occasional PA services to the CEO.

#### WORKING RELATIONSHIPS:

Reporting to the CEO, the post holder will develop and maintain positive professional relationships particularly with colleagues, the Board, and its sub committees, community associations, service providers, voluntary organisations funding agencies and other key stakeholders, and a range of people and organisations with whom s/he is in contact via email, phone, in person etc.

S/he will work in a respectful, co-ordinated and integrated way with colleagues, and in such a way as to encourage the best from, and support the efforts of, others.

## JOB DESCRIPTION

### *General responsibilities and duties*

#### The key responsibilities for the post holder will be to:

1. Manage the office phone, with support from others on the office administration team (interns and students), responding & directing & recording in our Client Relationships Management (CRM) system, Salesforce, as required
2. Provide direct support to CEO, Volunteer Manager and Marketing & Communications Manager in relation to event logistics including:
  - a. Uploading volunteer enquiries as they progress through training and placement from the website to Salesforce
  - b. Booking venues for trainings and events
  - c. Organising logistics for events – welcoming and registration, refreshments, technical supports, liaising with speakers
  - d. correlating evaluations and feedback to management team
3. Ensure Salesforce is updated, and accurate with a review every 6 months and update the CRM system where necessary in relation to changes/query tracking, reports, etc.
4. Provide general admin and logistical support to Volunteer Manager, Trainer and Marketing Manager in relation to annual recruitment programme and fundraising.
5. Provide financial administration service in relation to monthly invoicing, book keeping support, petty cash, lodgements, and online banking.
6. Co-ordinate the post to and from the office.
7. Provide support to the CEO in fulfilling CHI's good governance practice.
8. Ensure there are the appropriate levels of catering, cleaning, stationery, and other supplies, necessary for the office, and office kept clean & tidy.
9. Co-ordinate the storage of documents internally and externally for the organisation.
10. Administration support to staff, as required, including the National Trainer.
11. Carry out such other duties and or projects as the CEO may determine, consistent with the overall purpose of the post.
12. To actively protect CHI's integrity through honesty, sincerity and service to its members, volunteers and stakeholders.

## SPECIFIC DUTIES

### *Office management*

1. Maintain accurate filing system (manual and digital).
2. Occasional supervision of a seasonal intern / student.
3. Keep CEO informed (on a timely basis) of significant issues that may impact the development and delivery of our programmes and services.
4. Maintain Annual & Sick Leave Roster and Time Sheets.
5. Ensure all organisational documentation – electronic and paper are stored securely.
6. Coordinate and maintain regular office supplies and deal with suppliers.

### *Database management*

1. Ensure database is updated as new members join, and potential volunteers move through the introduction to training modules.
2. Maintain the register of members and annual membership payments.
3. Prepare reports and Campaign statistics as necessary.

### *Administration and Volunteer support*

1. Provide administrative support to the CEO with regard to all meetings, Board material preparation and other relevant documentation.
2. Ensure all volunteer enquiries, applications etc., are logged and processed
3. Work collaboratively with the Volunteer Manager, the Trainer, CEO and other relevant staff to assist with training schedules, attendance records, essential application processes etc.
4. Provide administrative support for volunteer / team leader meetings where necessary; local volunteer fundraising initiatives; and marketing activities.
5. Ensure facilities, furniture and equipment, invitations, refreshments, booking & preparation of venues, collation and distribution of relevant documentation for Board meetings, training days, AGM, annual Lecture etc.
6. With the Volunteer Manager, maintain up to date rosters for all volunteer groups.
7. Organise uniforms and ID badges and required materials for placement and coordinate postage.
8. When necessary provide administrative support for local volunteer fundraising initiatives, volunteer and team leader meetings and marketing activities.
9. Manage the 'shout out' for volunteer recruitment in a timely manner, and in association with other staff.
10. Maintain and update organisational working documentation where appropriate.
11. In association with the Marketing Manager, ensure that social media platforms are updated, and accurate.

### *Financial Administration*

1. Administration of accounts receivable; code and process payments of incoming invoices, expenses, cheque requests, money, donations, etc., through banking online.
2. Ensure cash is securely stored and lodged.
3. Manage CHI's banking online – prepare lodgement sheets and make bank lodgements.
4. Manage petty cash system.
5. Design and implement ancillary account and bookkeeping forms and documentation.
6. In conjunction with other staff, work on office annual budget, within the context of operations for evaluation and modification as required.
7. Liaise with organisation's Bookkeeper on a monthly basis to provide timely and accurate receipts and invoices with applicable codes.
8. Manage membership renewals and receipts for membership payments.
9. Maintain accurate financial filing system and finance manual.

## 4. REQUIREMENTS

### *Professional*

- A relevant professional qualification and a minimum of 4 + years' experience in a professional setting.
- Outstanding administrative skills and experience.
- Experience of the non-profit / charities sector or working with volunteers an advantage.
- Computer literacy essential (Microsoft Office) and database management experience with Salesforce necessary.
- Experience in general finance management necessary.
- Excellent attention to detail and good written and communication skills.
- Good capability with excel spreadsheets and managing details and files that are numerical in focus.
- Must be capable of working as a team player, be highly motivated, enthusiastic and capable of using their initiative.
- Ability to navigate Social Media platforms.
- Ability to communicate and work effectively in a busy environment.
- Ability to prioritise and manage time according to deadlines.
- Ability to foresee problems that might occur with an event or other set of plans and procedure and ability to proactively seek and implement solutions before problems arise.

### *Personal*

- Excellent communication skills.
- Ability to plan, organise, to make decisions, and to solve problems.
- Ability to work in a fast paced environment.
- Commitment to the highest ethical standards.
- Ability to build and maintain relationships.

### *Special Requirements:*

- Commitment to, and understanding of, working within a voluntary organisation in an inclusive manner.
- Sound judgement and pleasant phone manner.
- High motivation, positive disposition and flexible attitude in response to organisational change and development.
- This position will be Garda Vetted.
- Full clean drivers licence and own car.

## 5. CONDITIONS

This position will be for an initial two-year fixed term contract, with a six-month probationary period.

Salary: €27,000 per annum payable monthly in arrears.

Hours: 9am – 5pm, 40-hour (including breaks), 5 days a week (flexibility for events after hours).

Annual leave: 22 days. This job is based in Dublin and involves a small amount of travel.

A complete list of all the terms and conditions will be made available to the candidate offered the role through the Staff Handbook. CHI is an equal opportunities employer.

## **6. APPLICATION**

If you wish to be considered for appointment to this position, please indicate your interest by sending a letter of application stating why you are suitable (no more than two pages), together with a copy of your CV to:

Administration Application  
Children in Hospital Ireland  
4-5 Burton Hall Road, Suite 113  
Sandyford, Dublin 18, by close of business, Friday 8<sup>th</sup> June 2018.

Electronic applications can also be sent by email to [office@childreninhospital.ie](mailto:office@childreninhospital.ie). Please put **Administration Officer** in the subject heading.

**Please note: Applications without a cover letter will not be considered.**

## **7. RECRUITMENT TIMETABLE**

Closing date for applications: Friday 8<sup>th</sup> June 2018  
Interview date: Thursday 21<sup>st</sup> June 2018