

JOB DESCRIPTION

Job Title:	Locum Head Office Administrator	Post Holder:	Vacant
Reports To:	Head of Quality Systems & Compliance	Location:	NOVAS Head Office, Limerick
Salary:	The Locum rate of pay is €17.03 (€15.48 per hour + 10% annual leave allowance)		

Purpose of the Job

The role of Office Administrator is vital to the successful delivery of quality programs and services in NOVAS for our clients and tenants. The Office Administrator will support the organisation within the authority delegated from the Head of Quality Systems & Compliance.

The Office Administrator is responsible for the safe and efficient running of our Head Office premises, reception, and office systems as part of the national team.

The Office Administrator will report to the Head of Quality Systems & Compliance and will be a member of, and work collaboratively with, the regional and national staff and managers.

The role is situated in the 87 O'Connell Street, Limerick but will require travel occasionally, to other locations where NOVAS services are located or training events. This role requires some element of flexibility and adaptability and the postholder is required to be available to work Monday to Friday from 8.45 am to 4.45 pm.

The Office Administrator- Relief will have a background in administrative work, with training or experience in the areas of customer service or teamwork and be expected to work within the relevant frameworks of quality standards or legislation.

This job description is a guide to the general range of duties assigned to the post holder.

It is intended to be neither definitive nor restrictive and is subject to periodic review.

Environment of the Job

NOVAS is a not-for-profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation, and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation, and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

Delegation and Reporting

The Office Administrator has decision making remit for the day-to-day running of the Head Office reception in collaboration with colleagues within national office team and Head of Quality Systems & Compliance. In the absence of, or at times, the Office Administrator-Relief, may be required to consult with and take direction from CEO or other members of the Senior Management Team.

Oversight of the work in this role is provided by the Governance Sub Committee of the NOVAS Board of Directors.

The Office Administrator will always operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision-making will always be informed by the best interests of the clients and tenants and ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggle to moderate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities

Accountability	Achieved by
<p>Reception & Front of House</p>	<ul style="list-style-type: none"> ▪ Providing in person guidance and advice to visitors in a compassionate and empathetic manner. ▪ Professionally answering phone calls, taking effective messages, redirecting callers as appropriate, and maintaining a log of all activities. ▪ Ensuring the front office reception desk is attended to and operating during public opening hours. ▪ Manage incoming and outgoing post and contact recipients to inform of mail if they are not in the office. ▪ Support staff with booking rooms, venues and logistics for events, conferences and travel as needed and within reason. ▪ Accept donations at reception, store securely, transfer to finance and record donation in receipts book.
<p>Premises Maintenance</p>	<ul style="list-style-type: none"> ▪ The staff kitchen area is stocked with tea, coffee, milk etc., and that boardroom tea and coffee making equipment is available, ▪ Printers are stocked with paper and paper stock is stored in all printer cupboards, ▪ Corridors and rooms are stocked with hand sanitiser and masks, and bathrooms and kitchen supplies are stocked, ▪ Coordinate and arrange booking and access of service contractors for cleaning, maintenance of the building, and servicing of equipment, ▪ Meeting rooms and hot desk offices are maintained and presentable for use always.

<p>Stock control and ordering</p>	<ul style="list-style-type: none"> ▪ Order stationery and supplies for bathrooms, kitchens, meeting rooms and offices as needed and within budget. ▪ Liaise with Finance team to insure orders are properly procured and ▪ paid on time and manage relationships with vendors.
<p>Administration of Technical systems</p> <p>(Training is Provided)</p>	<ul style="list-style-type: none"> ▪ Demonstrate to staff how to use the video conferencing system in the board room and support with queries.
<p>Supervision, Support & Development</p>	<ul style="list-style-type: none"> ▪ Engaging in regular supervision or one-to-one sessions with your line manager. ▪ Working under the direction of your line manager and the wider management team. ▪ Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. ▪ Familiarity and compliance with all relevant policies and standards. ▪ Participation in relevant and required training events.
<p>Health & Safety</p>	<ul style="list-style-type: none"> ▪ Attention to your own Health & Safety in the workplace. ▪ Vigilance of health & safety hazards and timely reporting of same to your line manager. ▪ Managing incidents and accidents in accordance with policies. ▪ Ensure all exits and egress are free from obstructions, trip hazards and clutter.
<p>Information Management</p>	<ul style="list-style-type: none"> ▪ Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate will have:

- Excellent communication and listening skills.
- Have excellent organisational, prioritising and time management skills.
- Ability to deal with sensitive issues while maintaining confidentiality.
- Ability to multitask and prioritise competing demands.
- Enjoys working with people, is approachable, and warm and friendly
- Good IT skills, experience with MS Office.
- Clear written and verbal communication skills with proficiency in English (written and spoken).
- Willingness to work as part of a wider team.
- Be flexible regarding working work hours
- Garda Vetting / Criminal Record Self Declaration will be sought for this role.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience of working in, or a strong interest in the charity or not-for-profit.
- Knowledge and general understanding of organisational policies and regulations such as GDPR, Health and Safety etc.
- Knowledge of using CRM software, (Salesforce).
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NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	Locums are paid an hourly rate.
Annual Leave	10% included in hourly rate.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.