



IASIO: ICT & Office Manager (Dublin, Temporary Cover)

IASIO (Irish Association for Social Inclusion Opportunities), is a national organisation that works with State agencies in the development and delivery of services to marginalised groups, enabling communities to become more socially inclusive through best practice service provision. IASIO's current operational scope includes three national Services and two smaller projects: The Linkage Service, the Gate Service, the Resettlement Service; and The Community Support Scheme and The Supported Employment Service.

The ICT & Office Manager Role:

IASIO is seeking a Temporary ICT & Office Manager to lead on all areas of ICT, Office/Administrative Management and Governance for the organisation.

Job Summary:

- Responsible for the day-to-day management of company ICT and development of its ICT systems, processes and solutions
- Facilitating the efficient functioning of IASIO's head office via a range of administrative and managerial tasks
- Supporting the Board of Directors in their governance function, including risk management and ensuring appropriate compliance with relevant Charities Regulator and Companies legislation
- Full time, temporary, specified purpose contract
- 35 hours per week, Monday to Friday
- Salary is commensurate with experience and salary scale applies thereafter
- Please refer to the detailed job description for more information.

Benefits offered:

- Primarily office based with flexible start/end times.
- Pension contributions.
- Death in Service Insurance.
- Paid sick leave.
- Employee Assistance Programme.
- Paid Volunteer Days.
- Paid Annual Health Check leave.
- CPD opportunities.

What you will need:

- 5 years' experience in a similar senior role within the not-for-profit, charity and NGO sectors.
- Proven experience of working collaboratively and methodically through excellent relationship management.
- Proven ICT skills
- Proven experience in data protection, cyber security and GDPR.
- Excellent planning, organisational and project management skills with the ability to prioritise and meet deadlines.
- Excellent communication, multitasking, time management & crisis management skills
- Proven experience of board governance support & detailed working knowledge of Charities Regulator & Company Law requirements
- Detailed working knowledge of Salesforce (or similar database/CRM system), MS365, WordPress, BoardX
- Excellent interpersonal skills; ability to build rapport and productive relationships with internal and external stakeholders.
- Ability and willingness to travel for meetings, events, training etc.

How to apply:

To apply for this role please send your CV and cover note via email to recruitment@iasio.ie before or on the closing date: **2nd September 2024**. Interviews will be held shortly after the closing date.

IASIO is an equal opportunities employer and promotes a policy of continuous personal and professional development among its staff.



IASIO: ICT & Office Manager (Temporary Cover)

Job Description and Person Specification

IASIO (the Irish Association for Social Inclusion Opportunities), is a national organisation that works with State agencies in the development and delivery of services to marginalised groups, enabling communities to become more socially inclusive through best practice service provision. IASIO's current operational scope includes three national Services and two smaller projects: The Linkage Service, the Gate Service, the Resettlement Service; and The Community Support Scheme and The Supported Employment Service. In particular, it is the only national organisation for adult offenders in the community and voluntary sector with a specific focus on alternatives to both offending and re-imprisonment. This is achieved through the provision of direct services to offenders in the community and to prisoners, services which range from 1-to-1 guidance and placement into training, education, employment, group work, psychometric assessment, resettlement planning & support and placement in the community. IASIO's core mission is the social inclusion of people marginalised from mainstream opportunity.

PURPOSE OF THE ROLE

The ICT/Office Manager is a key role in managing IASIO's office management/administration, ICT, governance and other responsibilities, such as managing a client training fund. This includes coordinating our central client database (Salesforce), capturing key data related to our client work, ensuring accuracy in data input, output, monitoring and reporting.

The ICT/Office Manager reports to the Chief Executive.

Terms and Conditions:

- Primarily office based with flexibility to work from home
- Specified purpose contract
- Full-time temporary role, 35 hours per week, Monday to Friday
- Salary scale applies and available upon request

KEY RESPONSIBILITIES AND DUTIES

Information Communication Technology (ICT)

- Management of all IASIO Information and Communication Technology (ICT) Systems
- Monitor, manage and develop Salesforce database as required
- Provide ICT equipment e.g., laptops, phones to all staff
- Provide ICT support & troubleshooting e.g., MS Office 365, SharePoint to all staff as required.
- Provide database support to all staff as required.
- Continuous development of existing and new databases.

- Compilation & monitoring of statistical reports
- Act as the liaison person between IASIO and ICT Support Contractors.
- Maintenance of asset register—tagging & disposing of assets
- ICT support for meetings—Zoom links, manage video conferencing equipment
- Management of IASIO, Waypoint & The Compass Directory domains
- Provide induction & refresher training on database & all ICT matters to new members of staff.
- Backend website updates (Wordpress)

Office Management/Administration

- Supervision and performance management of Administrative Assistants
- Co-ordinate and manage the budget for the purchase and distribution of general office supplies
- Accommodation, travel and other bookings
- Answering queries (telephone, email) about IASIO Services.
- Recording & circulating Management Team meeting actions
- Arranging and supporting events, meetings and training
- Managing client training fund—assessing applications in line with criteria, keeping record of applications etc.
- Report compilation e.g., Annual Reports, written submissions to public consultations, client training fund impact reports

Governance

- Providing administrative & Company Secretarial support for the Board, Board Audit & Risk Committee and other committee meetings i.e., diary planning, room bookings, catering, Board X updates, notifications, report gathering, printing.
- Minuting Board, Board Audit & Risk Committee, and other meetings as required.
- Charities Regulator compliance & filing
- Companies Registration Office filing
- Maintaining Board of Directors and Company Member registers
- Internal Risk Register monitoring & updates
- Data Protection: Providing induction & refresher training on data protection & cyber security to all staff
- Ensuring compliance with GDPR within the organisation, responding to Subject Access Requests, reporting data breaches to the Data Protection Commissioner, conducting Data Protection Impact Assessments as required
- Provide data to Probation Service, The Irish Prison Service and other agencies as requested

PERSON SPECIFICATION

Experience

- Five or more years' experience in a similar senior role.
- Excellent ICT/technical qualification and/or experience
- Relevant third level qualification
- Excellent methodical, planning, management, organisational, communication and administrative skills
- Excellent interpersonal and collaboration skills with the ability to build rapport, supporting positive & productive relationships with internal and external stakeholders.
- Proficiency in software such as MS Office, Salesforce, Sharepoint, BoardX & WordPress
- Proven experience and knowledge of the not-for-profit, charity & NGO sector.
- Proven experience of board governance support & detailed working knowledge of Charities Regulator & Company Law requirements
- Proven experience in data protection, cyber security and GDPR.
- General knowledge of Client Groups preferred, though not required.

SPECIFIC SKILLS

Personal Effectiveness:

Achievement Drive/Commitment
Self Confidence
Initiative
Communications
Integrity/Ethics
Verbal & written communication skills

Group & Interpersonal effectiveness:

Influencing/Negotiation
Interpersonal/Understanding Stakeholder Needs
Relationship Development/ Networking
Leadership
Team Building

KNOWLEDGE

Essential

ICT Systems & Databases (Salesforce, Sharepoint, Wordpress)
Board Governance guidelines
Data Protection legislation
Performance Management
Health & Safety Legislation
Information Technology (IT) Skills
Risk Management

Managing for results:

Establish, Plan and Manage Projects
Managing Budgets & Resources
Concern for clarity and quality outcomes
Setting realistic goals and targets
Team-working
Delegation

Thinking style & Problem Solving:

Analytical Thinking
Conceptual Thinking
Decision Making/Judgment
Specialised Expertise

Desired

Empathy / Target Group needs
Staff training needs
Criminal Justice System & Agencies
Funding applications requirements
Employee issues and concerns
Key funder issues and concerns
Work of Key agencies for clients
Children First Guidelines