



## Job Description

Job title:	Administrator/Receptionist
Location:	4 Castle Street, Dublin 2
Reports to:	Administration Executive
Hours of Work	35 hours per week rostered Monday to Friday either 9.00am to 5.00pm or 11.00am to 7.00pm
Purpose:	The post holder will provide administrative duties to support the running of Ruhama services along with providing a professional, friendly 'front of house' service.

### Overview of role:

The **Administrator/Receptionist** will be the first point of contact for all service users and visitors accessing Ruhama. They will provide administration and front of house reception duties including meet and greet whilst overseeing the reception area and supporting the smooth running of the office to support the delivery of our services.

### KEY DUTIES & RESPONSIBILITIES:

- Manage office supplies, orders and creditor invoices on a weekly basis. Seeks quotes as required.
- Manages the processing of Service Users travel expenses and monthly reconciliations.
- Manages & reports on petty cash.
- Manages the computerised diary system and arranging appointments (Salesforce).
- Maintains oversight and ensures the smooth running of a busy front office environment including dealing with telephone and face to face enquiries, maintaining a welcoming, professional and well presented reception area.
- Ensures that all telephone, email and personal enquiries are attended to in a timely and sensitive manner.
- Assists Training Lead with training administration.
- Arranges meetings and hospitality supports for events and room bookings.
- Provides support to Administration Executive on a needs basis.
- Provide administrative support around donations and donors.
- Ensures shared services common areas are well organised, tidy, and fully equipped (Hospitality supplies for Service Users, Teas/Coffees etc).
- Attends supervision on a regular basis with line manager.
- Works as a team member in order to develop and fulfill the policies, aims and objectives of Ruhama and comply with all Ruhama policies and procedures.
- Performs any other duties assigned or delegated by his/her line manager.

### **Skills and Abilities**

- Previous experience in a similar administration/reception role is essential (min 2-3 years).
- Experience of MS Office including word and excel essential.
- Excellent communication skills. Excellent spoken and written English is essential.
- Working knowledge of Salesforce desirable but not essential as training will be provided.
- Prior experience in NGO sector desirable but not essential.
- Ability to multitask and manage competing demands.
- Ability to plan and prepare for events.

The salary range for the role is €25,250 to €34,000 pro rata per annum. The salary offered to the successful candidate will be commensurate with skills and experience. Appointment above point 3 on the scale would require strong administration skills and a willingness to become proficient in the admin systems used in Ruhama.

### **Application Process**

Interested Candidates can access the Job Description and Application form at <https://www.ruhama.ie/work-for-us>

Please note that CVs without an application form are not acceptable. Completed and signed application forms should be submitted by email to [recruitment@ruhama.ie](mailto:recruitment@ruhama.ie) by

**3.00pm on Monday 2<sup>nd</sup> December 2024**

**Ruhama is an equal opportunity employer.**