



# EXCHANGE HOUSE IRELAND

## National Travellers Service

Exchange House Ireland National Travellers Service is the largest front line Traveller specific service in Ireland. We are an organisation of Traveller and non-Traveller people working together to provide services to Traveller families, and Traveller young people and children and Traveller men and women, many of whom are in crisis. We pride ourselves in working with some of the most marginalised members of the Traveller community.

We are a multi-disciplinary service provider offering Family Support and Crisis Intervention Services, Children and Young Peoples' Services, Addiction Services, Mental Health and Suicide Prevention Services and Education and Training Services to members of the Traveller community in the Dublin area. We also deliver various national services through training, provision of expertise and partnerships with other organisations providing services to Travellers in Ireland.

### **Exchange House Ireland now wishes to recruit an** **Human Resources Officer** Part-time; Permanent Contract

#### **Job Description**

##### **Outline of the position**

The Human Resource Officer is responsible for the human resource function in Exchange House Ireland National Travellers Service, including service provision across core people practices and related administration.

##### **Reporting to**

- CEO (initially for a 12-month period)

##### **Main duties**

- Ensuring an efficient and effective employee life cycle, including recruitment and selection, onboarding, up-to-date payroll information, employee records, performance management, time and attendance processes, contractual renewal, and leaver administration. Support others as needed, such as volunteers and students.
- Contribute to the development, implementation and communication of Human Resource policies and procedures, ensuring consistency, compliance with employment law, regulations and best practice, and in line with the ethos and strategy of Exchange House Ireland.
- Provide guidance, research and support to the CEO on a range of people-related matters such as pending employment legislation, management of flexible working arrangements, salaries, management of grievance and disciplinary processes, and similar matters.
- In partnership with the CEO and other managers, produce a yearly training needs analysis and plan, addressing skills gaps and future development needs in line with Exchange House Ireland strategy. Source and review training providers to ensure high quality training and best value. Support discussions with employees on career progression and innovative learning opportunities.
- In partnership with the CEO and other managers, develop and maintain a mandatory training system of all staff, utilising the in-house online HR management system.

- Provide advice and guidance on employee relations issues, facilitate conflict resolution, and actively engage with staff and managers on an on-going informal basis. Lead on well-being programmes, ensuring they are appropriate to the organisation's needs and within agreed budget. Ensure the organisation's values are upheld, including in relation to accountability, equality, diversity, inclusion, and safeguarding.
- Support organisational strategy through change management and the people impact of transformation. Monitor employee morale and organisational culture.
- Provide Human Resources reporting requirements in a timely manner and track information and communication technology advances for useful application.
- Maintain up-to-date knowledge of relevant law, codes of practice, and developments in best practice. Ensure a strong network of connection with other Human Resource professionals.
- Other relevant duties which will arise from time to time.
- Have primary responsibility for the usage and maintenance of the in-house online HR management system (HR Locker) including being the primary organisational contact with HR Locker.

#### **Other Duties**

- Participate in team meetings and individual supervision.
- Any other duties as requested by the CEO or Board of Directors.

## **Person Specification**

#### **Qualifications and Experience**

- At least 3 years' experience in a busy human resource role.
- Membership of the Chartered Institute of Personnel and Development (CIPD), or working towards it. A relevant primary degree is desirable.
- Track record of problem-solving and delivery, and ability to manage multiple projects and deadlines, with attention to detail and requiring good time management.
- Proven ability to be tactful and diplomatic, coupled with a capacity to influence without authority using good communication and negotiation.
- Proven ability to work with colleagues and teams at all levels.
- Commitment to supporting the Traveller community.
- A positive outlook embracing adaptability and change.

#### **Essential Job Specific Competencies**

- Good observational skills and attention to detail.
- Ability to record clearly and accurately.
- Excellent written and IT skills.
- Excellent organisational skills.
- Excellent communication skills
- Ability to work flexibly.
- Ability to work unsupervised within agreed limits.
- Ability to work as part of a team.

#### **Attributes and Attitude**

- Ability to remain calm under pressure.
- Ability to manage challenging behaviour.
- Ability to address and manage risk.
- Ability to maintain boundaries.
- Ability to seek direction and support as required and identify personal training needs.

## Terms and Conditions

### Based in

- Exchange House Ireland's offices on Great Strand Street, Dublin 1, D01 WC97.

### Hours of work

- 17.5 hours net per week
- Some flexibility may be required on occasion in relation to working hours.
- Opportunity for hybrid working at manager's discretion.
- Annual leave: calculated pro rata.
- Probation period: 6 months.

### Salary:

- Permanent contract
- The salary will be as per the HSE's Clerical Admin Grade V scale commensurate with qualifications and experience.

## How to apply

If you feel you are a good fit for Exchange House Ireland and would enjoy working with us, please send your application to [info@exchangehouse.ie](mailto:info@exchangehouse.ie) with the subject line 'Human Resources Officer Application'.

- Your application must include a **cover letter and up-to-date CV combined** and sent in one document
- Please keep your cover letter to a maximum of one page. In your cover letter, include:
  - Why you feel you are a good fit for this role with Exchange House Ireland; and
  - Details of your relevant experience.

More information is available by visiting Exchange House Ireland's Careers page or by calling the Personnel Department on 01 872 1094

**Closing date for receipt of applications is 5pm, Friday 11<sup>th</sup> April 2025.**

This position is supported with funding from the Department of Children, Equality, Disability, Integration and Youth, the City of Dublin Education and Training Board, through the City of Dublin Youth Services' UBU Fund



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth

- This job description is intended to provide a general overview of the responsibilities and requirements of the position. It may be subject to change based on the organisation's needs and the evolving nature of the role*
- Exchange House Ireland is an Equal Opportunities Employer*
- Applications from members of the Traveller community, with relevant qualifications, are especially welcome*
- All positions in Exchange House Ireland are subject to Garda Vetting and full reference checks*
- All positions in Exchange House Ireland are subject to ongoing funding*
- Applicants must be eligible to work in Ireland*