

## **Irish Kidney Association: Office Manager** **(<https://www.activelink.ie/node/115005>)**



### **Office Manager**

#### **About us**

Founded in 1978, the IKA is passionate about and dedicated to meeting the needs of renal patients, their families and carers. Kidney disease affects all age groups, both men and women. The reality of kidney disease is that it may impinge on many strands of a person's life including health, employment, education, social life and relationships, physical fitness and general well-being. As the only organisation representing the views of Irish kidney patients, the IKA continually lobbies on their behalf. By joining with other organisations, the IKA also helps in furthering the aims of all patients with chronic illness and improving their quality of life. The patient remains at the centre of the IKA — the patient's needs are paramount.

#### **About the role:**

**Contract type:** 5 days a week, Permanent Contract

**Location:** Irish Kidney Association, Donor House, Block 43A, Park West, D12 P5V6. Working from Home for part of the week will be available , once probation completed.

#### **About the Job:**

This is an exciting opportunity for an enthusiastic and organised person looking to join a national charity led by patients and their families, with a good working culture. The right candidate will be highly motivated, patient driven and hold 4 years' experience in a similar office management role.

This role requires excellent communication skills, leadership, attention to detail, and experience in building mutually beneficial relationships. You will report directly to the CEO and manage administration with the Board. This is an excellent opportunity for the right candidate who is looking to make a positive difference in the work they do.

#### **How can You Make a Difference?**

Through its services, branch network and the good will of supporters, the IKA has helped patients and families throughout the country.

The Office Manager leads the operation of the office, managing a small team of two part time staff, who are often the first point of contact for patients and families. This role is vital to our operation as it ensures patients and their families receive a warm welcome. The Office team also supports operation of meetings and events. For example, Organ Donor Awareness week or the service of Remembrance and Thanks. We continue to innovate with new services such as online peer support and a new residential support centre introduced in 2024. The Office Manager supports the operation of these services working closely with the relevant service or project manager.

### **Office Manager Job Description**

#### **Job Purpose**

Lead on operating a busy office, providing support to the CEO, Board and members of the management team. Lead on Human Resources Administration, Safeguarding, Health and Safety and Data Protection.

## **Specific tasks**

- Manage two part time staff and ensure cover on phone and reception at all times.
- Ensure all phone and email enquiries are processed efficiently.
- Organising meetings / company events and recording minutes when required e.g. Board, Branch, Staff, Management Meetings, Organ Donor Awareness week Etc
- Opening, sorting and recording incoming and outgoing mail and responding or distributing as appropriate
- Provide support to the Board on all administration matters.
- Provide administrative support to the 25 branches e.g. mailshots, receipt books etc.
- Maintain HR administration records.
- Liaison to assist with processing Garda Vetting applications (less than 20 per annum)
- Lead on compliance with Data Protection
- Maintaining and creating excel spreadsheets as required e.g. stock management.
- Preparing letters, presentations and reports
- Liaising with office suppliers and vendors
- Ensuring the office is well-stocked in stationery and all office materials.
- Implementing office procedures, maintaining office procedures manual and delegating daily tasks to staff e.g. donor card issue
- Updating and maintaining Customer Relationship Management Database (Salesforce)
- Booking transport and accommodation for CEO
- Ensuring sensitivity and confidentiality when dealing with patients and colleagues when appropriate
- Review and manage Health and Safety

Applicants should note that this list is not exhaustive and is subject to change as required and as appropriate.

## **Key Competencies needed**

### **Core Competencies of all IKA Staff:**

- Commitment to providing the highest levels of person centered quality service to patients and families
- Relating with respect and compassion
- Promoting diversity and equality
- Communicating effectively
- Resilience, positive outlook, openness to change
- Maintaining a safe and secure environment
- Promoting health and wellbeing
- Building working relationships in a friendly, collaborative manner
- Effective professional practice, planning, organising, and problem-solving.

### **Essential Requirements**

- Minimum four years' experience in an office management role.
- Ability to work to deadlines and prioritise diverse workload.
- Excellent CRM management experience, preferably in Salesforce
- Comfortable using technology with a good knowledge of Microsoft Office applications,
- Experience in HR procedures
- Excellent administrative skills.
- An effective team player with excellent listening skills and empathy.
- Experience of developing and maintaining relationships with a wide range of people.
- Keen attention to detail.
- Demonstrated problem solving skills and good leadership.
- Ability to work varied hours, including very occasional evening and weekend commitments. (Time off in lieu will be given)
- Motivation, eagerness to learn and progress, with a desire to develop a career in the not-for-profit sector.
- A 3rd level degree or evidence of further training and development
- Commitment to IKA's values and a working style which reflects these

### **Desirable**

- Experience in data protection

- Experience in health and safety
- Experience in merchandise
- Understanding of kidney disease
- Experience of working with volunteers.

## Benefits to working with Irish Kidney Association:

- 23 days annual leave
- Opportunity for working from home
- 5% employer contribution to your pension (employee contribution voluntary)
- Paid Sick Leave Policy
- Availability of one-to-one coaching
- Despite the IKA's high profile we are a small, friendly and sociable team who are looking forward to working with a new colleague who will help us support patients and their families.

## Salary

From €42k depending on experience.

## Recruitment Process

1. Submit your CV with a cover letter tailored to this position [tcruitment@ika.ie](mailto:tcruitment@ika.ie) (<mailto:xxx@ika.ie>)
2. Closing date for applications Sunday 4th of May
3. Applications reviewed and shortlist agreed
4. Round 1 interview online.
5. Psychometric Personality test of those shortlisted (results made available to candidates prior to interview)
6. Administrative exercise and Round 2 interview in Donor House, Park West.

IKA is an equal opportunities employer who is dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every element in the job description, we encourage you to apply anyway. You may be just the right candidate to for this or other roles.

### Region

Dublin 12

### Date Entered/Updated

10th Apr, 2025

### Expiry Date

4th May, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/community/115005-irish-kidney-association-office-manager>