

Age Action: Administration Assistant **(<https://www.activelink.ie/node/115344>)**



Post: Administrative Assistant

Location: Based in Age Action's Office in Cork

Garda Vetting is required for this role

Responsible to: Regional Programmes Manager

Competencies:

Experience of administration, Microsoft Office and IT would be essential. CRM database experience would also be advantageous. Strong organisational skills are essential along with a willingness to learn and adapt in a flexible role. Eligible to work in Ireland.

About Age Action

We are Ireland's leading advocacy organisation promoting equality for us all as we age.

We are working to create a just, inclusive and age-friendly society. We make our vision a reality through our advocacy work, direct services and education. We work to ensure older people's rights are respected and their voices are heard. We celebrate the contributions of older people and work to promote everyone's agency in older age. We lead the fight in challenging ageism, effecting long term change at government level and highlighting the disadvantages we face as we grow older in Ireland.

Our work is driven by an organisation that is professional in its operations and lives out its values of dignity, participation, diversity, social justice, and professionalism.

Everything we do is based on recognising uniqueness and experiences. Our work is varied, encompassing advocacy, education, volunteering for all ages and services for older people. We actively campaign on issues that directly impact us all as we age, such as income security, healthcare and housing. Additionally, we provide practical supports through our Information Service, Getting Started and Care and Repair services, as part of our mission to achieve fundamental change in the lives of all older people and facilitate a better quality of life.

The main duties and responsibilities are to assist in the following areas:

To support Age Action Programmes and General Administration throughout the organisation:

Duties including:

- Dealing with enquiries from the public for all programmes via phone and email
- Maintaining clear records and work plans
- Minute taking and recording of minutes
- Working across different teams to support Development Officers and Managers
- General administration and office duties
- Maintaining CRM database of contacts and activities
- Petty Cash/Lodgements
- Support the reception desk when necessary

- Ensure compliance with all Age Action's policies and procedures
- Maintain a flexible approach to all aspects of the job
- To attend meetings and training courses when necessary
- Carry out all reasonable requests of the Regional Programmes Manager

Age Action currently runs the following programmes in the region:

1. Care & Repair

Age Action's Care and Repair does small DIY jobs for older people to help them maintain their homes and their independence. Operating in Cork, Dublin and Galway, Care and Repair does jobs that might be more difficult to complete as we get older people but not big enough to call in a tradesperson.

Age Action's Care and Repair prioritises carrying out jobs in the homes of older people who are being discharged or have recently been discharged from hospital. If someone is coming out of hospital, no matter where they live, we would support them to make sure their house is safe. Care and Repair can remove trip hazards, install handrails, replace toilet seats or move a bed downstairs to make sure the home is ready for their return.

For any job that is too big or specialised for our team we can provide details of local tradespeople.

2. Getting Started

As part of the fight against digital exclusion and to combat digital literacy among older people, Age Action's Getting Started programme delivers training on computers, the internet and mobile phones to people over the age of 55. The programme addresses the challenges and barriers experienced by older learners. Volunteers are trained and supported to provide one-to-one tuition in a relaxed and non-formal learning environment. To date, the programme has trained over 43,000 people nationwide in hundreds of venues.

3. Volunteering

Volunteering is at the heart of our programmes at Age Action, supporting both Getting Started and Care and Repair. Our volunteer team support and train approximately 1000 volunteers annually. As volunteers give their time and effort for free, Age Action is committed bringing each volunteer on a journey, providing monthly training, ongoing support, and skills development opportunities. In recognition of the incredible difference volunteers make in the lives of those older people we serve, the volunteer team continually strive to improve the volunteer programme, ensuring internal processes align with international practice.

Conditions of Service

Salary: €31,208 based on a 35 hour working week

Contract Type: Fixed Term 12 months

Age Action practices a hybrid working model, combining office-based work in our offices and working remotely. Some travel may be necessary. Time off in lieu will be provided for any requirement to work outside normal office hours in the evenings or weekends.

How to Apply

- Please apply by submitting a CV and cover letter in word format, noting contact details for two referees by email to: recruitment@ageaction.ie (<mailto:recruitment@ageaction.ie>)
- Please quote reference AACRK25
- References will not be contacted without prior consent.
- The deadline for applications is 12 noon on Tuesday 20th May 2025.
- Interviews are expected to be held Age Action, Core House, Westpoint Business Campus, Link Road, Ballincollig, Cork, P31 E446 on Monday 26th May 2025.
- Informal enquiries are welcome to Jipe Kelly on [021-2067399](tel:021-2067399) (<tel:021-2067399>).

Age Action is committed to equality, diversity and inclusion and we do not accept discrimination of any kind. We are keen to recruit colleagues with a range of experience, regardless of age, disability, gender, gender identity, race, religion or belief, sexual orientation, marital or civil partnership status or maternity status.

Region
Cork

Date Entered/Updated
30th Apr, 2025

Expiry Date
20th May, 2025

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