

Society of Saint Vincent de Paul: Information Support Officer **(<https://www.activelink.ie/node/115480>)**



Information Support Officer

Reference No: VA455

Location: West Regional Office, Ozanam House, Upper Hartstonge Street, Limerick

Duration: Permanent Full Time

Hours: 37.5 hours per week

Published: Wednesday 7th May 2025

Closing Date: Midnight Friday 16th May 2025

We are currently looking to recruit a permanent full time Information Support Officer to join our Regional Office team in SVP Mid-West Regional Office. The post holder will have responsibility to work as part of the Regional Office team by providing a point of contact for service users to the Society who contact the Society by telephone, email, letter and in person seeking assistance/information are directed to the appropriate Conference. To treat those approaching the Society for help with dignity and respect in accordance with quality visitation guidelines. This is a great opportunity to join one of Ireland's largest voluntary organizations and make a difference in your community.

For the first 6-months of this role, the ISO will assist in membership recruitment at least one day a week which will involve but not limited to collaborating with volunteering associations, connecting with Area Presidents and work closely to plan and execute recruitment campaign.

Why work with SVP?

SVP Benefits

All SVP Benefits are subject to the prevailing policy and associated length of service requirements

- 23 days annual leave for all staff; Additional day's leave at 5, 10, 15 & 20 years, with a cap of 27 annual leave days
- Pension: 5% employer and employee contribution with an option to increase to 7% on a matching basis
- 2 discretionary days (Good Friday & Christmas Eve)
- Group discount for Hospital Saturday Fund (HSF)
- Paid Sick Leave: Sick Pay following 13 weeks, with entitlement increasing with length of service (Subject to terms of policy)
- Education Support for job relevant courses (Subject to terms of policy)
- Paid Maternity & Paternity Leave (18 weeks full maternity leave pay for staff with more than 12 months service & 2 weeks full paternity leave pay for staff with more than 12 months service)
- Employee Assistance Programme
- Life Assurance – four times annual salary
- Life Appreciation Recognition: Additional one-off 5 days annual leave allocated in year that 25-, 30-, 35- & 40-years' service achieved, plus €250 voucher
- Christmas Voucher: €250 voucher for all staff (Subject to terms of policy)
- Retirement: Staff with 10+ years' service will receive a €250 voucher on retirement
- Hybrid/Flexible Working Available: SVP support and embrace Flexible Working, including working from home, in line with the SVP Flexible Working Policy (Where appropriate and subject to role requirements and policy)
- SVP Experience Day: Up to one discretionary day per year to experience a different aspect of the work of SVP (Subject to conditions)

The ideal candidate will possess the following:

EDUCATION

- Certificate in Office Administration and Computer Course is essential.

KNOWLEDGE

- Knowledge of the Society and of its mission and values
- Knowledge of needs and issues of the poor and disadvantaged

EXPERIENCE

- One year's experience of handling a diverse range of callers – both in-person and by telephone is essential.
- Experience in Office Management.
- Experience of working within a busy information environment is desirable.
- At least two years' experience in providing varied administrative support in an office environment.
- An in-depth knowledge of the geography of the North West Region

SKILLS

- Excellent organisation and administrative skills.
- Excellent typing skills – ability to be on a phone call and type at the same time.
- Ability to work on own initiative or as part of a team.
- Excellent communication (written and verbal) and interpersonal skills.
- An ability to work well under pressure, resilient.
- Proficient in IT – MS Word, Excel, PowerPoint, and experience with a CRM database is desirable.
- An ability to display empathy, patience and a well-developed sense of humour.
- Ability to be flexible in approach and towards the role.
- Ability to maintain confidentiality.

ABOUT SVP:

SVP is a large, national, voluntary organisation with extensive experience of working with a diverse range of people who experience poverty and exclusion. Through its network of volunteers and staff, it is strongly committed to working for social justice and advocates the creation of a more just and caring society. SVP employs people to support volunteers in a variety of settings including housing, community care, shops, administration, and other specialist areas.

How to Apply:

If you meet these requirements and have the desire to join one of Ireland's best known, trusted and respected not-for-profit organisations, please complete the online application www.svp.ie/careers (<http://www.svp.ie/careers>).

Appointment is subject to satisfactory references and Garda Vetting. Canvassing will not be accepted and may lead to disqualification. Due to the large volume of applications, we are not in the position to provide individual feedback to candidates who are not shortlisted.

PLEASE NOTE: If you are interested in being considered for this position, please apply as soon as possible as the role may be closed in advance of the date shown above due to high volume of applications.

SVP is an Equal Opportunities Employer

Region

Limerick

Date Entered/Updated

8th May, 2025

Expiry Date

16th May, 2025

Attachment	Size
<u>Job Description - Information Support Officer 04.2025.pdf</u>	212.99 KB

Source URL: <https://www.activelink.ie/vacancies/community/115480-society-of-saint-vincent-de-paul-information-support-officer>