

Crann Centre: Centre Co-Ordinator **(<https://www.activelink.ie/node/115542>)**



Job Title: Centre Co-Ordinator

Reporting To: Split reporting between Head of Business Support and Client Care and Services Delivery Manager

The Crann Centre based in Ovens, Ballincollig, is a registered charity providing lifelong support for people of all ages living with neuro-physical disabilities, and their families.

We are seeking an experienced Centre Co-ordinator to join our team. The Centre Co-Ordinator will play a crucial role in ensuring the smooth operation of our facilities and services. This position requires a dynamic individual who can effectively perform facilities management and services administration. The role is split equally between supporting business operations and service delivery, requiring excellent organisational skills and the ability to multitask

This is a full-time position, 37.5 hours per week, working 9am – 5pm, Monday – Friday.

Responsibilities:

Business Support

- **Facilities Management:**
 - Manage contracts with third-party providers.
 - Review contracts and address day-to-day issues within the centre.
- **Impact Hub Administration**
 - Oversee the administrative aspects of our on-site office sharing facility.
- **Security Systems:**
 - Set up CCTV and electronic gates on a weekly basis.
- **Office Management**
 - Handle weekly ordering and stock management.
- **Room Bookings**
 - Manage bookings from external individuals.
- **Health and Safety Support**
 - Assist with health and safety items.
- **PPPG Maintenance**
 - Support the maintenance of Policies, Procedures, Protocols, and Guidelines (PPPGs).

Client Services

- **Client Scheduling**
 - Liaise with service managers re coordination of appointments
 - Schedule clients for service appointments
- **CRM Management**
 - Upload service sessions to Salesforce
- **Service Enrolments**
 - Update service enrolments for clients
- **Administrative Support**
 - Provide administrative support to the services team as needed
- **Data Quality Management**
 - Ensure CRM data quality.

Skills/ Experience/ Personal Attributes

- Experience and confidence in managing third party contractors.
- Understanding of health and safety regulations and practices is a nice to have.
- Experience in maintaining organizational policies and guidelines is a nice to have
- Experience with Salesforce or similar CRM systems.
- Strong administrative skills
- Excellent communication skills, both written and verbal
- Someone that keeps a level head in times of pressure
- Highly organised with the ability to multitask and prioritize effectively.
- Strong problem-solving skills and the ability to handle issues proactively.
- Ability to work collaboratively with different teams and departments.
- A customer-focused approach with a commitment to providing excellent service.

This role offers an exciting opportunity to be at the heart of our operations, ensuring both our business support and service delivery functions run smoothly. If you are a proactive, organised, and detail-oriented individual, we would love to hear from you.

Please send CVs to Gemma Leo at gleo@cranncentre.ie (mailto:gleo@cranncentre.ie) by Friday May 23rd.

Region

Ballincollig, Co Cork

Date Entered/Updated

12th May, 2025

Expiry Date

23rd May, 2025

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