

Tourist SOS: Support and Information Officer **(<https://www.activelink.ie/node/116157>)**



Support and Information Officer

Tourist SOS is looking for a compassionate and enthusiastic individual to support international visitors to Ireland who experience a crime or trauma and ensure they receive comprehensive care and information appropriate to their needs.

About Tourist SOS

Tourist SOS is a free service, unique to Ireland and dedicated to international visitors who experience crime and other traumatic incidents. We provide immediate support and help to deal with the practical problems tourists face, so they can put the incident behind them as quickly as possible and get back to enjoying their holiday.

Our staff and volunteers take the time to talk to tourists about what has happened, offering reassurance, information and guidance. Using our network of contacts, we can quickly help resolve problems, such as card cancellation, stolen travel documentation, flight/accommodation rescheduling and more.

About the Role - Support and Information Officer

The Support and Information Officer will provide support and practical assistance to visitors in Ireland and ensure that the information provided, for the benefit of tourists, is up-to-date and accurate at all times.

Main duties and responsibilities

- Provision of support and practical assistance to international visitors experiencing crime and trauma, in person, over the phone and by email.
- Maintain accurate record keeping ensuring quality of service provision.
- Maintain and develop good working relationships with key service stakeholders including Gardaí, embassies and the tourism industry.
- Assist the Manager in providing high quality comprehensive support and accurate and up to date information for use on Salesforce which will benefit all service users.
- Assist the Manager to identify and improve the quality and range of services offered.
- Assist the Manager with the compilation of statistics for presentations, board meetings, annual reports and funding requirements.
- Provide information and feedback to management on information gaps and issues affecting the service.
- Contribute to operational and procedural development of Tourist SOS.
- Provide mentoring and support to new staff and volunteers.
- Assist with promoting and marketing the service, where appropriate.

General Responsibilities

- Ensure compliance with Tourist SOS policies and other regulatory requirements appropriate to your role.
- Observe all health and safety rules and procedures.
- Ensure essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- Ensure all duties are carried out in a manner that promotes Tourist SOS policies.
- Ensure all information is maintained in accordance with the General Data Protection Regulation (GDPR).

- Attend and participate in meetings and training as required
- Undertake other duties as required by the role.

Skills Required:

- Knowledge and understanding of working directly with victims of crime/trauma and the possible complexities and dynamics involved.
- Knowledge of the criminal justice system and the impact of crime.
- Understanding and knowledge of the requirement of confidentiality and the maintenance of files in accordance with GDPR and other legal requirements.
- Ability to communicate professionally and sensitively both verbally and in writing to a wide variety of people and organisations.
- Demonstrate empathy and provide assistance in a patient and calm manner.
- Ability to work without direct supervision, prioritise work and deal with competing or conflicting demands.
- Think and plan operationally.
- Initiative to deliver practical solutions with good judgement and common sense.
- Eye for detail and organisation.
- IT and computer skills including Salesforce and Office 365.
- A foreign language (desirable but not essential)

You will report to the Service Manager. The position is full time at 37.5 hours per week. The service operates over 7 days and you will be required to work at weekends. The starting salary is €34,000.

The requirements of the role mean that you will be working in the Tourist SOS office in either O'Connell Street Garda Station or Pearse Street Garda Station. On occasion, you may be required to work from the office on Hanover Street East. This position does not facilitate remote/hybrid working.

Application Process

Please send a CV and cover letter outlining why you feel you are suitable for the role tohr@touristsos.ie (<mailto:hr@touristsos.ie>) by 2pm Thursday 26th June 2025. Interviews for the position will take place week beginning 30th June 2025.

Please direct any questions regarding the position tohr@touristsos.ie (<mailto:hr@touristsos.ie>)

Region

Dublin

Date Entered/Updated

11th Jun, 2025

Expiry Date

26th Jun, 2025

Source URL: <https://www.activelink.ie/vacancies/civil-liberties-human-rights/116157-tourist-sos-support-and-information-officer>