

## **Rape Crisis Midwest: Helpline & Office Administrator** **(<https://www.activelink.ie/node/116233>)**



### **Job Description**

**Position Title:** Helpline & Office Administrator

**Reporting to:** Executive Director

#### **Core duties will include:**

- Answering calls and query emails, taking messages and follow up when required.
- Responsibility for answering the Rape Crisis Midwest helpline, directing calls, message taking, logging calls etc.
- Maintain client confidence and protect operations by keeping information confidential
- Manage, order and stock control of office, admin and cleaning supplies
- Contribute to team effort by providing administrative support to the wider team
- Input data to national database and maintain records as appropriate
- Provide historical reference by developing and utilising filing and retrieval systems
- Ensure operation of office equipment and software
- Monitor center operational systems and prepare reports to ensure value for money is achieved
- Respond to other duties which may be assigned as required

### **Person Profile**

- Experience in office management roles(**essential**)
- Fully competent in Microsoft Office (Word, Excel, Outlook) software programs and applications and Internet applications (**essential**)
- Awareness of the impact of sexual violence on survivors(**desirable but not essential**)
- Trained in appropriate responses to personal disclosures or specialist sexual violence training(**desirable but not essential**)
- Strong administrative writing skills (**essential**)
- Excellent interpersonal and communication skills both face-to-face and on the telephone(**essential**)
- Strong organisation and time management skills(**essential**)
- Ability to cope with multi-tasking on multiple projects(**essential**)
- Ability to exercise discretion and diplomacy in dealing with clients and respect confidentiality in work-related matters (**essential**)
- Minimum of two years' experience in a similar role(**essential**)

### **Terms & Conditions:**

- **This is a 17.5 hrs per week, Monday to Friday role – on a fixed term 6 month contract**
- Working hours will ordinarily be from 9.30 to 1pm, though flexibility may be required from time to time
- Annual leave for this post will be 15 days pro rata
- Gross salary for this post is €16, 250 per annum

## NOTE FOR ALL APPLICANTS

- Garda Vetting is a requirement. All prospective employees are required to declare prior convictions and whether they have been or ever having been the subject of any investigation or inquiry into abuse or other inappropriate behaviour.
- Please send CV and cover letter outlining your suitability to the role to [recruitment@rapecrisis.ie](mailto:recruitment@rapecrisis.ie) (<mailto:recruitment@rapecrisis.ie>) – closing date **Thursday 17th July 2025 at 5pm**. Applications without cover letter will not be accepted.

### Region

Limerick

### Date Entered/Updated

16th Jun, 2025

### Expiry Date

17th Jul, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/116233-rape-crisis-midwest-helpline-office-administrator>