

Job Title:	Information Support Officer	Job Holder:	Vacant
Reports To:	Regional Coordinator	Location:	SVP North East & Midlands Regional Office, Tiernan House, Fair Green, Drogheda, Co Louth
Region:	North East & Midlands	Date of Job Description:	October 2022

1. PURPOSE OF THE JOB

The prime purpose of the role is to work as part of the team in the North East & Midlands Regional Office by providing a point of contact for service users to the Society who contact the Society by telephone, email, letter, 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.

2. ENVIRONMENT OF THE JOB

The 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 over 12,000 volunteers and 700 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 and hostels, community care, shops, administration and other specialist areas.

The North East & Midlands covers all of Meath, Westmeath, Longford, Cavan, Monaghan, and Louth.

The role is based in North East and Midlands, Regional Office in Drogheda. Given the diverse nature and size of the Society there is a requirement for the job holder to be flexible in their approach to ensure the needs of the organisation are met. There will be a need to assign additional /alternative tasks or duties dependent on the needs of the region and will be within the job holder's capabilities.

SVP is committed to ensuring that everyone we encounter, regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation. All employees are expected to act in accordance with SVP policies on Dignity & Respect and Safeguarding in respect of related Children and Vulnerable adults Safeguarding policies and procedures.

The Society is Christian based with a strong sense of Gospel values. The founder of the Society, Blessed Frederic Ozanam, was a devout Catholic and his legacy of spirituality remains a key element for volunteer members of the Society and underpins the conduct of conference meetings. It can often therefore be normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at meetings where members are in attendance as this underpins the ethos of the Society. There is no requirement for staff members to actively participate in the saying of prayers but to respect the ethos of the Society and be aware that this practice may occur.

3. GUIDANCE AND AUTHORITY

The job holder will report to the Regional Coordinator, who is the line manager and who reports to the Regional President.

The Regional Office performs the function of an administrative centre to support the core work of the Society. The prime purpose of the Regional Office is to support and enable the core work of Regional and Area Presidents and through them our Conferences and members.

The post holder is expected to operate with considerable autonomy. The nature of matters referred upwards are those:

- Where significant resistance is experienced in the development of good practice and implementation of policy.
- Where practice or proposed practice places stakeholders in a position of risk e.g., a child, a vulnerable adult, members, volunteers, the reputation of the Society.
- Where decision will have a significant impact on the workload of others.

4. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	HOW ACHIEVED
<p>1. General reception and administrative duties</p>	<ul style="list-style-type: none"> • Maintain a thorough understanding of the principals and policies of the Society of St. Vincent de Paul. • Ensure that existing procedures are adhered to. • Ensure that the front office is presented to a high standard (though phone, web, email and face to face reception duties). • Dealing with clients/Volunteers presenting through Front of House Reception. • Dealing with all telephone calls for assistance in timely manner and adequately recording required all data/information on database for onward submission to Volunteers. • Managing office supplies. • Assisting with bulk mailings as directed. • Maintain an incidents log. • Providing comprehensive administrative support including, photocopying, faxing filing and the storage and smooth retrieval of files. • Assist members in accessing SVP publications e.g., help/guidance booklets.
<p>2. Assisting those in need</p>	<ul style="list-style-type: none"> • Complete assistance requests by taking as much information as possible and inputting same into CRM. • Forwarding assistance requests to relevant Conferences as per established procedure. • Making of emergency calls to Conference Presidents on behalf of clients. • Making calls to other third parties as necessary. • Develop list of contact numbers in region of groups or other charities/organisations who could assist members in assisting those seeking assistance from SVP.

3. Reporting & Statistics	<ul style="list-style-type: none"> • Maintain a record of callers. • Prepare the assistance data for forwarding to National Office and forward same. • Prepare reports for Regional administrator as required.
4. Data Protection	<ul style="list-style-type: none"> • Ensure the recording, storage and distribution of client information is in accordance with SVP's data protection policy.
5. CRM Database Management	<ul style="list-style-type: none"> • Responsible for ensuring the accuracy and completeness of data held on the CRM – including the correct assigning of clients to Conferences. • Thorough data cleansing to ensure maximum accuracy. • Unlocking members locked out of the portal. • Setting up of members on CRM to ensure they have appropriate access to information.
6. Education Bursary & Fundraising Support	<ul style="list-style-type: none"> • Assist in the administration of the bursary to support its committee. • Handle enquiries from those wishing to fundraise and distribute packs. • To assist in any Regional/National fundraising initiatives as required e.g., Annual Appeal, Christmas Cards, regional car draw, etc.
7. Additional /Alternative duties	<ul style="list-style-type: none"> • To undertake other duties appropriate to the post which may evolve as the role progresses and until such time as this job description is reviewed/updated.

5. CHALLENGES

There are a number of challenges in this role, largely determined by the scale, complexity, and culture and changing context of the Society. This post will be operating in a dynamic and changing environment and has been developed as part of a wider reorganisation of our regions, services and functions.

- Acceptance of the dynamic of a complex, national, membership organisation and an understanding of how this both contributes to and constrains the work.
- Resilience and persistence in the face of handling sensitive and confidential information/interactions.
- Fluctuating demands for the help of the Society.

6. OTHER INFORMATION

In addition to the duties and responsibilities listed above, the job holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required from time to time to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such change.

The post is located in the North East & Midlands Regional Office, Drogheda, Co. Louth. The Society reserves the right to review and update this job description dependent on the needs of the organisation.

The Society is committed to the Right to Disconnect Code of Practice which applies to all employees irrespective of where they work, be that office, service, home or other remote location, or their working pattern, either core, shift, or flexible hours.

Given the nature of our organisation, employees may request or be required, depending on their role and agreement of management, to work in a more flexible manner and occasionally outside of their normal/standard working hours. Certain roles by their nature may have a requirement to work evenings or weekends and may be on a shift pattern (as detailed in the written particulars of employment), others may be required to attend evening or weekend meetings with members or may be subject to annual peaks and troughs in the workload. These are usually normal, expected, and foreseeable work-related requirements and staff should ensure that they receive the required breaks and compensatory leave as detailed in the Society's Time off in Lieu policy. Employees are responsible for notifying their manager in writing of any statutory rest period or break to which they are entitled to and were not able to avail of on a particular occasion and the reason for not availing of such rest period or break within one week.

7. EDUCATION, KNOWLEDGE, EXPERIENCE AND SKILLS TO UNDERTAKE THE ROLE AT A FULLY ACCEPTABLE LEVEL

EDUCATION

- Job Holder should be educated to Leaving Certificate level, however an office administration / secretarial or computer course would be beneficial.

KNOWLEDGE

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

EXPERIENCE

- At least two years' experience in providing varied administrative support in an office environment.
- One year's experience of handling a diverse range of callers – both in-person and by telephone.
- Experience in using IT systems and working with CRM databases/data entry essential
- Experience of working within a busy Helpline of Call Centre environment is desirable.
- An in-depth knowledge of the geography of North East & Midlands Region – Meath, Westmeath, Longford, Cavan, Monaghan and Louth (Desirable but not essential).

SKILLS

- Excellent organisation and administrative skills.
- Excellent touch-typing skill and speed.
- Ability to work on own initiative and as part of a team.
- Excellent communication (written and verbal) and interpersonal skills.
- An ability to work well under pressure, resilient.
- Experience working with MS - Outlook, Word, Excel and Word desirable.
- Ability to be flexible in approach and towards the role.
- Ability to maintain confidentiality.

The person must also demonstrate the following personal attributes:

- Be honest and trustworthy.
- Be respectful.
- Possess cultural awareness and sensitivity.
- Be flexible.
- Demonstrate sound work ethics.

8. COMPENSATION AND BENEFITS

Pension	A core DC pension offering with a 5% employer and employee contribution, and an option to increase to 7% employer contribution on a matching basis
Life assurance	Four times salary
Sick pay	Entitlement to sick pay following probation period, with level of entitlement increasing with length of service
Health plan	Group discount for Hospital Saturday Fund (HSF)
Annual leave	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
Discretionary days	2 Discretionary days (Christmas Eve & Good Friday)*
Maternity/ Adoptive leave	18 weeks full pay for staff with more than 12 months service
Paternity leave	2 weeks full pay for staff with more than 12 months service
Christmas Voucher	€250 voucher for all staff (subject to terms of policy)
Employee Assistance Programme (EAP)	6 counselling sessions provided per annum
Life Appreciation recognition	Additional one-off 5 days annual leave allocated in year that 25, 30, 35 & 40 years service achieved, plus €250 voucher
Retirement	Staff with 10+ years service will receive a €250 voucher on retirement
Education Support	Fee support up to €1,500 for job relevant courses, plus exam and study leave Education Support
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.

9. MAIN TERMS AND CONDITIONS

Contract Type:	Permanent Full Time
Hours:	37.5-hours per week
Pension:	5% or 7% employer contribution 5% or 7% employee contribution
Salary:	€33,756.61 per annum

10. STRUCTURE CHART



The information contained in this job description is a true and accurate reflection of the job as at the date specified.

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Job Holder

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Line Manager