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| Job Title: | Centre Administrator | Job Holder: | Vacant |
| Reports To: | Centre Manager | Location: | Ozanam House Community Resource Centre, 53 Mountjoy Square West, Dublin 1 |
| Region: | East | Date of Job Description: | August, 2023 |

1. PURPOSE OF THE JOB

One of the most important roles in the ongoing development of Ozanam House is that of the Centre Administrator. The Administrator plays a central role in the day to day running of the centre by providing general and financial administration support, maintaining effective and efficient office systems and leadership while keeping the office running smoothly and efficiently. They will manage the front of house, oversee and support the reception and administrative support team in the centre. They will be responsible for the administration of all programmes and courses that run in the centre as well as managing the recruitment, training and support for the volunteers who engage on these programmes. Oversee all aspects of the role efficiently and effectively in a busy, pressurised and multi task environment.

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 home visitation, Social Housing, Child and Family Services, Retail, Administration and other specialist areas.

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.

Ozanam House is a community resource centre operated by the Society and located in one of the most dynamic and vibrant communities in the country in Dublin's North Inner City. The centre was opened in September 2002 and is SVP's largest community resource centre. Since 2002 the centre has continued to grow with the development of various programmes and projects aimed at addressing the issue of social exclusion as well as the many needs of the local community. These include an Early Learning Centre, youth programmes, an active age group, an older men's group, parent support, health and wellbeing programmes along with a suite of adult education programmes.

Ozanam House is a vital stepping stone for members looking to engage in education and well-being programmes within a safe and non-judgemental environment. It not only offers programmes that develop skills in a wide variety of areas but also offers individuals, young and old, the opportunity to gain the confidence to develop in whatever way they require and the self-belief that they and their families can have a better future. Our members range in age from 3 to 92 years. In 2022, the centre catered for 520 members who accessed a wide range of programmes each week. Currently there are 15 SVP staff (5 full time and 9 part-time) and 35 active volunteer members who work in the centre each week all sharing their time, skills and passions to support others.

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 Centre Administrator will report to the Centre Manager

The post holder is expected to operate with considerable autonomy. The nature of matters referred
wards 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 |
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| 1. Reception | <ul style="list-style-type: none">• Maintain an efficient office and reception area while ensuring the Reception and front of house areas are kept tidy and free from clutter.• Maintain a welcoming environment at front of house in the centre, being positive and caring to service users and members of the centre, while updating Notice Boards and front of house information as appropriate.• Respond to queries and calls on a day to day basis while also providing cover at reception as first point of contact when reception is not staffed.• Oversee room rental in the centre to include:<ul style="list-style-type: none">○ Process room rental queries and bookings.○ Ensure invoices are raised appropriately and accurately.○ Coordinate room schedules and managing calendars to ensure that activities are arranged with no conflicts.• Provide support and training to reception and administrative support staff. |
| 2. Office Administration | <ul style="list-style-type: none">• Ensure that efficient and effective office systems are maintained.• Order stationary and office supplies, review costs on an annual basis, seeking the best service and cost at all times• Annual review of service contracts, seeking the best service and cost at all times.• Maintain records and files, in line with the Society's Policy & Procedures.• Update the database systems in line with procedures, to ensure they continue to meet the needs of the centre.• Set up new files when required and maintain an organised filing system in the office, develop and implement new protocol when and where needed.• Maintain and update company, employee and client records where needed.• Administration of information and maintain confidentiality and offer dignity and respect. |

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| <p>3. Finance Administration</p> | <ul style="list-style-type: none"> • Maintain, oversee and administer accurate accounts information and weekly financial transactions on the centres Finance Systems with the support of administrative support staff where appropriate. To include: <ul style="list-style-type: none"> ○ Keep records of all invoices. ○ Prepare cheques for signature. ○ Keep records of income and expenditure. ○ Create and update spreadsheets to record all daily and monthly transactions. ○ Prepare Monthly Bank Reconciliations ○ Support management to prepare the accounts for the annual audit. • Administer the Centre’s monthly accounts on the accounting system. • Support and assist in grant applications relating to community adult education programmes where appropriate. |
| <p>4. Programme Administration</p> | <ul style="list-style-type: none"> • Provide administration support of our Community Adult Education Programmes in line with procedures to include: <ul style="list-style-type: none"> ○ Advertisement and promotion of classes in advance of each term. ○ Advertisement and recruitment of tutors for classes while liaising with current tutors to confirm availability in advance of each term . ○ Organise a registration day prior to the start of term for all adult classes while supporting tutors and members of various classes throughout the term. ○ Oversee the schedule of classes in the centre on the room scheduling system ensuring class set up as required. ▪ Database administration - Management and control of data relating to programmes and projects using the in-house database and reporting systems for: students / classes / teachers / volunteers. • Compile analysis reports for all areas of operations including programme registration and attendance reports and service user reports. |

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| <p>5. Volunteer Recruitment</p> | <ul style="list-style-type: none"> • Oversee the recruitment, training and support of volunteers in line with the SVP Volunteer Policy and Safeguarding Policy and Procedure. This includes: <ul style="list-style-type: none"> ○ Liaise with the centre coordinators regarding their volunteer needs. ○ Liaise with SVP, Schools, Colleges and Volunteer Centres advertising roles in the centre. ○ Oversee and implement the volunteer training programme, scheduling training as required. ○ Respond to volunteer enquiries and escalate as appropriate. • Maintain the Volunteer Database, processing volunteer applications and ensure data is updated on a regular basis. • Communicate with the volunteers with the support of the Communications, Media and Design committee. • Provide administration and planning for the annual Volunteer celebration event in the centre. |
| <p>6. Safeguarding</p> | <ul style="list-style-type: none"> • Implement required safeguarding practices, following SVP Safeguarding policies and procedures. • To report to the Designated Liaison Person in the centre any concerns you have in regard to the safeguarding of members in the centre. • Maintain an awareness of best practices in safeguarding children and adults. • Engage in the annual safeguarding risk assessment and review procedure in the centre. |
| <p>7. Health & Safety</p> | <ul style="list-style-type: none"> • Be a member of the Health and Safety Committee in the centre. • Attend quarterly meetings and be a lead member in the H&S and risk assessment review undertaken each year • Promote and practice good health and safety awareness in the centre at all times. |
| <p>8. General</p> | <ul style="list-style-type: none"> • Promote the culture and ethos of the Society of Saint Vincent de Paul and its founder Frederic Ozanam in all aspects of our work in Ozanam House. • Support all volunteers and staff to understand and reflect that ethos in all aspects of their own work and interactions in the centre while promoting the ethos in |

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| | <p>all interactions with service users and the wider community.</p> <ul style="list-style-type: none"> • Act as a member of Ozanam House’s Development Committee, taking part in and contributing to the ongoing strategic development of Ozanam House Resource Centre. • Support the Centre Manager in the review of policies and procedures on an annual basis. • Work with other staff as part of a team, promoting a team work ethic, overseeing and ensuring clear communication systems at all times. • Undertake relevant duties allocated by the Centre Manager. • Represent the centre at community committee meetings as requested. |
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5. CHALLENGES

There are a number of challenges in this role, largely determined by the scale, complexity, voluntary nature and high levels of local autonomy with the Society.

- Acceptance of the dynamic of a complex, national, membership organisation and an understanding of how this both contributes to and constrains the work.
- Influencing others not under direct authority.

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 requirement/ change.

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

Qualifications:

- Candidate to be educated to Leaving Certificate level or equivalent is essential.
- Further education in office administration or relevant 3rd level education would be beneficial.

Experience:

- At least 2 years experience of office administration is essential.
- Experience in account administration is essential.
- Experience of dealing directly with the public in a support setting is essential.
- Experience of working in a similar environment would be an advantage.
- Experience of the voluntary sector would be an advantage.

Knowledge, Skills and Aptitudes:

- An ability to multi-task, with excellent organisational and time management skills.
- Strong communication and interpersonal skills .
- Strong knowledge of MS Excel (creating spreadsheets and using financial excel functions).
- An ability to work on his/her own initiative.
- An understanding and interest in community development and social inclusion issues.
- A team player with an ability to prioritise tasks and to work well under pressure.
- An ability to be detail-orientated, proactive, supportive and adaptable.

The person must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be resilient and determined
- Process cultural awareness and sensitivity
- Flexible and enthusiastic and resourceful
- Enjoy being part of progressive and energetic team.

8. COMPENSATION AND BENEFITS

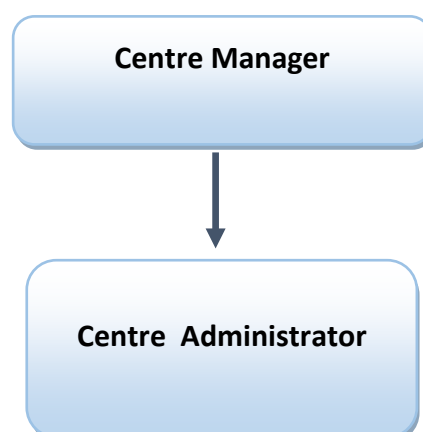
All SVP benefits are subject to the prevailing policy and associated length of service requirements

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| 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 13 weeks, with level of entitlement increasing with length of service (Subject to terms of policy) |
| 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 Further Education Support (Subject to terms of the policy) |
| 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) |

8. MAIN TERMS AND CONDITIONS

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| Contract Type: | Permanent, Full Time |
| Hours: | 37.5 hours per week (Monday to Friday 9:00am to 5:30pm) |
| Pension: | 5% - 7% Equal contribution pension scheme |
| Salary: | €35,000 per annum |

9. 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