

Job Title:	Office Support Administrator (Maternity Cover)	Job Holder:	Tatum McMahon
Reports To:	National Secretary	Location:	National Office, SVP House, 91/92 Sean McDermott Street, Dublin 1.
Region:	National Office	Date of Job Description:	November, 2023

1. PURPOSE OF THE JOB

To provide efficient reception, facilities and administration duties for National Office and Shared Services. Given the diverse nature of the Society, there is a requirement for the post holder to be flexible in their approach to ensure the needs of the organisation are met.

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 social housing, community care, shops, administration and other specialist areas.

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.

SVP employs people to support members in a variety of settings. SVP also employs people to support other staff given their specialist roles and functions. The role of Office Support Administrator caters for both of these needs with customers to this role being both staff and members internal to and external to National Office. This role is key to supporting efficient performance of everyday activities and projects/events.

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3. GUIDANCE AND AUTHORITY

The Office Support Administrator will report into the National Secretary, however will be expected to work with considerable independence and work closely with Member Support Administrator for periods of leave cover.

The post will also have considerable liaison with the Executive Assistant to the National Secretary.

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
1. Reception/National Office reception duties.	<ul style="list-style-type: none">• Provide switchboard and answering service duties in line with the ethos and values of the Society including answering, responding to and redirecting telephone calls.• Ensure messages for answering service are appropriate and in date.• Refer phone and email requests for support to the Information Support Officers in the relevant Regional Office.• Provide administration support and responses to info@svp.ie mailbox emails within 48 hours of receipt of email.• Escalate complaints/queries/emails to relevant function and escalate non responses as required, by email.• Provide suggestions and actions for continuous improvement of support provided within remit of role.
2. Supporting Visitors/Suppliers to National Office/Internal customers	<ul style="list-style-type: none">• Greet visitors to National Office in a professional, friendly and customer orientated manner.

	<ul style="list-style-type: none"> • Liaise with suppliers for deliveries. • Support catering requests and needs to include arranging refreshments as requested. • Review catering suppliers to ensure meets the needs of stakeholders for quality and value for money are achieved. • Ensure kitchen supplies are maintained for refreshments in National Office for staff and visitors. • Order taxis as requested. • Arrange couriers as requested. • Book rooms and maintain meeting room booking system as required.
<p>3. Stationery and office equipment</p>	<ul style="list-style-type: none"> • Maintain stock levels of stationery and office supplies for National Office and Shared Services. • Pro-actively replenish supplies • Carry out stock checks on bi-weekly basis and reorder as required. • Ensure stock areas are maintained, tidy and organised. • Maintain mail rooms supplies on the 3rd floor and ensure copier paper is in stock. • Change cartridges and toners in printers as required. • Liaise with printer supplier or SVP Facilities as required for maintenance and printer supplies as required. • Dispatch stock to Regional Offices, Areas, Conferences as required such as Fundraising materials.
<p>4. Postal/Mailing duties</p>	<ul style="list-style-type: none"> • Collect, open and distribute incoming post (including PO Box) in line with approved procedures e.g. two employees required to be present to open post. • Administer outgoing post to include regular post, registered post, high volume mailings and parcels. • Maintain AnPost account supplies such registered/Swift post supplies. • Manage the licenced post invoices e.g., prepaid

	<p>post activities.</p> <ul style="list-style-type: none"> • Ensure franking machine have sufficient funds available for required post. • Liaise with franking machine supplier for maintenance and supplies. • Operate trace and track systems for registered post as requested.
5. Other Administration/co-ordination	<ul style="list-style-type: none"> • Provide administration support to other functions as requested. • Maintain orderly office environment to appropriate storage and archiving. • Develop and maintain efficient and effective filing systems as requested. • Assist with event management/administration of National events /appeal launches as required such as Support Member Support Administrator and National Council Meetings. • Be a point of contact for functions/staff regarding specific print requirements /special stationery.
6. Member Support Administration cover	<ul style="list-style-type: none"> • Work collaboratively with Member Support Administrator on areas of joint responsibility • Provide cover for the role of Member Support Administrator during periods of leave and support at other times as requested. • Ensure annual leave is arranged to provide effective cover for Member Support Administrator. • Follow procedures and practices of the role of Member Support Administrator during times of cover.
7. Support for Executive Assistant to National Secretary	<ul style="list-style-type: none"> • Provide administrative support to National Secretary as required. • Circulate Area President report to all Area Presidents via email as requested. • Provide administration support for the Executive Assistant as required.
8. Other duties	<ul style="list-style-type: none"> • Provide administration support for Heads of Functions as requested. • Other duties that may arise as identified by the

Line Manager / as the role evolves.

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

EDUCATION

- Educated to Leaving Certificate level or equivalent is essential.
- Qualification in office administration or relevant 3rd level education 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

- A minimum of 2 years' experience in providing high quality, fast paced and varied administrative support in an office environment is essential.
- Experience of co-ordinating high-volume activity and support the organising of events.
- Experience of operating CRM database and confident user of MS Office including Word, Excel, PowerPoint to the best advantage of the task/project at hand and efficiency of same.

SKILLS

- Customer focused with excellent communication skills by telephone, face to face and by email in a professional, empathic and compassionate is essential.
- Ability to provide high level administrative and organisation skills and attention to strong detail and accuracy is essential.
- Ability to follow up with stakeholders in a supportive manner.
- Have an ability to quickly establish and maintain rapport with a diverse range of stakeholders.
- Ability to carry out tasks with a high level of initiative in a fast paced working environment.
- Ability to work on own initiative and as part of a team.
- Excellent time management skills.

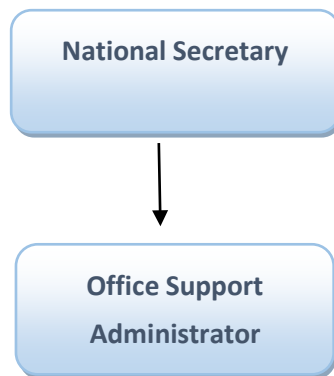
The person must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics

8. MAIN TERMS AND CONDITIONS

Contract Type:	Specific Purpose (Maternity Leave Cover)
Hours:	37.5 hours per week
Pension:	5% or 7% employer contribution 5% or 7% employee contribution
Salary:	€33,756.61 gross 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