

<b>Title</b>	Administration Officer
<b>Status</b>	Permanent subject to probation
<b>Location</b>	Offices of the Company commencing in the Dublin 8 office
<b>Reporting to</b>	Designate of the CEO
<b>Salary</b>	BCP Officer Level 1 starting point €25,000 – €30,000 depending on experience
<b>Pension contribution</b>	5% new entrants to Pension Scheme after 6 months' probation
<b>Holidays</b>	24 days annual leave PA

### Role Description

**Role Purpose** – The Administration Officer is required to work as part of the BCP staff team implementing objectives and actions set out in the BCP's annual Programme of Work.

**Duties of the role** –The role will have a number of key elements including

- Provide clerical and administrative support for management and staff
- Provide reception/front of house cover duties including but not limited to welcoming clients and other visitors, managing calls, scheduling appointments, recording attendance, ensuring health & safety procedures are adhered to
- Preparing the welcome pack for each new referral to BCP programmes
- Responsibility to ensure that there is access to printed informational leaflets available in the public areas that inform clients of the full range of supports available through the programmes of BCP
- Ensure that minimum staffing numbers are onsite at all times to ensure the security of all staff in the centre
- Responsibility for day-to-day health and safety monitoring of interview and training rooms ensuring that public health advisory protocols are maintained
- The provision of administration support in the form of preparation of learner materials and resources for programmes and workshops
- Effective, timely and accurate data entry in the CRM systems as required
- Assist with administration and document management using BCP's SharePoint intranet system
- Adhere to BCP policies and internal controls in order to maximise efficiency and minimise risk exposure
- Ensure compliance with the Company's data protection policies to ensure compliance with data protection legislation (GDPR requirements)
- Participate in all training/ development as directed
- Any other duties which may be assigned from time to time

### **Qualifications**

The minimum qualification is Leaving Certificate. (QQI level 4) or equivalent. A qualification in office systems/administration would be desirable.

### **Knowledge & Expertise**

The Administration Officer should be able to demonstrate experience and expertise in the following areas:

- Experience of working in a busy office setting
- Expertise in the logistics of appointment scheduling and maintaining a diary system
- Expertise in MS Office packages
- Experience of CRM systems (MS Dynamics/Salesforce experience desirable)

### **Skills & Competencies**

The Administration Officer should be:

- Experienced in the keeping of files both in soft and hard copy format
- Able to self-direct and prioritise work
- Able to conduct her or himself in a way that commands confidence and respect.
- Highly computer literate in dealing with standard MS word and data processing, spreadsheet and communication packages.

### **Character & Personal Qualities**

- Be passionate about learning, creative and forward thinking.
- Able to work in a self-directed dynamic manner
- Be flexible in line with the business needs of the organisation
- Can demonstrate ability to develop positive professional working relationships with managers, colleagues and clients
- Understand and show commitment to the values of BCP
- Fair, impartial and open to new ideas and information.
- A role model for lifelong learning and continuous professional development.

<b>Key Skills</b>		
Candidates will be shortlisted on the basis of illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
	<b>Essential</b>	<b>Desirable</b>
<b>Education/ Qualifications:</b>		
• Leaving Cert standard at a minimum	✓	
• Office skills training	✓	
• Professional qualification in office systems		✓
• Willingness to undertake professional development	✓	
• Trained in multiple database packages		✓
<b>Knowledge/skills/attributes:</b>		
• Ability to analyse wide ranging information to monitor & report on trends		✓
• In depth knowledge of complex office systems		✓
• In depth knowledge of computer systems	✓	
• Problem solving	✓	
• Experience in working directly with the public	✓	
• Excellent communication skills –verbal and written,	✓	
• Knowledge of the unique challenges of working in an NGO organisation		✓
• Company focus	✓	

<ul style="list-style-type: none"> <li>• Able to plan and organise at an organisational and personal level</li> </ul>	✓	
<b>Experience:</b>		
A minimum of 1 years' experience in an office setting		✓
<ul style="list-style-type: none"> <li>• Experience of working in a team environment</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Experience of team work in a busy office environment</li> </ul>	✓	