



## Job Description - Refuge Administrator

<b>Job Title</b>	<b>Refuge Administrator</b>
<b>Hours of Work</b>	Part Time – 30 hours a week (onsite Monday – Friday)
<b>Responsible For</b>	<ul style="list-style-type: none"> <li>As Refuge Administrator, you will be a key member of the Sonas Refuge team reporting to the Refuge Service Manager.</li> <li>Responsible for Administration, Information Technology, Health and Safety, Rent Collection, and Housekeeping tasks</li> </ul>
<b>Location</b>	Dublin 15

### Overview

The Refuge Administrator works with the Sonas Refuge Service Manager, Team Leader, and Support Team to support the smooth operation of the refuge. Managing administrative tasks, overseeing IT-related activities to ensure the efficient functioning of IT systems. Maintains compliance with Health and Safety regulations to ensure the safety of residents and staff. Coordinating housekeeping duties and ensuring the cleanliness and maintenance of refuge facilities.

### Key Responsibilities

#### Administration:

- Phone line management phone and collecting data for incoming and outgoing calls.
- Efficiently handle all incoming and outgoing mail, parcels, and deliveries
- Maintain office procedures ensuring that administrative tasks and workflows are organised, efficient, and consistent.
- Manage filing system and oversee archiving of files in accordance with Sonas Data Protection and Retention Policy
- Effectively order stationery and consumables and maintain inventory levels to support the operational needs of the office.
- Accurately documenting the hours worked by Relief employees.
- Ensure all computer and office equipment is in working order and liaise with external IT company as required.
- Monitoring and tracking the Refuge Email account, overseeing incoming and outgoing emails, ensuring compliance with policies and regulations, and responding to inquiries or requests in a timely manner.

#### Health and Safety

- Manage a controlled entry system overseeing access points (gates and doors) to ensure individuals can enter and exit while maintaining security.
- Monitor Fire and Security systems, liaising with Monitoring Centre and contractors regarding issues that arise.
- Designated Fire Warden for the building, with responsibility for organising quarterly fire drills and routine fire checks within the building outside of a fire drill or evacuation.

- Conduct Weekly Apartment inspections, and liaise with housing department regarding maintenance required.
- Liaise with and manage Sonas's contractors coming on site.

### **Financial Administration**

- Weekly rent collection from Refuge clients, maintaining accurate records of all rental income.
- Oversee Donations and Charitable gifts to the refuge, liaising with Finance Department
- Manage Petty Cash System, reconciling and produce reports as required.

### **Housekeeping**

- Purchase of emergency supplies and apartment stock, maintaining inventory levels to support the operational needs of the Refuge, updating Stock Control and Purchase Order systems.
- Provide administrative co-ordination of Refuge admissions.
- Managing Refuge storage areas ensuring all items are stored efficiently, safely, and in a manner that allows for easy access when needed.
- Oversee the operation, maintenance, and cleanliness of the Refuge Laundry Room to ensure it meets the needs of users efficiently.
- Assessing the cleaning requirements for the refuge building's common areas and individual apartments, determining the frequency of cleaning needed, specific tasks to be performed, and any specialised cleaning needs. Monitoring to maintain cleanliness and hygiene standards.

### **Person Specification**

#### **Education and Qualifications: Essential**

- A relevant qualification in Office Management, Business Administration, Information Technology or similar
- A full clean driver's license and access to a car

#### **Relevant Experience: Essential**

- A minimum of three years relevant experience in an Administrative role
- Excellent written and verbal communication skills; the ability to work successfully with a range of stakeholders.
- Strong problem-solving and technical skills including competence in use of IT systems, and the capacity for proactive thinking and planning.