

Job Title: Centre Administrator
Reports To: Centre Manager
Department: Child & Family Service
Location: Croi na Gaillimhe Resource Centre,
Mill Street, Galway, H91 AK65
Job Holder: VACANT
Date of JD: 2025



Contract Type: Permanent Full Time
Hours: 37.5 hours
Salary: €31,750.81

About SVP

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 volunteers and employees, it is strongly committed to working for social justice and advocates the creation of a more just and caring society.

SVP is an equal opportunity employer committed to treating all individuals with dignity and respect. We are dedicated to protecting everyone we encounter from all forms of harm, abuse, neglect, and exploitation, in accordance with Irish equality legislation. All employees are expected to adhere to SVP's Dignity & Respect and Safeguarding policies, including those pertaining to children and vulnerable adults.

The founder of the Society, Blessed Frederick Ozanam, was a devout Christian and his legacy of spirituality remains a key element of the make-up of every Conference within the Society. It is normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at other meetings where members are in attendance as this underpins the ethos of the Society. You are not required to take part.

Purpose of the Role

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.

Guidance and Authority

The post holder is expected to operate with considerable autonomy, referring matters to their line manager when significant resistance is encountered in implementing good practices or policies, when actions may place stakeholders such as children, vulnerable adults, scheme participants, volunteers, or the Society's reputation at risk, or when decisions could substantially impact the workload of others.

Principle Accountabilities

The role holder will be responsible for:

Reception Management

- Maintain a tidy, efficient reception and front office area.
- Greet clients, visitors, and staff warmly and professionally.
- Assist individuals with general queries.
- Maintain visitor logs and ensure building security protocols are followed.
- Respond to phone and in-person queries daily; provide reception cover when needed.
- Supervise and support reception CE Scheme staff.

Office Administration

- Maintain effective office systems and ensure equipment is in working order.
- Order and monitor office supplies, reviewing costs annually.
- Set up new files when required and maintain an organised filing system in the office.
- Maintain asset inventory for Croí na Gaillimhe.
- Organize and maintain records and files in line with SVP policy.
- Promote events via social media and other channels.
- Oversee room rental bookings, calendars, and conflict-free scheduling.

Finance Administration

- Administer and update financial records (e.g., spreadsheets, QuickBooks, Agresso).
- Work with Conference Treasurer on updating Agresso.
- Maintain accurate records of invoices, income, and expenditure.
- Manage petty cash and ensure prompt payment from debtors.
- Update daily/monthly transaction logs and complete bank reconciliations.
- Support preparation for annual audit.

Programme Administration

- Provide administration for all programmes, classes, and workshops.
- Promote and advertise classes before each term.
- Organise registration days and support tutors/volunteers.
- Schedule classes, ensuring setup and room availability.
- Update Salesforce database for reporting on programmes.

Volunteer Recruitment & Support

- Oversee volunteer recruitment, training, and support per SVP Volunteer Policy and Safeguarding Policy and Procedures.
- Coordinate with centre staff to identify volunteer needs.
- Liaise with schools, colleges, and volunteer centres to promote roles.
- Implement training programmes and maintain volunteer records in the CRM.
- Respond to volunteer enquiries and escalate appropriately.

Safeguarding

- Implement and follow SVP Safeguarding policies and procedures.
- Report safeguarding concerns to the Designated Liaison Person.
- Stay up to date with best practices for child and adult safeguarding.
- Participate in annual safeguarding risk assessments and reviews.

Health & Safety

- Promote health and safety awareness throughout the centre.
- Maintain logs for emergency lighting, fire safety equipment, and security system checks.
- Report workplace hazards to the Centre Manager.
- Complete required health & safety and fire training.

General Duties

- Assist the Centre Manager in reviewing policies and procedures annually.
 - Foster teamwork and effective communication across staff.
 - Carry out duties as allocated by the Centre Manager.
 - Support in preparing financial information for audits.
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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.

- Ensuring confidentiality at all times
- Acceptance of the dynamic of a complex, national membership organisation and an understanding of how this both contributes to and constrains the work.
- Ensuring a friendly and supportive atmosphere at all times.

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.

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.

Education, Experience, Knowledge and Skills Required

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

- 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).
- Knowledge of working with accounts packages, ideally Quickbooks and Agresso
- Knowledge of working with databases e.g. CRM and Salesforce
- 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 flexible
 - Demonstrate sound work ethics
 - Be resilient and determined
 - Possess cultural awareness and sensitivity
 - Enjoy being part of a progressive and energetic team
 - Confidentiality
 - Other
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Compensation & Benefits

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

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