**Information and Administrative Officer – Restorative Justice Services**

**Job Description**

**Job title:** Information and Administrative Officer

**Reporting to:** Operations and Finance Manager

**Location:** Marshalsea Court, Merchant’s Quay, Dublin 8 - however, travel may be associated with this post.

**Working Hours:** Part -Time – 25h per week (excluding unpaid break) - 5 mornings

**Contract Type:** Permanent subject to funding

**Salary:** 8 point PayScale starting at € 30,300 (pro-rata)

**Must be available to work between 8.30am – 14.00** based on the needs of the Organisation. Working outside of these hours may be an occasional feature of this role and will be considered to be part of normal working conditions associated with the post.

**Background to the Role**

The Information and Administrative Officer will report directly to the Operations and Finance Manager and will be part of the Administrative Team. They will primarily handle a wide range of client facing and administrative tasks. They will also be required to work closely with all teams across the organisation.

**Information and Administrative Duties**

* Referrals related administration.
  + Answer queries relating to new and existing referrals over telephone, email and otherwise as per RJS processes.
  + Manage referrals and associated administrative processes, including data entry on our Salesforce CRM.
  + Liaise with RJS statutory and non-statutory stakeholders in relation to the our referrals.
  + Manage referral/case related statistical information and prepare monthly service report.
  + Assist in the compiling of additional statistical information and report building as directed by your line manager
* Office
  + General Reception duties as required.
  + Act as the first point of contact for all people visiting or ringing the office.
  + Ensure offices are fit for purpose each day.
  + Assist the Administrative Team in general office duties.
  + Maintain office systems and assist with the administration and support of the SharePoint, and CRM systems.
  + Assist the Administrative Team with GDPR, Health and safety duties.
* Administration
  + Provide administrative support to all RJS teams as required.
* Service Delivery
  + Coordinate attendance schedule for Restorative processes with relevant stakeholders.
  + Support the RJS team in the delivery of the service.
  + Coordinate Restorative Awareness sessions as required.
* Website and Social Media
  + Ensure RJS Website and Social Media are up to date

**General duties:**

* Attend supervision with your line manager
* Attend training and events as required
* Assist in all aspects of the work of RJS as required and carry out all other duties as determined by the RJS Executive and/or Board of Directors. Key responsibilities may evolve and change over time.

***Note:*** *The duties listed in the job description are not exhaustive and you may be expected to*

*perform other duties as are reasonable in the course of your work with Restorative Justice*

*Services.*

**Person Specification**

**Essential**

* **Available to work on site 25h per week between 8.30am and 2.00pm**
* **3 years’ experience with similar responsibilities in a busy office environment**
* **Excellent I.T proficiency, including Office, Microsoft Teams and CRM/Database**
* Proven track record of data reporting and analysis skills.
* Minimum QQI5 level certificate or equivalent recognised in Ireland
* Fluency in the English language both written and oral
* Excellent knowledge and understanding of general office administrative duties
* Excellent interpersonal and organisational skills.
* Experience in engaging with various stakeholders, including members of the public, statutory and non- statutory organisations.
* Excellent verbal and written communication skills.
* Understanding of GDPR and management of sensitive information.
* Flexible and positive approach to work.
* **Eligible to work in Ireland – This role does not meet the requirements for the Labour Market Test.**

**Desirable**

* Experience of working in the voluntary / community sector
* Website and Social Media management experience
* Knowledge of the Irish Justice System is an advantage.