

2025

Women's Aid Recruitment Pack

**Business Support
Administrator**

Women's  Aid

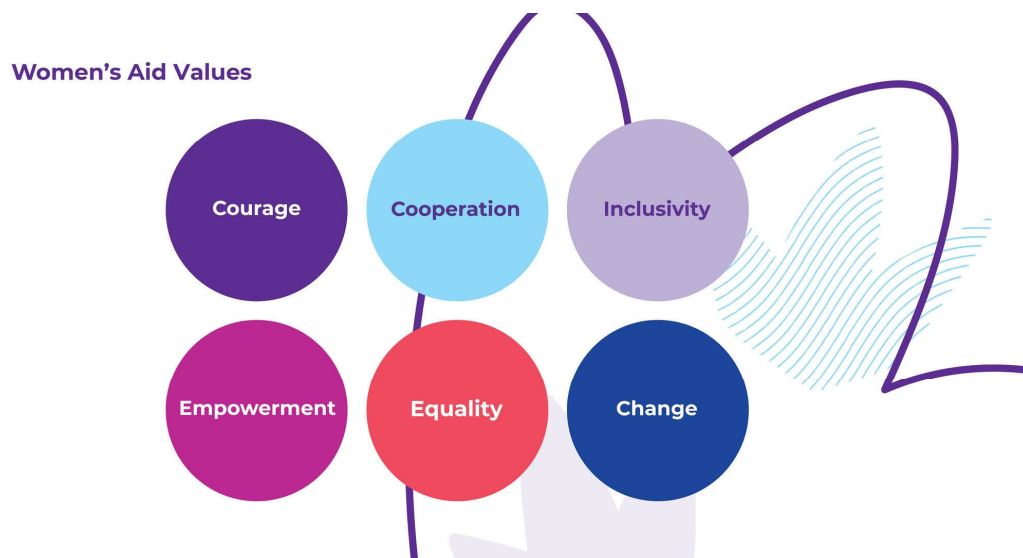
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About Women's Aid

Women's Aid is a national, feminist organisation working to prevent and address the impact of domestic violence and abuse, including coercive control. We do this by advocating, influencing, training, and campaigning for effective responses to reduce the scale and impacts of domestic abuse on women and children and providing high quality, specialised, integrated, support services.

Women's Aid Values



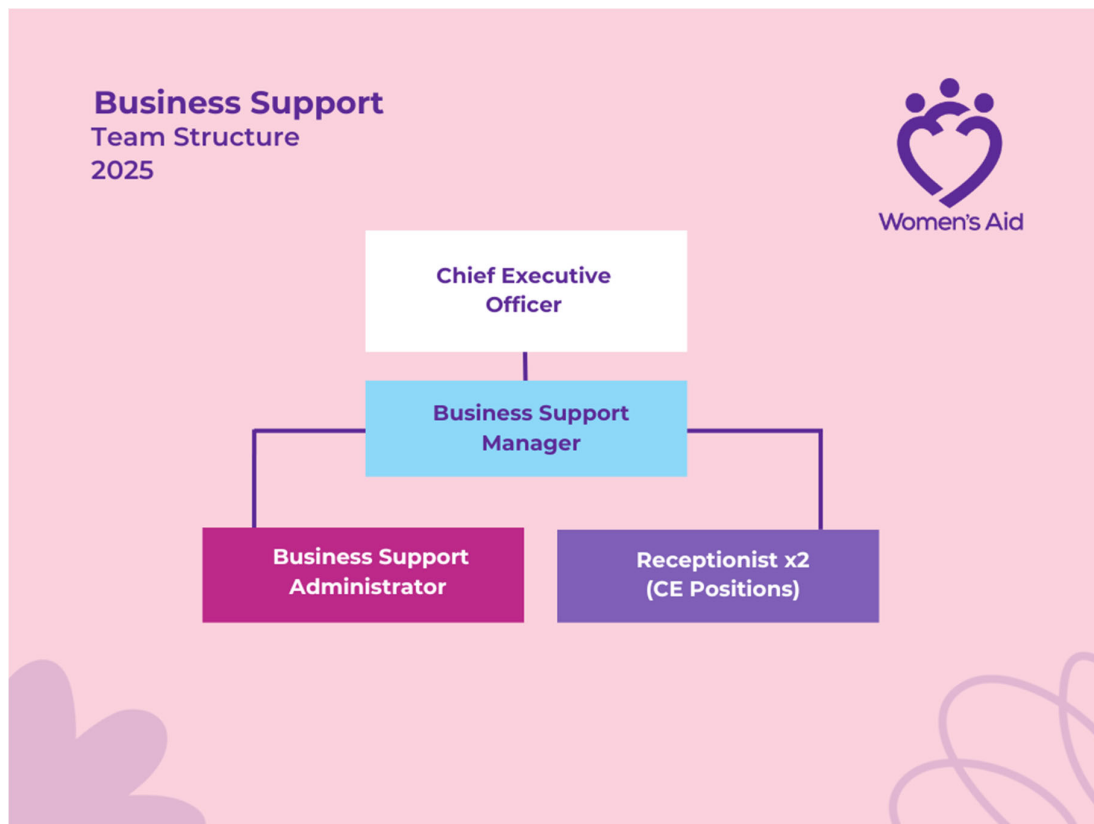
To achieve our purpose and vision of zero tolerance of domestic abuse and all forms of violence against women Women's Aid:

- Acts with **courage** to boldly challenge patriarchal systems, structures, and attitudes in all aspect of our work.
- Works in **co-operation** to share knowledge, skills, and expertise to achieve shared goals and improve responses to domestic violence and abuse.
- Strives to embed **inclusivity**, diversity, and accessibility across all our work.

- Seeks the **empowerment** of women to exercise agency on their own behalf as a right, whatever their circumstances.
- Believes that achieving **equality** in status, rights and opportunities for all women is essential to address the causes and consequences of domestic violence and abuse.
- Works to achieve positive **change** for everyone through a combination of individual, community-based and social action.

Our vision is an equal Ireland with zero tolerance of all forms of violence against women, including domestic abuse. For more information read our [current Strategic Plan](#).

Business Support Team Structure



Benefits of Working with Women's Aid

- **Annual Leave:** Annual leave entitlement is 25 days per annum pro rata.
- **Privilege Days:** Good Friday and Christmas Eve.
- **Pension:** Women's Aid operates a contributory pension scheme which all employees may join after 6 months in the organisation.
- **Maternity Leave:** Women's Aid will pay full salary (less Social Welfare benefits) for the period of the 26 weeks paid leave (subject to 1+ year service).
- **Parents' Leave:** 9 weeks' leave topped up to full salary during the first 2 years of a child's life, or in the case of adoption, within 2 years of the placement of the child with the family for eligible employees.
- **Employee Assistance Programme:** Women's Aid provides an extensive employee assistance programme.
- **Death in Service Benefit:** Available for all employees to the value of 2 years' salary.
- **Trade Union Membership:** The employees of Women's Aid have an option of joining the recognised representative Trade Union Forsa.
- **Training Allowance:** Annual allowance for employees to undertake training to enhance skills and expertise (subject to budget availability).
- **Travel Supports:** Bike-to-work schemes and tax saver commuter tickets.
- We also offer a range of other supports, including paid leave for employees experiencing **menopause, problematic periods** or subject to **domestic abuse**.
- **Equality and Diversity:** Women's Aid is committed to the promotion of equal opportunities and cultural diversity.
- **Lived experience:** While lived experience as a survivor of domestic abuse is not a requirement for any role in Women's Aid, we welcome applications from suitably qualified individuals with lived experience.

About the Role

- **Title:** Business Support Administrator
- **Reference:** BSA2025 (please cite in all communications with Women's Aid).
- **Reports to:** Business Support Manager
- **Contract:** Permanent, Part-time, 21 hours per week.
- **Hours:** Women's Aid's full-time working week is 35 hours (excluding lunch). This part time role will generally cover mornings 9am- 1pm Mon-Thursday, and 9am-2pm Fridays. However, some flexibility may be negotiated with the successful candidate.
- **Location:** Primarily based at Women's Aid head office in Dublin 2. Women's Aid operates a Hybrid Working Policy and a % of hybrid working will be considered upon application, subject to completion of on-boarding/probation.
- **Salary:** The starting rate for this post is between €29,206 - €36,386. This role sits on the Women's Aid Administrative Officer Pay Band €29,206 - €43,566 (rate commensurate to relevant experience, in line with company remuneration policy).

Purpose of the Role

We are hiring a dynamic and motivated individual who has excellent administration experience to work for a collaborative and growing organisation. This varied role will support the smooth and efficient running of Women's Aid.

Duties and Responsibilities

To support the Business Support function of Women's Aid primarily with administrative support in areas related to Human Resources (HR), Payroll, Health and Safety and Facilities within the organisation, as follows:

Human Resources:

The Business Support Administrator will **ensure employee records are maintained and updated efficiently and appropriately**. Duties include:

- Updating internal HR and data management systems to ensure employee files are maintained efficiently, appropriately and are up to date.
- Supporting operation of the company HR database (HRLocker), including acting as a HR Locker superuser and key contact for Finance Team and departmental administrators.
- Ensuring employee and recruitment records are maintained and systematically deleted in accordance with the General Data Protection Regulation (GDPR) and our Data Retention Schedule to ensure records are maintained for appropriate timeframes, archived as appropriate and securely destroyed in a timely manner.
- Maintaining records of allocation of IT devices, including company mobile phones, and other work-related equipment for all employees.
- Central contact point for repair, purchase and replacement of IT devices, as required.
- Tracking employee sick leave in line with our rolling Sick Leave Policy and providing input into monthly payroll, where appropriate.
- Working with Finance Team to agree annual leave balances at year end.

The Business Support Administrator will support with **employee recruitment, induction, on-boarding, and off-boarding processes** as required, including:

- Providing administrative support for the recruitment process of senior leadership roles. This may include advertising the post, processing applications and arranging interviews.
- Assisting department administrators with the delivery of an effective on-boarding process including induction where appropriate (e.g. arranging building keys, mobile phones and ensuring phone contracts signed as appropriate).
- Co-ordinating ergonomic assessments for employees as required.

- Supporting the off-boarding process (e.g. ensure employee checklist completed by relevant department and filing same; return of keys and office equipment etc.).

Health and Safety & Facilities.

The Business Support Administrator will support with **Health & Safety and facilities** by:

- Supporting the administration of Health and Safety policies including, and not limited, to:
 - Ensuring risk assessments (RAs) are up-to-date and appropriate for the organisation including hybrid working assessments.
 - Signed RAs are in place for all employees and records are maintained in accordance with GDPR.
 - Driving for work documentation is up to date as required.
 - Ensuring health and safety documentation is filed appropriately for all employees and in accordance with data retention guidelines (e.g., fire induction checklist, compliance with Health and Safety policy).
 - Acting as one of the company's fire safety officers (training provided).
- Supporting with procurement and supplier quotation requests for effective and efficient facilities management.
- Support ongoing responsive, positive, and professional relationships with all key suppliers to the organisation (e.g. IT support, Fire Safety, Health & Safety, Maintenance, HR, and Security suppliers.)

Other Duties:

- Providing occasional cover for reception as required (training provided).
- Supporting the Business Support Manager/Senior Leadership Team with developing and updating company policies, as requested.

- Supporting the maintenance of filing systems, keeping files secure and up to date.
- Performing other duties as appropriate to the post as may be assigned from time to time, commensurate with the responsibility of the post.
- Participating in organisational meetings, events and working groups, including taking minutes, and distributing/filing related paperwork in an efficient and timely manner when appropriate.
- Attending regular one-to-one meetings with your line manager.
- Ensuring confidentiality is always respected.
- Always promoting the overall aims and values of Women's Aid.

Competencies and Skills

Essential

- 3 years' relevant administrative experience.
- Good knowledge of main functions of Human Resources Management.
- Previous relevant experience in a HR administration related role.
- Excellent administration and organisation skills.
- Proficiency in Microsoft Office; Outlook, Word, Excel, Teams, and SharePoint.
- Strong understanding, and experience of maintaining workplace health and safety.
- Knowledge of Data Protection requirements for Ireland (in line with the GDPR).
- High level of professionalism, integrity, and discretion.
- Excellent interpersonal and communication skills.
- Willingness to be flexible and adaptable.
- Excellent attention to detail.
- Ability to work effectively both as part of a team and on own initiative.
- Proven ability to prioritise work, plan workload and manage time effectively.
- Excellent proficiency in English, written and spoken.

- You must be eligible to work in to work in Ireland.

Desirable Criteria:

- Workplace health and safety qualification and fire safety training an advantage, but not essential, as training can be provided.
- Experience in using HR systems and knowledge of HRLocker an advantage.
- Experience of procurement is not a requirement but is an advantage.
- Training and experience of undertaking workstation assessments is not a requirement but an advantage.
- A HR qualification is not a requirement but is an advantage.

How to Apply

Application Form: Application forms (CVs will not be considered), clearly referenced **BSA2025** in the subject line, should be sent by email only to Anna Sheridan at finance@womensaid.ie.

Please note that only application forms will be accepted.

Closing date: 5pm, Friday 15th August 2025.

Interview schedule: It is anticipated that first round interviews will be held on the week commencing 25th August 2025 at Wilton Place, Dublin 2.

Additional information

Right to work in Ireland: All applicants must have the right to work in paid employment in Ireland. Verification of this right will be required by Women's Aid.

Personal Identification: It is employer policy to seek personal identification of all employees in the form of a recognised form of photo identification (e.g. passport, drivers' licence or public services card).