

Job Title	Business Support Administrator (full-time)
Reporting To	Head of Operational Support
Status	Full time – permanent, subject to funding
Salary	€32,000 pa (prorated in year one)
Place of Work	Gaisce HQ at Ratra House in the Phoenix Park.
Hours of Work and Working Hours	Hours of work are 35 hours per week, excluding lunch. Normal working hours are between 9am and 5pm Monday to Friday with occasional weekend and evening work. Flexibility is required, at peak periods. On-site attendance is a necessary part of this hands-on role; however, some hybrid working maybe offered during off peak periods. The candidate must be based in or within a commutable distance of Dublin.
Benefits	<ul style="list-style-type: none"> • 25 days annual leave (increases after year one (26) and year three (27)) • Single Public Sector Pension scheme (mandatory) • Training and Development opportunities • Staff team building days • Wellbeing Hour once a week • Bike to Work Scheme (T&Cs apply)
Probationary Period	6 months
Application Deadline	The application deadline <u>Wednesday 13th August, by 12pm (midday).</u> Late applications will not be accepted. Round one interview for those selected is anticipated to take place online <u>Friday 22nd August</u>
Queries and submission of your application	<p>The completed application form must be submitted by email (considered your digital signature) to <u>recruitment@gaisce.ie</u></p> <p>(Subject Line: ‘Business Support Administrator’)</p> <p><i>CVs, incorrect forms, or additional documents <u>will not be considered.</u></i></p> <p><i>Queries can be sent to Louise Place, Head of Operational Support via <u>recruitment@gaisce.ie</u></i></p>



About Gaisce

Gaisce –The President’s Award is a personal development programme for young people which enhances confidence and wellbeing through participation in personal, physical and community challenges.

To date, over a quarter of a million young people across Ireland have achieved their Gaisce Award. More than 27,000 young people register with us to pursue their own Gaisce Award journey annually.

Gaisce is a direct challenge from the President of Ireland to all young people aged 14-25 to dream big and realise their potential.

Gaisce Awards are non-competitive and self-directed: participants are encouraged to choose their own activities and goals with the support of their President’s Award Leader (PAL).

There are more than 1,200 active PALs across Ireland, working or volunteering in a variety of Gaisce Award Partners (GAPs i.e. organisations that deliver the Gaisce programme). GAPs include schools and third level institutions, youth services, community organisations, sports clubs, private enterprises, as well as the prison and probation service.

There are three levels of Gaisce Award - Bronze, Silver and Gold.

The Business Support Team

The Business Support Team provides valuable services, enabling work processes to operate seamlessly and decision-makers to focus on value-added tasks and responsibilities. Administrative roles include day-to-day tasks that keep an organisation running smoothly and efficiently. Key functions of this department include HR, Finance, Governance, GDPR, Facilities Management, Data Protection, ITC Systems, Company and Charity Compliance.

Whilst each member of the Gaisce team has well-defined core responsibilities, the team is very close knit, and we work collaboratively to ensure the overall successful achievement of Gaisce’s Strategic Plan and shared goals. In practice, this will mean the post holder connecting and collaborating with other members of the wider Gaisce team in carrying out some of their functions.

Wellbeing is also especially important to us in Gaisce, so we plan fun staff away days to see how we are doing, coffee mornings for non-work chats, and other relevant sessions to support each other. Professional Development for staff is also a priority within the means of the organisation.

Everything we do is driven by our core values: Empowerment, Inclusion and Equality, Respect, and Excellence. We are committed to ensuring these core values are embedded across all areas of our work, and in our practice and processes. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion/belief system, socio-economic background, or sexual orientation.



The **post holder (Business Support Administrator)** is the supportive hands-on force driving each of these areas, and we're currently seeking someone stellar to assist and support the Head of Operational Support to ensure the smooth distribution of awards, running the Gaisce office at Ratra House and supporting PALs and GAPs to deliver the Gaisce programme.

The ideal professional for the role is a flexible problem solver with superb communication skills with a detail-oriented mindset.

They should have prior experience thriving in an administrative capacity in an office environment or equivalent. Multitasking and the unique ability to deftly handle the unexpected are essential qualities to bring to the position.

Principal Responsibilities of Business Support Administrator

Main Duties and Responsibilities

- Manage the daily processing, preparation & distribution of over 27,000? Gaisce awards annually (full training including manual handling will be provided)
- Maintain an appropriate knowledge of the programmes you are supporting, with the ability to communicate effectively.
- Manage and signpost queries daily (calls and emails) from PALs, GAPs and young people taking part in the Gaisce award.
- Upskill in the use and management of Salesforce CRM (full training will be provided) and maintaining integrity of data.
- Raise support tickets with ITC providers including testing of data and flows.
- Assist in quarterly Stock take & Reconciliation of Award stock.
- Provide support to Operations Team and Communication teams in preparation for award ceremonies and events.
- Support the President Award Leader (PAL) application review process (reference checks, garda vetting, prepare monthly mailouts. Garda Vetting Clerk status will be provided.
- Monitoring, ordering, and replenishing of office, marketing, and kitchen supplies. Liaise with service contractors visiting Ratra House and surrounding area to maintain the building to a high standard.
- Preparation of board room for events, meetings, and training.
- Assist in reconciling award payments, bookkeeping support and maintaining petty cash receipts.
- Attend regular meetings with Team(s).
- Other admin duties and provision of cover as required by the Head of Operational Support

Qualifications, Skills and Experience

Essential:

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| <ul style="list-style-type: none">• Administrative qualification or similar experience (minimum 2 years) in a busy fast paced office environment. |
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- Demonstrate strong administration and organisation skills.
- Can prioritise workload and multitask.
- Accuracy and attention to detail
- Self-confident and ability to innovate within the realm of the Administration team.
- Demonstrate a strong sense of initiative and problem solving and can lead when the opportunity arises.
- Accountable and responsible
- Excellent verbal and written communication skills with proficient typing skills
- Efficiency across MS Office suite (Excel, Outlook, PowerPoint, SharePoint, Word), Adobe.
- Understanding of Safeguarding/Child protection

Desirable:

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| <ul style="list-style-type: none"> • Experience working with high volume of data & keeping accurate records is highly advantageous. • Experience in short-listing and reviewing applications is desirable. • Understanding of the Gaisce Award programme • Previous experience or knowledge of the community and voluntary organisation or charity sector. • Competence in Salesforce CRM (or equivalent database systems) • Experience in Finance administration • Previous experience working in the youth/education sector or engaging with a young audience. • Experience of volunteer engagement |
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Personal Attributes:

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| <ul style="list-style-type: none"> • Flexible and calm under pressure • Can work in team or own initiative. • Enthusiastic, motivated, and positive attitude • Friendly demeanour • Commitment to empowering young people to fulfil their potential. |
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The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time.

All staff members are required to obtain Garda vetting as a condition of their initial and continued employment.

Gaisce – The President's Award is an Equal Opportunities Employer.



All documentation received by Gaisce – The President's Award will be processed in accordance with the relevant applicable data protection legislation. The information will only be used in the processing of job applications and for ongoing administrative purposes with job candidates.

Due to the volume to applications, we can only provide feedback to those selected for interview.

Gaisce advertises these roles on reputable online websites and is not responsible for misleading information found on other online recruitment websites.