



All Ireland Institute of **Hospice and Palliative Care**

JOB DESCRIPTION & PERSON SPECIFICATION

ADMINISTRATION OFFICER

0.8 WTE – Specified Purpose Contract

All Ireland Institute of Hospice and Palliative Care (AIHPC)

Job Title: Administration Officer

Responsible and accountable to: Office Manager

Reporting to: Office Manager

Role and Function of the Administration Support

The Administration Officer plays a key role in AIHPC providing full time reception duties and administrative support to the Office Manager, CEO and wider AIHPC Team, as required.

The post holder is the first point of contact with the Institute for the general public, member organisations, key stakeholders, suppliers etc. as a representative of AIHPC. The Administration Officer will use their own initiative to respond appropriately to queries and to filter enquiries as appropriate to the office manager or other team members.

The Administration Officer will be required to conduct all assignments in a professional, courteous, and confidential manner. It is expected the post holder will plan and organise their own work and determine the priority of tasks.

General Duties and Responsibilities

- Establish and maintain effective working relationships and appropriate communication networks with key stakeholders, both internal and external to AIHPC, and provide front of office reception to guests, greeting and looking after visitors and callers.
- Provide administrative support to the AIHPC Team including daily maintenance of office, communication systems, filing, correspondence, copying, attending meetings, and generating meeting records. All administration tasks must be undertaken with a particular attention to accuracy, presentation and speed.
- As required, record and monitor staff annual leave and provide reports when requested to the CEO
- Support the planning and organisation of AIHPC meetings and events in collaboration with relevant team members. This includes responsibility for supporting the event organisations including venue bookings, catering, sourcing of materials, administration support, supporting registration processes and attendance certification and booking online meeting systems (such as Zoom and Teams) etc. as required.
- Take appropriate action in relation to mail/email, telephone and other enquiries to the office ensuring effective messaging transmission so that any necessary follow up actions can be undertaken. Provide day-to-day user support for the Institute's Learning Management System as required and respond to the AIHPC's info@ email address.
- Ensure manual and electronic records including AIHPC Contacts Database and filing systems, are accurately maintained, updated on a regular basis, and stored in a safe and confidential manner in line with GDPR legislation.
- Order stationery, office materials, office supplies as required, ensuring value for money is maintained.

- Provide cover for the Office Manager duties while the Office Manager is on annual leave
- Assist in the upkeep of AIHPC's policies and procedures including instruction notes for general office and Health & Safety records.

Finance

- Manage the purchase order system in line with the Procurement Policy including liaising with suppliers regarding invoicing and setting up new suppliers on bank system and liaise with CEO / Office Manager regarding dual authorisation
- Process all invoices and payroll payments in bank and credit card payments, including liaising with CEO / Office Manager regarding dual authorisation
- At month end undertake review to ensure all invoice and payment receipts are in place relating to expenditure contained within current account and credit card statements and ensure paperwork is recorded and filed appropriately
- Liaise with the accountant to support with providing documentation as end of month accounts are prepared.
- Support liaison with auditors during annual audit including providing supporting information and reports in liaison with Office Manager and CEO

AIHPC Programme Support

- Provide administrative support to AIHPCs work areas including:
 - The Caru continuous learning programme for nursing home including correspondence, processing and managing participant-registrations, attendance at and support of online Caru AIHPC Project ECHO sessions, attendance at and support of Caru AIHPC Webinars, generating records.
 - Support towards the management of Voices4Care, AIHPCs volunteer group of service users, carers, former carers and interested citizens. Including correspondence, processing and managing in-person and online events, as well as supporting processing of engagement opportunities with member organisations and the wider sector.
 - Support towards Palliative Care Week, AIHPC's annual campaign.

Health and Safety

- The post holder is expected to be familiar with the policies, practices and procedures of AIHPC and maintain a safe work environment in co-operation with the AIHPC Management Team.
- To work in a safe manner with due care and attention to safety of self and others and to report immediately to the Office Manager any accidents or incidents.
- To act as Health and Safety Officer/Occupational First Aid contact for AIHPC

To perform such other duties appropriate to the post as may be assigned from time to time by the Office Manager or Director of AIHPC.

PERSON SPECIFICATION FOR ADMINISTRATION SUPPORT

FACTORS	ESSENTIAL	DESIRABLE (may be used for shortlisting)
Experience	<ol style="list-style-type: none"> 1. A minimum of 3 years relevant administration experience within the last 7 Years 2. Experience in database entry and maintenance 3. Experience of managing multiple email accounts and an excellent level of competence in Microsoft programmes such as Word and Excel, including experience of undertaking mail merge 	<ul style="list-style-type: none"> • A good understanding of palliative and end-of-life care • Experience in financial processes, managing PO schedules and processing bank payments • Experience with supporting online and in-person event management • Experience of reception duties and associated communication skills • Experience in software such as Mailchimp, Survey Monkey and website administration in systems such as WordPress • Experience in setting up and supporting Zoom and Team meetings
Qualifications	<ul style="list-style-type: none"> • Microsoft / IT Certification / ECDL or equivalent 	<ul style="list-style-type: none"> • Formal training in office management and secretarial skills • Secretarial qualifications
Core competencies	<ul style="list-style-type: none"> • Proven organisation and administrative skills • Time management and ability to prioritise work streams and tasks • Demonstrate an excellent standard of verbal and written communication skills • Proven record of accuracy and attention to detail in record keeping and reporting 	

	<ul style="list-style-type: none"> Ability to use own initiative yet know when to refer to senior staff 	
Transport		<ul style="list-style-type: none"> Hold a current full driving license and have access to a form of transport to allow them to undertake the functions of the post

CONDITIONS OF APPOINTMENT:

AIHPC is committed to treating its Employees equally irrespective of race, religion, age, gender, sexual orientation, marital status, disability, family status and ethnic origin.

WORKING BASE:

This post is based in Dublin at the AIHPC Office, Education and Research Centre, Our Lady's Hospice & Care Services, Harold's Cross, Dublin 6W. Remote working will be considered although there will be a requirement to attend the AIHPC office at least three days per week.

SALARY SCALE

Within a range up to a maximum of € 34923.99 – € 51421.5 pro rata – Salary based on experience. The post will be based on 0.8 WTE / 4 days per week

The successful candidate's salary will be calculated strictly on the number of years of relevant/comparable experience, i.e. each year of relevant/comparable experience will decide the point at which your salary will be between the 1st and last point of the pay scale above.

The post holder is required to pay to the Institute any fees or other monies (other than inclusive salary) payable to or received by the post holder by virtue of the appointment or in respect of services, which the post holder is required by or under any enactment to perform

HOLIDAYS:

26 days per annum pro rata (21 days)

HEALTH:

A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre-employment medical.

CONTRACTUAL HOURS:

28 hours per week. Given the seniority of the post details of starting and finishing times may vary in accordance with Institute needs. There will be times when you will be required to work outside of the normal office hours. Flexible working will be considered although

there will be a requirement to attend AIHPC for meetings as required.

The post will be filled on a 0.8 WTE 4 days per week time specified purpose contract basis for 1 year.

Superannuation:

The Institute will make a 7% contribution towards a pension scheme and employee contributions are mandatory at a minimum rate of 7% of gross basic salary.

Probation:

This appointment is subject to the satisfactory completion of a six-month probationary period. During this time, AIHPC will assess the post holder's suitability to the position. Should AIHPC find their performance unsatisfactory, we reserve the right to terminate your employment with one week's notice in writing and not the notice period provided for at the clause entitled "Resignation/Termination of Employment" within the person's employment contract. Likewise, where the post holder intends to resign from their employment during their probationary period, they will be required to give the company one week's notice in writing.

In certain circumstances this probationary period may be extended but will not in any case exceed eleven months in total. For the extension of a probationary period the post holder will be advised in writing to this effect, and of the duration of the extension.

Resignation:

The post holder must give not less than one month's notice, in writing, of intention to resign from the post.

Expenses:

All expenses incurred related to travel and other work related expenses will be reimbursed on a vouched basis as determined by AIHPC policies.

Other terms and conditions will be in line with AIHPC policies.