

JOB PROFILE

POSITION:	Corporate Services Administrator	REPORTING TO (NAME):	CEO/Executive Officer
JOB HOLDER(S):		LOCATION:	Blanchardstown
Salary	€30,255	DATE:	August 2021

Principal Objective of Position (the general nature, level, purpose, and objective of the job):

The Corporate Services Administrator is a key position providing a range of first-level support on administrative services both within the Corporate Services team and the wider organisation. The role holder will be responsible for assisting with the smooth running of all areas of corporate services covering office administration, communications, HR, facilities management, and event management whilst assisting with other tasks on a needs-be basis.

Possessing strong organisational skills and self-motivation, the role holder will enjoy a busy and dynamic working environment where the tenants we support are the focus of everyone's collective effort.

Responsibilities:

The key accountabilities and associated duties include –

Executive & General Administration Support

- Assist the CEO and Corporate Services team with a range of general administrative tasks.
- Assist in the production of documents and materials (to include typing, scanning, photocopying, presentations, and circulars) for the organisation.
- Proof-reading company documents, statements, and reports.
- Drafting communications to respond to enquiries by phone, post, email or in person.
- Making bookings for events, travel and accommodation as required.
- Manage internal and external room bookings.
- Organise refreshments for staff meetings and events.
- Greet, assist and/or direct visitors to the office.
- Open and distribute incoming mail, handle outgoing mail, arrange couriers and taxis.
- Administer the Association's info email account.
- Assist in answering incoming telephone calls and re-direct tenant related calls to the tenant support desk.
- General document management and filing.
- Management of stationery supplies.

Facilities Administration

- Assist the Facilities Officer with the management of facilities in all North & East office premises to include the upkeep of equipment, maintenance of facilities management logs and maintenance of premises and equipment.
- Assist the IT officer with management of printers for all offices including maintenance, suppliers, and invoicing.
- Manage contracts with service providers for head office and three regional offices.
- Quotations and purchase of office equipment, supplies and services per company procedures.
- Ensure office areas are professionally maintained and manage cleaning contracts.

Health & Safety Administration

- Administration support to the Health & Safety Committee to include preparation and circulation of agenda for meetings, minute taking at meetings and follow up on actions arising from the meeting.
- Manage contracts for health & safety equipment to include administration of MicroGuard personal safety devices for staff.
- Ensuring supplies of H&S equipment are kept up to date in all offices and ordering any additional equipment as required.
- Maintaining the organisation's PPE log ensuring it is kept up to date and ensure annual review of equipment is undertaken.
- Liaise with H&S Manager on related health & safety issues for office and corporate events.
- Assist the Covid Compliance Officer in ensuring that all Covid 19 related administration is kept up to date.

Communications and Event Administration

- Supporting the Executive Officer on all Corporate Communications matters
- Supporting the Corporate Services team with the organisation of events and launches and their promotion (for example, arranging catering for events and helping to set up at launches)
- Supporting the Housing team with the organisation of appropriate publicity material for tenants (eg Induction packs for new tenants).
- Assisting with the production and mailout of corporate communications and large tenant communications (when required) for both Tenant Services and Property Services teams.

HR Administration

- Assist the Executive Officer in all aspects of HR administration.
- Provide administrative support on all aspects of the recruitment process.
- Respond to all emails in the recruitment inbox in a timely fashion.
- Schedule candidate interviews.
- Assist in booking training requests from staff and ensure that training records are kept up to date.
- Ensure that all employee files are kept up to date in line with GDPR legislation.
- Generate Staff ID cards and business cards as required.

- Assist in processing and recording of staff administrative requests including Holiday and sick leave requests and Covid essential working letters.
- Ensure all telephone lists, organograms, and emergency contact information is up to date.

Development Administration

- Assist the Development Officer in assembling and issuing Request For Proposals (RFP) for professional services to development team activity.
- Assist, and lead as appropriate in the administration and coordination of execution by Company Officers of a range transactional related documents.
- Assist the function, in the event of the Development Officer's unavailability, with the upload and issue of Development and Property Services Committee papers and documents.
- Assist the Development Officer with the collation, processing and submission of start-up overhead claims on given projects post completion and handover.

Additional Responsibilities

- To positively promote the Association in all activities.
- To exercise discretion in all aspects of the role.
- Sensitivity to confidential matters is required.
- Any other duties which are consistent with the role.

This description has been designed to indicate the general nature and level of work performed by employees within this position. The actual duties, responsibilities, and qualifications may vary based on assignment or group.

Job Specification

(the minimum qualifications needed to perform the essential functions of the job such as education, experience).

Essential:

- Third level degree or sufficient evidence of qualifications relevant to the role
- Minimum 3 years' experience in a busy office environment or working in an environment with various stakeholders and interdependencies.
- Work prioritisation, diary management skills and ability to take ownership of duties.
- High level of proficiency in MS. Word, Excel, and Outlook
- Experience of minute taking at meetings.

Desirable

- Experience of working in the housing/community/not-for-profit sector.
- A working knowledge of housing/facilities management.
- Car driver/full licence.

Competencies:

1. Planning and organising
2. Time & Priority Management
3. Interpersonal Skills
4. Flexibility
5. Teamwork
6. Goal Orientating
7. Problem Solving

REPORTING STRUCTURE (number of team members supervised in this job):

Directly: 0	Indirectly: 0
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KEY RELATIONSHIPS (please specify contacts):

Internal: Corporate Services Team. CEO and Management Team	External: Service suppliers
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