

## Job Description: Administrator – Head Office



Hours:  
Fulltime



Location:  
based in Dublin



Reporting to:  
Director Corporate Services

### Role overview

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

The role of Administrator is an essential part of the Corporate Services team ensuring that the function runs smoothly and efficiently and the service we provide to colleagues and other stakeholders is of the highest standard.

### Responsibilities

The successful candidate will have experience of working in a busy office environment and will be responsible for overseeing the day to day smooth running of Head Office. A proven ability to multi-task, project plan and respond professionally and efficiently to requests is required. A high energy organiser, with a passion for helping people and finding solutions for any day to day administration and office matters.

#### Key Responsibilities Include:

- Maintain a presence in Head Office Monday – Friday, including organising break cover.
- All areas of administration on site – maintaining filing systems / post / monitoring of boardroom bookings for meetings / mailings / security of office / property maintenance / printing, laminating & binding services.
- A proficiency in Microsoft Office Suite.
- Adhere to post & cash handling procedures, correctly recording, counting and receipting post & monies received.
- Responsibility for phones: answer incoming calls & check the voicemail frequently to ensure all callers are called back promptly, and that other messages are directed to the appropriate people within the organisation.

- Check incoming emails frequently and ensure all emails are forwarded to the correct department / person, or are responded to in a timely manner.
- Follow in-house procedures regarding complaints or any escalating issues either on the phone or in person.
- Meeting & greeting visitors. Managing callers to the doors, responding to queries of callers to the door, keeping a record of these and referring to the appropriate PMVT service
- Ensure an effective and clear handover of information in line with data protection / GDPR procedures.
- Administration and maintenance of data systems, including inputting, preparing, and processing data and statistics as required.
- Assisting the Corporate Services Department in report preparation, minute-taking and maintaining/updating files and records.
- Maintain a clean, tidy and fresh reception / waiting area. Ensure the overall upkeep & maintenance of the site.
- Ensure there is sufficient stock of cleaning, stationary, and any other products required. Notify the person who places the orders if items are running low.
- Promptly notify the appropriate departments of deliveries, to ensure they are handled
- Other duties as required

**To have a positive and enthusiastic attitude in work:**

- In your interactions with management, staff and participants of the Peter McVerry Trust.
- In your interactions with external agencies while representing the Peter McVerry Trust.

**Other Duties:**

Any other duties as designated by your line manager. It may be necessary, from time to time, for workload to be re-prioritised in order to accommodate workloads in other areas of the organisation.

## Experience Required

**Qualifications, Skills and Experience required:**

- Essential competencies: Commitment to providing the highest level of service, respect for others, professionalism, resilience, a positive outlook and effective team working.
- Excellent organisation skills and project management skills;
- An ability to prioritize, multi-task and work well under pressure in a small, but busy office environment;
- Experience working in a reception environment.
- Relevant QQI/FETAC course.
- Good communication skills – oral, aural and written, which are essential for dealing with callers and working in a team.
- Good computer skills with a high level of data entry accuracy.
- Good time management skills with the ability to work to deadlines in a fast-paced environment and ability to organise and prioritise a workload.

- Ability to use initiative.
- Good attention to detail.
- Excellent work ethic and willingness to learn.
- Ability to follow directions and comply with health & safety, security & compliance requirements and protocols.

## Other Information

- **Confidentiality:** It is a condition of service that all information obtained during the course of employment, especially with regard to participants affairs is treated with the strictest confidence.
- **Equal Opportunities:** To implement Equal Opportunities into your daily practice at all times
- **Health and Safety:** To be responsible for your own health and safety and that of your Colleagues in accordance with relevant PMVT policies and procedures.