



## Job Description

Job title:	Receptionist/Admin Assistant
Location:	4 Castle Street, Dublin 2
Reports to:	Organisational Administrator
Hours of Work	Monday to Friday 9.00am to 2.00pm 25 hours per week
Purpose:	The post holder will provide a professional, friendly 'front of house' service as well as administrative support to the running of Ruhama's services.

### Overview of role:

The **Receptionist/Admin Assistant** will be the first point of contact for all service users and visitors accessing Ruhama. They will provide front of house reception duties including meet and greet whilst overseeing the reception area and ensuring the effective setting up, recording and running of appointments and meetings. They will support the smooth running of the office and give administrative support to the delivery of our services.

### KEY DUTIES & RESPONSIBILITIES:

- Maintains oversight and ensures the smooth running of a busy front office environment including dealing with telephone and face to face enquiries, maintaining a welcoming, professional and well presented reception area
- Ensures that all telephone, email and personal enquiries are attended to in a timely and sensitive manner
- Responsibility for incoming and outgoing post
- Manages the computerised diary system and arranging appointments (Salesforce)
- Ensures shared services common areas are well organized, tidy, and fully equipped (Hospitality supplies for Service Users, Teas/Coffees etc)
- Provides support to Organisational Administrator on a needs basis
- Arranges meetings and hospitality supports for events and room bookings
- Assists Project Worker with training administration
- Manages & reports on petty cash
- Manages office supplies, orders and creditor invoices on a weekly basis. Seeks quotes as required.
- Manages the processing of Service Users travel expenses
- Attends supervision on a regular basis with line manager
- Works as a team member in order to develop and fulfill the policies, aims and objectives of Ruhama and comply with all Ruhama policies and procedures
- Performs any other duties assigned or delegated by his/her line manager

### **Skills and Abilities**

- Previous experience in a similar reception or administrative role is essential (min 2-3 years)..
- Experience of MS Office including word and excel essential.
- Working knowledge of Salesforce desirable but not essential as training will be provided.
- Prior experience in NGO sector desirable but not essential.
- Excellent communication skills. Excellent spoken and written English is essential.
- Ability to multitask and juggle competing demands.
- Ability to plan and prepare for upcoming events.
- Willingness and ability to liaise with the afternoon part time post holder to ensure that all tasks are assigned and completed, without any gaps in service delivery.

## **Application Process**

Interested Candidates can access the Job Description and Application form at <https://www.ruhama.ie/work-for-us> . Informal enquiries to Katherina McCaul on 087 290 7442.

Please note that CVs without an application form are not acceptable. Completed and signed application forms should be submitted by email to [katherinamccaul@gmail.com](mailto:katherinamccaul@gmail.com) by

**3.00pm on Friday 9<sup>th</sup> June 2023**

**Ruhama is an equal opportunities employer**