



## Job Description

Job title:	Receptionist and Admin Assistant
Location:	4 Castle Street, Dublin 2
Reports to:	Organisational Administrator
Hours of work	Monday to Friday 9.00am to 5.00pm
Purpose:	The post holder will provide a professional yet friendly 'front of house' and administrative support to the running of Ruhama's services.

### Overview of role:

The Receptionist and Admin Assistant will be the first point of contact for everyone accessing Ruhama. They will provide front of house reception duties including meet and greet whilst overseeing the reception area and ensuring the smooth 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:

- Maintain oversight and ensure 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
- Act as the first point of contact for service users, staff, volunteers and external visitors
- Ensuring that all telephone, email and personal enquiries are attended to in a timely and sensitive manner
- Responsibility for incoming and outgoing post
- Managing the computerised diary system and arranging appointments
- Ensure shared services common areas are well organized, tidy, and fully equipped
- To attend supervision on a regular basis with line manager
- To work as a team member in order to develop and fulfill the policies, aims and objectives of Ruhama
- To comply with all Ruhama policies and procedures
- Provide support to Organisational Administrator on a needs basis
- Provide training and oversee development of CE reception staff
- Arranging meetings and supports for events and room bookings
- Minuting of meetings when required
- Assist Volunteer Manager with training administration
- Maintaining the organisations promotional literature
- Managing & reporting on petty cash
- Managing office supplies and creditors on a monthly basis
- Assist Organisational Administrator with fundraising events

- Management of travel expenses
- To perform any other duties assigned or delegated by his/her line manager

#### **Skills and Abilities**

- Previous experience in a similar role essential (min 2-3 years)
- Confident and professional manner
- Experience of MS Office including word and excel essential
- Working knowledge of Salesforce desirable but not essential
- Prior experience in NGO sector desirable but not essential
- Excellent English language skills are essential

## **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 Monday 27th June 2022**

**Ruhama is an equal opportunities employer**