**HIV Ireland**

**Job Description**

**Job Title:** Office Administrator

**Responsible to:** Operations Manager

**Starting salary range:** 28,749 – 33,504, commensurate with experience

**Contract:** Full time, 35 hours per week

**Overview**

The Officer Administrator will work as part of the Operations Team and report directly to the Operations Manager. As the first point of contact for the public and other service users, the Office Administrator will work from the offices of HIV Ireland at 70 Eccles St or, from time to time, other designated places. The role will include front of house, reception and general office administration duties and routine accounts work. The ideal candidate will have an approachable and non-judgmental attitude and be able to work on multiple projects and priorities.

**The Role**

* Office administration work e.g., filing, photocopying, answering/making telephone calls, managing and responding to emails, under the supervision of the Operations Manager
* Communicating and dealing with members of the public and service users e.g., responding to queries, signposting to available services and providing information in person, by telephone or via email
* Manage the reception desk and incoming calls - Monday to Friday (at offices of HIV Ireland)
* Routine accounts work (filing, form filling, databases) under supervision from the Operations Manager
* Scheduling appointments and managing service appointment lists, calendars, and facilities bookings
* Supporting the Executive Director, where directed
* Fulfilling requests for resources including packaging and postage
* Using information technology on a daily basis, e.g., word processing, spreadsheets, database, email and internet; (MS Office)
* Maintaining high quality records in a thorough and organised manner
* Checking all work thoroughly to ensure it is completed to a high standard
* Other reasonable duties as directed by the Executive Director / Office manager from time to time

**The Ideal candidate will possess the following skills and attributes:**

* Knowledge and experience of office administration tasks in a busy office environment
* Knowledge of scheduling / appointment booking
* Experience in records management / filing e.g., electronic and hard copy filing/ database management
* Knowledge of information technology including MS Office (Word, Excel)
* Friendly, approachable, and non-judgmental manner when dealing with the public / service users
* Good language and communication skills
* Ability to organise and prioritise work effectively / ability to work on own initiative
* High level of efficiency in dealing with / responding to queries to ensure all services users / request receive an appropriate response
* Approach tasks in a careful and in a methodical manner
* Be flexible in approach to work
* Be able to communicate effectively in a clear and concise manner

**Additional desirable characteristics**

* Knowledge HIV and/or sexual health clinic or community bases services
* Knowledge/experience of working with HSE and/or health services in a clinic or community setting
* Experience / knowledge of Contact Management Systems
* Experience / knowledge of internal accounting systems / bookkeeping

**How to Apply**

Applicants should send a detailed CV, and a brief cover letter (**1 -** **2 pages max**), outlining their education/skills, work experience, and suitability for the role.

A shortlist of candidates will be selected based on assessment of applications received and candidates invited for interview. Canvassing will disqualify candidates.

Applications should be submitted by **email** to [jobs@hivireland.ie](mailto:jobs@hivireland.ie). Please include **Office Administrator** in the subject line.

The closing date for applications is **Monday, 21 August 2023**

***HIV Ireland is an equal opportunities employer***