

# General Administrator



<b>Location:</b>	Hybrid working with office attendance as required
<b>Reporting to:</b>	CEO & Director of Corporate Services
<b>Contract:</b>	Permanent, subject to 6-month probationary period
<b>Salary Range:</b>	Commensurate with experience
<b>Hours:</b>	37.5 hours per week
<b>Leave:</b>	26 days
<b>Pension:</b>	Available on completion of probation
<b>Head Office:</b>	Phoenix House, Castle Street, Dublin 2

**The Organisation:** Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

*We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation.*

*We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.*

*Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.*

### **The Role:**

This is a new and exciting role at Circle VHA. The General Administrator provides confidential and professional support to the CEO and Director of Corporate Services, ensuring the smooth running of the department and providing high-quality administrative services to all stakeholders. They possess exceptional organisational, communication, and problem-solving skills, enabling them to handle a wide range of tasks and projects effectively. The ideal candidate will have a proven track record in a similar role, strong IT proficiency, and the ability to work collaboratively with both internal and external teams.

### **Key Responsibilities:**

- Provide confidential and professional support to the CEO/Corporate Services Department, handling phone calls, emails, and enquiries in a timely and efficient manner.
- Manage and maintain the CEO/Corporate Services Department's diaries, arranging meetings, travel, and accommodation as required.
- Assist team members in maintaining accurate and up-to-date records and information, ensuring data integrity and regulatory compliance.
- Organise and coordinate meetings, seminars, and events, ensuring smooth logistics and adherence to agenda.
- Assist in the administration of Company Secretarial duties as required.
- Draft and present reports, presentations, and summaries, effectively communicating data and insights to stakeholders.
- Participate in ad-hoc projects as instructed, contributing to the implementation and success of departmental initiatives.
- Maintain a positive and professional image, upholding Circle VHA's brand integrity and promoting a customer-centric approach.
- Comply with all health and safety, safeguarding, equality and diversity, and data protection policies and procedures.

## Qualifications and Experience:

- NFQ-Level 5 or NFQ-Level 6 in business, administration, computing, housing, or a related field.
- Minimum of 2 years' experience in a similar administrative role, ideally supporting senior management.
- Advanced knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint, and SharePoint/Teams.
- Proficiency in in-house multi-disciplinary IT packages.
- Excellent written and oral communication skills, with the ability to effectively present information to both internal and external stakeholders.
- Strong organisational, time management, and prioritisation skills, capable of handling multiple tasks simultaneously.
- Demonstrable ability to work independently and as part of a team, fostering positive working relationships at all levels.
- Customer-focused approach, prioritising excellent service delivery and proactively resolving issues.
- Problem-solving skills, analytical thinking, and the ability to identify and implement solutions.
- Ability to maintain a calm and professional demeanor in a fast-paced and demanding environment.

## Additional Requirements:

- Full, clean, and unrestricted Irish driving license with access to a vehicle.
- High level of integrity and confidentiality, ensuring the protection of sensitive information.
- Commitment to continuous learning and professional development, keeping up-to-date with industry best practices.
- Flexibility and adaptability, adapting to changing priorities and requirements.
- Ability to work effectively in a regulatory environment, adhering to relevant policies and procedures.
- Passion for providing outstanding administrative support and contributing to the success of the CEO/Corporate Services Department.

## Key Competencies

- Ability to analyse data
- Delivering against targets
- Leadership and team working
- Excellent IT Skills and Knowledge
- Excellent time management skills
- Ability to multi-task
- Communication skills
- Brand integrity
- High level of integrity and ability to maintain confidentiality
- Focus on continual professional development
- The ability to use initiative effectively
- Customer care management
- Strong organisation skills
- Influencing and negotiating skills

## Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.

<b>Education and Work Experience</b>	<b>Essential</b>	<b>Desirable</b>
NFQ-Level 5 or NFQ-Level 6 in business, administration, computing, housing, or a related field.	✓	
Minimum of 2 years' experience in a similar administrative role, ideally supporting senior management.	✓	
<b>Key Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>
Advanced knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint, and SharePoint/Teams.	✓	
Proficiency in in-house multi-disciplinary IT packages.	✓	
Presentation Skills - ability to communicate to all levels within organisation	✓	
Excellent written and oral communication skills, with the ability to effectively present information to both internal and external stakeholders.	✓	
Ability to prioritise work to deadlines and meet targets	✓	
Strong organisational, time management, and prioritization skills, capable of handling multiple tasks simultaneously.	✓	
Demonstrable ability to work independently and as part of a team, fostering positive working relationships at all levels.	✓	
Problem-solving skills, analytical thinking, and the ability to identify and implement solutions.	✓	
<b>Additional Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Full, clean, and unrestricted Irish driving license with access to a vehicle.		✓
High level of integrity and confidentiality, ensuring the protection of sensitive information.	✓	
Ability to work effectively in a regulatory environment, adhering to relevant policies and procedures.	✓	

*This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes and developments and of service requirements.*

## Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



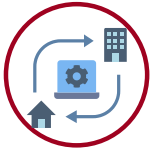
Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's\*

