



Title	Administration Officer
Reports to	General Manager
Hours	37 per week, normally 9.00-5.00pm (attendance at events and meetings outside of normal working hours, as required, for which time off in lieu will be granted)
Location	V-SAC Office in Smithfield and the Criminal Courts of Justice
Salary	€35,000
Annual Leave	23 days, three of which must be taken when Courts close at Christmas
Term	Full time position, subject to 6 months probation

Role Profile:

The role of Administration Officer to support the smooth running of the office and give administrative support to the delivery of our services.

General administration support duties such as the following:

- Be the first point of contact for the General Manager.
- Ensures that all telephone, email, and personal enquiries are attended to in a timely and sensitive manner.
- Responsibility for incoming and outgoing post.
- Provide timely and efficient administration support and diary management to the General Manager and V-SAC Team.
- Provide lunchtime cover for the CCJ Coordinator in the Criminal Courts of Justice.
- Coordinate internal & external meetings i.e., meeting invites/room bookings and collation of back up documentation as necessary.
- Minute taking and circulation at various meetings i.e., Board/Management/Staff/Volunteer meetings, etc.
- Monitor all agreed actions to ensure they are completed within deadline dates.

Office Support duties such as the following:

- Manage office supplies, orders, and creditor invoices. Seek quotes as required.
- Maintain office equipment, co-ordinate IT issues for resolution and provide 1-1 training to staff, if required.
- Support staff with their online file management systems.
- Administration recruitment support as needed.
- Creation of documents to support staff - from general “how to’s” to specific guides for staff.
- Schedule social media posts and maintain the organisation’s website – training provided.
- Prepare staff and volunteer expenses claims for approval.
- Work as a team member to develop and fulfil the policies, aims and objectives of V-SAC and comply with all V-SAC’s policies and procedures.
- Perform any other duties assigned or delegated by the General Manager.

The Person

Ideally, the person suited to this important role within Victim Support at Court will be highly motivated, with the ability to work on their own initiative and as part of a team working in the V-SAC office in Smithfield and lunchtime cover for the CCJ Coordinator in the Criminal Courts of Justice in a confidential environment. Have a positive and flexible attitude in response to organisational development.

Essential Competencies & Skills

- A minimum of 3 years working in a busy office environment.
- Ability to multitask, be adaptable and juggle competing demands.
- Excellent knowledge of the Microsoft Office Suite.
- Excellent administrative and organisational skills with the ability to prioritise tasks.
- Outstanding communication skills both verbal and written.
- Excellent attention to detail.
- Clear evidence of self-motivation, with an ability to work under pressure.
- Pro-active and enthusiastic approach to work.