



ADMINISTRATOR - GRADE IV

12 MONTHS FIXED TERM, FULL TIME, BANTRY

- The successful candidate will:
 - Have related/ relevant experience in a similar role
 - Have strong IT skills
 - Demonstrate strong attention to detail, planning and organising skills
 - Have the ability to evaluate information, solve problems and make decisions
 - Be a team player, with excellent communication skills, both verbal and written and an excellent problem solver,

Closing Date: 6th December 2021

Full job description, eligibility criteria and application form are available at www.coaction.ie or email in confidence to hradmin@coaction.ie for any enquiries.

Administrator (Grade IV) Job Description

This job description indicates the main functions and responsibilities of the post and is subject to review and amendment in light of changing circumstances and may include other duties and responsibilities as may be determined from time to time by the Senior Executive Assistant to the CEO. You will be given as much notice of such changes as possible. It is CoAction's policy to review job descriptions on a regular basis.

Reporting to: Senior Executive Assistant to the CEO
Hours: Full Time, 12 months fixed term
Base: Slip, Bantry with responsibility for all areas of service within CoAction West Cork

CoAction West Cork CLG (*hereafter CoAction*) provides a wide range of community-based day, residential, respite, multi-disciplinary services, home support and outreach supports and services to children and adults with an intellectual disability with and without autism, and their families, throughout West Cork. As Lead Agency, CoAction also provides inter-disciplinary services to children with complex needs. The supports and services we provide are underpinned by CoAction's Vision, Ethos, Mission, Core Values and Strategic Plan, which together aim to enable people we support realise their dreams and ambitions. CoAction is also an Approved Housing Body (AHB).

Overall Purpose of Position

The purpose of the Administrator (Grade IV) is to support a variety of areas in a range of administration related tasks i.e., Administration, IT Support, Data Protection and GDPR.

Key Responsibilities

- Responsible for the provision of general administrative support for all members of the Senior Management Team and to assist other staff / projects as directed by the line manager
- Provide administrative support to a wide range of stakeholders in the following areas:
 - Assist in the review of policies, procedures, guidance documents and Standard Operating Procedures (SOPS) and completion of associated tasks as required
 - Archiving and filing
 - Supporting meetings and associated follow-up including pre-meeting preparation, minute taking and follow up actions following meetings
 - Transferring and uploading data/ records from old system to new system
 - Preparing returns/ submissions to meet compliance and governance obligations
 - Scanning and uploading of relevant documents to server and notifying relevant staff of same
 - Ensuring documents are signed and dated if necessary.
 - Verification of data on CoAction's information management systems, to ensure accuracy
 - Collation of contact details and recording of same on CoAction's information management systems
 - Verification that all uploaded reports are done in the correct format and have complete information and rectify uploads as required

GDPR

- Assist in the collation of data processor agreements from third parties as required
- Work with the Line Manager and other relevant personnel to review retention of data and the purpose of same
- Support the creation of a data retention log and investigate retention periods outlined in legislation, guidelines and in line with best practice, updating retention log as required
- Support the review of possible processes for removing data in bulk that is no longer required
- Assist with the development of information databases and the collation of data across a variety of service areas

IT Support

- Assist with the implementation of current IT projects
- Troubleshoot and respond to 'local' IT issues
- Assist with training requirements on all IT systems
- Implement Multi-Factor Authentication (MFA)
- Archive/ delete files from server/ drive as directed by the line manager

The above description is intended to give a broad outline of the post only. It is neither inclusive nor definitive. As this is a new, evolving post the description will be reviewed within 6 months and again after 12 months. The postholder will be given as much notice as possible of any significant changes.

Administrator (Grade IV) Person Specification

Knowledge & Experience

Demonstrate:

- Experience in a similar/ related role
- Knowledge and experience of using an email system effectively e.g., Outlook
- Experience of preparing reports including presentation of statistical data
- Experience of minute taking and supporting meetings with preparation and associated follow up
- Excellent IT skills particularly in Microsoft Excel and other Microsoft Office applications (Word, and PowerPoint)
- Experience of troubleshooting and resolving local IT issues
- Knowledge and understanding of Data Protection legislation

Planning and Organising

Demonstrate:

- Excellent planning, organisational and time management skills to meet objectives within agreed timeframes
- A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands while consistently maintaining high standards and positive working relationships
- The ability to manage deadlines and effectively handle multiple tasks

Evaluating Information, Problem Solving & Decision Making

Demonstrate:

- The ability to appropriately analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate
- The ability to resolve problems and be solution focused
- The ability to recognise when it is appropriate to refer decisions to a higher level of management
- Flexibility, problem solving and initiative skills including the ability to adapt to change

Teamwork, Building and Maintaining Relations

Demonstrate:

- Strong teamwork skills including the ability to build and maintain relationships with a wide range of internal and external stakeholders
- The ability to work independently on own initiative and as part of a team

Communication & Interpersonal Skills

Demonstrate:

- Excellent oral and written communication skills including the ability to produce professional reports
- Excellent interpersonal skills combined with sound judgement
- Ability to collaborate with a wide variety of stakeholders (internal and external)

Commitment to a Quality Service

Demonstrate:

- The ability to take personal responsibility for ensuring standards are met.
- Great attention to detail and high levels of accuracy.
- A commitment to maintaining high work standards.