

Background

Irish Kidney Association (IKA) is seeking a Receptionist / Administrative Assistant on a one-year temporary contract.

The Irish Kidney Association is a national charitable voluntary organisation founded in 1978. We are dedicated to meeting the needs of people living with and affected by end-stage kidney disease. These needs are spread across all aspects of life – medical, social, and psychological. The profile of the kidney patient ranges from infancy to the elderly who are undergoing various methods of treatment: haemodialysis, peritoneal dialysis, and kidney transplantation.

By providing information on kidney diseases, associated medical scenarios, and social benefits and entitlements, the IKA helps patients and families live as normal a life as possible.

The IKA has an active advocacy and lobbying role in relation to those living with and affected by end-stage kidney disease. These ongoing activities cover a wide variety of areas, including government departments, the HSE, hospitals, renal units, and many other agencies.

With 25 branches the IKA is very active in the community and is led by a Board of patients and families.

This is a great opportunity to work with a national respected organisation that changes people's lives for the better, in a warm, friendly, environment, where staff are valued. It will suit someone starting their career or returning to the workforce and wants to learn and develop their skills.

Reports to Office Manager

Donor House, Park West, Dublin D12P5V6

Working Hours, 9.30am to 5.30pm 5 days a week

Salary €27k - €30k depending on experience.

Reception / Administrative Assistant Role:

Job Purpose:

Support the efficient operation of Donor House office and team on a one-year temporary contract.

Reception Duties:

- Being the first point of contact for the national office and the organisation.
- Answering telephone calls and ensuring that all calls are logged and directed to the appropriate person.
- Responsible for opening and logging the post / preparing all post and organising delivery to post office.
- Greeting visitors and supplying them with refreshments as they wait.
- Deal with all enquiries at Reception in a cordial and professional manner.
- Management and upkeep of the reception area.

Administrative Duties:

- Carry out a range of routine clerical activities such as sending out branch notifications, photocopying, typing letters, reports and minutes of meetings and other such duties, when requested by the management.
- To develop and maintain effective filing systems in line with data protection practice.
- Ensure that all administrative duties are carried out in accordance with the required timelines.
- Management of primary IKA email account info@ika.ie
- Making bookings for events, travel and accommodation as required.
- Managing outward mail including mailshots (for example using Mailchimp and/or Salesforce)
- Managing membership database
- Updating databases
- Liaising with branches
- Organising office supplies in donor house and IKA locations ensuring adequate stocks of stationery supplies, cleaning Materials etc
- Managing relationships with contractors and suppliers.
- Organising and working at events (company meetings, conferences and launches)
- Proof-reading company documents, statements and reports.
- Data entry and management (for example using Excel, Salesforce and other tools.
- Record keeping and file storage and management.
- Recording and filing of relevant research documents, news items and coverage
- Assist in the collation of data.
- Preparation of reports as needed e.g., excel, salesforce etc.
- Contribute articles to Support magazine as needed.

- Participate and support pre planned zoom branch events as required. These may be evening events.
- Playing a full role in the development of the Irish Kidney Association national office team and other related duties that may be assigned from time to time.
- Management and upkeep of the Administration area.
- This list is not exhaustive, and the officer will carry out any other appropriate duties as assigned by the CEO and Senior Management Team.

Person Specification:

- Be committed to the Irish Kidney Association's vision and values.
- Excellent self-management skills
- Neat and professional in appearance.
- Ability to work on own initiative.
- Empathetic and compassionate
- Good telephone manner demonstrating kindness and empathy.
- Able to maintain confidentiality.
- Have the capacity to develop and improve policy and practice in relation to administration and information systems.
- Very good interpersonal and communication skills
- Proven ability to write clearly and concisely (in English).
- Good IT and data entry skills with keen attention to detail.
- Creative and positive work attitude.
- Reliable
- Be flexible with regard to working work hours (in agreement and after negotiation with the management), for the benefit of the association.
- Knowledge of CRM databases and other office systems, or a willingness and capacity to learn.
- Very good organisational skills, including information management and record keeping.
- Capacity to develop good relationships with branches, fundraisers, volunteers, suppliers and other external organisations.
- Capacity to use and improve effective and efficient office administration and communication systems and processes.
- Capacity to work independently and as a member of a team.
- Capacity to prioritise effectively and manage time well.
- A high level of integrity, accountability, confidentiality, responsibility and flexible and constructive engagement is required in the carrying out of these duties.

Desirable:

- Experience in databases preferably Salesforce
- Experience in WordPress
- Can use social media.

Applications: send by email to recruitment@ika.ie with a cover letter and CV.

Closing date: Friday 5th May 2023