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Hiring**

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AND MAKE

A DIFFERENCE



Job & Person Guide

Administrator

At A Glance...

Nine things to know about the role



Contract

This appointment is for a One-year period



Place of Work

The successful candidate will work primarily from Sage Advocacy's National Office



Reporting To

Operation & Governance (Deputy CEO), working closely with colleagues in the Operations Team, Management Team and the National Office.



Working Hours

Working hours, including provision for lunchbreaks, will generally average 40 per week over a four weekly period



Salary

The salary range is €40,000 - €45,000



Probationary Period

A probation period of six months will apply during which time there will be three reviews



Benefits

25 days annual leave; public holidays; plus 5% contribution to a PRSA scheme following completion of probation



Application Deadline

Applications to recruitment@sageadvocacy.ie
Put job title in subject line See job posting for deadline.



Application Requirements

Curriculum Vitae (no more than four pages) and detailed cover letter (one to two pages in length)



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About Sage Advocacy

Sage Advocacy is the National Advocacy Service for Older People. It works to ensure that people have easy access to information, support, independent advocacy and safeguarding services in all settings: homes, day centres, respite facilities, congregated care settings / nursing homes, hospitals, hostels, hospices and in the process of transition between them. It also provides supports to vulnerable adults and healthcare patients in situations where no other service is available to them.

It has expanded its services with the support of the Department of Education to meet the support and advocacy needs of survivors of institutional abuse. Since it was established in 2014, with the support of the HSE and The Atlantic Philanthropies, it has built a strong reputation for independence of thought and action and is a 'go to' service in relation to issues of capacity and decision making.

Sage provided information, support and advocacy services to more than 12,000 people (cases & queries) in 2024 and demand for its services is growing. The work of Sage on behalf of clients is independent of family, service provider or systems interests. The service is free of charge and confidential. Sage Advocacy ensures that a person's voice is heard, that their wishes are taken into account and that they are assisted, in whatever ways necessary, to be involved in decisions that affect them.

We are publicly funded and while we collaborate where possible, we challenge where necessary. The motto of Sage Advocacy is **Nothing about you / without you.**

Sage's work is guided by Quality Standards for Support & Advocacy Services for Older People, the Guiding Principles of the Assisted Decision Making (Capacity) Acts and the Code of Practice for Independent Advocates of the Decision Support Service. Detailed service policies and guidelines are regularly reviewed in the context of experience. A Case Management Group oversees complex casework issues supported by in-house legal advisers and external expertise when required.

Responsibility for the overall development and governance of the service rests with the Board of Trustees of Sage Advocacy clg | CRO #610824 | RCN #20162221 | CHY #22308.

Recruitment for this role is part of the next phase of development of Sage Advocacy in the context of significant legislative changes, the expansion of support and advocacy services for survivors of institutional abuse and the emergence of HSE Health Regions, as proposed by Sláintecare.

Working With Us

Purpose of the Post

The primary purpose of the Administrator is:

- **Contribute as part of the Operations Team to the smooth and efficient running of the organisation. The Administrator provides administrative support to the CEO, Management Team and staff. The Administrator provides support in areas related to Operation & Services such as but not limited to Stakeholder Engagement, Database, Human Resources, Finance, Project Management, Health & Safety, Office & Facilities Management and Events Management.**

Reporting Relationship

The Administrator will report to Operation & Governance (Deputy CEO), working closely with colleagues in the Operations Team, Management Team and the National Office.

Key Relationships: Sage Advocacy colleagues in regional and central roles including Regional Advocates, Regional Managers, Legal Advisers, Management Team and members of any work groups established by the Management Team or the Board.



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Administrator

Principal Duties and Responsibilities

HUMAN RESOURCES/PEOPLE MANAGEMENT

- Assisting the HR & Support Coordinator with HR and recruitment administration.
- Ensuring records are maintained in accordance with GDPR and Data Retention Schedules.
- Supporting systematic destruction of files/information in accordance with GDPR.

OPERATIONS & SERVICE ADMINISTRATION

- Providing administrative support for the CEO, Management Team and staff.
- Providing administrative support to Standing Committees of the Board.
- Data entry on stakeholder engagement and casework as directed.
- Using ICT as efficiently as possible to capture and support all aspects of the organisation.
- Liaising with suppliers /potential suppliers (sourcing quotes, negotiating rates, sourcing new suppliers).
- Organising meetings and related venues, accommodation and documentation.
- Event management for events and conferences.
- Reviewing and editing documentation as required.
- Providing project management support to the Management Team.

OFFICE & FACILITY MANAGEMENT

- Assisting with managing and anticipating issues regarding the management of the National Office including landlord relations, building and services with support from the Operations & Governance (Deputy CEO).
- Overseeing use of 'hot desking' and room usage.
- Ensuring adequacy of office supplies and orderly storage of same.
- Acting as designated Health & Safety Officer.
- Acting as designated Fire Warden.
- Supporting with procurement and supplier quotation requests for facility related activities.

FINANCIAL

- Supporting the financial management of the organisation.
- Liaising with the Finance & Operations officer in line with Financial Controls and procurement guidelines.

HEALTH & SAFETY

- Supporting the administration of Health & Safety policies.
- Assisting the HR & Support coordinator regarding health and safety documentation.

RESOURCE MANAGEMENT

- Maintaining and updating the IT systems and the Salesforce CRM system as required.
- Supporting with administration tasks at regional and national level to ensure the effective delivery and management of Sage Advocacy services.

OTHER DUTIES

- Participating in Sage Advocacy National meetings.
- Participating in Sage Advocacy's support and supervision, and performance review mechanisms.
- Other duties as may be necessary as identified by the Operations & Governance (Deputy CEO).

OTHER REQUIREMENTS RELEVANT TO THE POST

- The successful candidate will work primarily from Sage Advocacy's National Office.



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Administrator

Skills, Competencies, Attributes and Knowledge

KNOWLEDGE

The Administrator should have:

- Good ICT skills, be able to maintain records and use the Sage Advocacy data recording/management systems.
- Good knowledge and understanding of the GDPR.
- Good understanding and appreciation of the importance of independent advocacy and of the policy and legal frameworks within which Sage Advocacy operates.
- Understanding of 'lean' systems and an ability to reflect on and contribute to ongoing improvements in the effective working of the organisation.

COMMUNICATION

- The Administrator should have excellent communication and inter-personal skills, including organising and networking and be able to communicate well with a wide range of people in writing, in person and on the phone.

RELATIONSHIPS

The Administrator must:

- Have good experience of team and group working. The Administrator should be able to give direction and feedback, and be able to build and maintain good working relationships with a wide range of colleagues in a fair and impartial way.
- Be able to collaborate, negotiate and agree plans with others.
- Be able to take guidance and manage their time and energy according to workload and priority. They should apply the criteria for seeking input, for managing/prioritising issues.

PROMOTION OF THE SERVICE AND CAPACITY-BUILDING

The Administrator should:

- Have initiative and be able to identify and take opportunities to enhance the quality of Sage Advocacy's work.
- Be able to offer support to staff around the country who are working in isolation and who rely heavily on an effective and efficient response from the National Office to their needs.
- Be able to liaise with major stakeholders.

ESSENTIAL CRITERIA

- A relevant third - level qualification or equivalent professional experience.
- Excellent IT literacy including use of CRM and Microsoft Office.
- A track record of strong communication skills.
- A commitment to the values and principles of Sage Advocacy, in particular, "**Nothing About You/Without You**".

DESIRABLE CRITERIA

- Knowledge of employment legislation and data protection regulations.
- Understanding and appreciation of quality improvement approaches and lean systems.



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Sage Advocacy staff are expected to:



Be approachable, friendly and easy to talk to; non-judgemental; sensitive to others; involving and inclusive



Be respectful of people, their privacy and of their relationships with family members/social networks



Be self-aware and assured without being arrogant or egotistic



Value individual autonomy, self-determination and personal empowerment



Be proactive and willing to take initiative regarding raising advocacy awareness among health and social care services personnel



Be vigilant, attentive to instances of poor quality and standards and the status of vulnerable adults, older people and healthcare patients



Be open to self-review, to receiving feedback and accepting support, supervision and mentoring



Be independent and free from any conflicts of interest



Be compassionate as well as passionate about enabling vulnerable adults, older people and healthcare patients to have their voice heard



Be curious, creative and innovative and flexible, open to exploring different ways of doing things and problem solving while understanding the wider context and possible implications of different approaches



Be resilient and able to handle challenging people and situations including those involving people who have experienced considerable trauma in early life, have been suddenly bereaved or are experiencing complex grieving and people who are survivors of institutional abuse.



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Terms and Conditions of Employment

This appointment is for a year. A six months probationary period will apply with performance reviews every two months within the probation period. Support and mentoring will be provided thereafter to complement ongoing performance reviews.

The salary range is €40,000 - 45,000 per year with a 5% contribution to a PRSA scheme following successful completion of probation. Annual leave is 25 days.

Key Dates & Requirements



Application Deadline

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DATA PROTECTION AND PRIVACY

- Sage Advocacy's full Data Protection and Privacy Statement can be viewed online at www.sageadvocacy.ie/data-protection-privacy-statement.

MORE INFORMATION

- You can contact Sage Advocacy at 24-26 Upper Ormond Quay, Dublin D07 DAV9 info@sageadvocacy.ie | 01-5367330

If you have a query about a specific issue relating to this job please email recruitment@sageadvocacy.ie with your email and mobile details and we will do our best to respond to you as quickly as possible.