



Job Description

Job title:	Administrator/Receptionist
Location:	4 Castle Street, Dublin 2
Reports to:	Operations Leader
Hours of Work	Permanent and full time 35 hours per week, rostered Monday to Friday in line with the needs of the service.
Purpose:	The post holder will provide administrative duties to support the running of Ruhama services along with providing an efficient, professional, friendly 'front of house' service.

Overview of role:

The **Administrator/Receptionist** will be the first point of contact for all service users and visitors accessing Ruhama. They will provide administration and front of house reception duties including meet and greet whilst overseeing the reception area and supporting the smooth running of the office to support the delivery of our services.

KEY DUTIES & RESPONSIBILITIES:

General

- Maintains oversight and ensures the smooth running of a busy front office environment including dealing with telephone and face to face enquiries, maintaining a welcoming, professional and well-presented reception area.
- Ensures that all telephone, email and personal enquiries are attended to in a timely, sensitive manner and GDPR compliant.
- Ensures shared services common areas are well organised, tidy, and fully equipped (Hospitality supplies for Service Users, Teas/Coffees etc).
- Arranges meetings and hospitality supports for events and room bookings.
- Manages the processing of Service Users travel expenses.
- Assists Training Lead with training administration.
- Maintains training log of all staff training.
- Taking of staff meeting minutes.
- Provides support to Operations Leader on a needs basis.
- Provide administrative support around donations and donors.
- Attends supervision on a regular basis with line manager.
- Works as a team member in order to develop and fulfill the policies, aims and objectives of Ruhama and comply with all Ruhama policies and procedures.
- Performs any other duties assigned or delegated by his/her line manager.

HR

- Assists with onboarding & offboarding of staff.
- Recruitment admin as required.

Accounting tasks

- Manages & reports on petty cash.
- Manage office supplies, orders and debit card payments on a weekly basis and log on excel spreadsheet daily.
- Procurement for purchases.
- Reconciliation of service user travel expenses monthly.

Skills and Abilities

- Previous experience in a similar administration/reception role is essential (min 2-3 years).
- Experience of MS Office including word and excel essential.
- Excellent communication skills. Excellent spoken and written English is essential.
- Working knowledge of Salesforce desirable but not essential as training will be provided.
- Prior experience in NGO sector desirable but not essential.
- Ability to multitask and manage competing demands.
- Ability to plan and prepare for events.

Ruhama is an equal opportunities Employer