

ONE IN FOUR

Together to end child sexual abuse

Vacancy: Two Receptionist Positions

One in Four is seeking two Receptionists in our Arran Quay office to provide reception cover across morning and afternoon/evening shifts, ensuring a welcoming, professional and efficient experience for clients, visitors, and callers.

The role requires excellent organisational and communication skills, together with the ability to engage sensitively and professionally with a diverse range of individuals, including those who may be experiencing challenging circumstances.

The successful candidates will bring empathy, professionalism, and a proactive approach to supporting the smooth day-to-day operation of the office and reception service. They will be approachable, resilient, and able to work with a diverse range of individuals in a respectful, non-judgemental, and supportive manner.

Two part-time positions are available, working Monday to Wednesday, with one shift operating from 8:00am to 2:00pm and the other from 2:00pm to 8:00pm.

The Organisation

One in Four is a charity, dedicated to ending the trauma of child sexual abuse whilst passionately and professionally committed to supporting survivors. With extensive experience and expertise in this field, the organisation provides life-changing psychotherapy and advocacy services whilst actively engaging with policymakers to influence legislation and change.

One in Four works with all aspects of child sexual abuse, including working with those who have committed sexual offences against children as a core child protection strategy.

We maintain a culture of transparency and fairness and are committed to treating all clients and colleagues with dignity and respect. We are client-centred and strive for excellence in meeting their evolving needs in innovative and evidence-based ways.

The Position

Title: Receptionist (Part Time)

Reporting to: Head of Operations

Direct Reports: None

Place of Work: 35/36 Arran Quay, Dublin 7, D07 E221

Working Hours: Monday to Wednesday, either 8:00am to 2:00pm, or 2:00pm to 8:00pm

Salary Range: €32,000 - €34,000 FTE (€14,400 - €15,300 pro rata for 18 hours per week), depending on experience

Nature of Post: Permanent

Principal Duties and Responsibilities

Reception & Client Services

- Manage reception opening and closing arrangements to support the day-to-day operations of the organisation.
- Act as the first point of contact for clients, visitors, and callers, providing a professional and welcoming environment.
- Answer, screen, and log incoming calls, emails, and messages, directing enquiries to the appropriate staff member.
- Oversee the daily appointment diary and support the coordination of client appointments.
- Handle incoming and outgoing correspondence, post, couriers, and hand-delivered items in accordance with organisational procedures and GDPR requirements.
- Coordinate meeting room bookings, prepare meeting spaces, and arrange external venues and catering where required.
- Maintain refreshments and supplies in client waiting areas.
- Work collaboratively with the other receptionists to ensure effective communication and seamless handover of duties.

Office, Facilities & Administrative Support

- Provide general administrative support across a range of operational functions.
- Monitor and coordinate building maintenance requirements, liaising with contractors, cleaners, and other service providers as required.
- Maintain office supplies and stationery, including ordering and stock control.

- Support the coordination and administration of organisational resources and external service providers.
- Process maintenance requests and assist with general facilities administration.
- Undertake other administrative duties as reasonably required.

Person Profile

- Empathetic, resilient, and aligned with the values and mission of the organisation.
- Excellent interpersonal and communication skills, with the ability to build positive and professional relationships with a diverse range of people, approaching all interactions with empathy, humility, and without judgement or assumption.
- Grounded and self-aware, with the ability to place the needs of clients and colleagues at the centre of their work.
- Strong organisational and multitasking abilities, with the capacity to manage competing priorities effectively.
- Resourceful and proactive, with sound problem-solving skills and strong attention to detail.
- Client-focused, with a commitment to delivering a positive and welcoming experience.
- Flexible and adaptable, willing to support a broad range of operational and administrative activities.

Core Competencies & Skills

- Excellent verbal and written communication skills.
- Strong organisational and administrative skills.
- Ability to handle confidential information with discretion and professionalism.
- Proficiency in Microsoft Office including Word and Excel
- Knowledge of G Suite including Gmail and Google Calendar.
- High level of accuracy and attention to detail.
- Good problem-solving skills and the ability to adapt to changing priorities.
- Previous experience in a receptionist, administrative, or customer-facing role is essential.
- Experience with CRM systems is desirable.

Application Details

Please send a CV and cover letter outlining your experience, suitability for the role, and the position you are applying for to recruitment@oneinfour.ie.

As part of your application, please specify whether you are applying for the Monday to Wednesday 8:00am to 2:00pm shift or the Monday to Wednesday 2:00pm to 8:00pm shift.

Documents should be in Word or PDF format only.

The closing date for applications is 4pm on Friday October 2nd, 2026. Interviews will be held on the 8th and 9th of October 2026.