

Role Profile

Title: Administration Assistant

Reporting to: Service Manager

Role Overview

The Administration Assistant provides essential administrative support to the Service Manager and local management, ensuring effective record-keeping and compliance with all required processes within the residential service. This role must be performed in alignment with Cheshire Ireland's values, operational ethos, and standards.

Duties & Responsibilities

General Administrative Support

- Manage all external telephone and mail communications on behalf of the Service Manager.
- Provide administrative support, including letter writing, minute-taking, and report preparation.
- Develop and maintain efficient records management and filing systems in line with Cheshire Ireland policies and procedures.
- Assist with fundraising activities, initiatives, and community integration efforts.
- Ensure regular maintenance and management of office-related equipment and supplies.
- Support volunteer coordination.
- Work collaboratively and effectively with other staff members.
- Develop open, honest, and respectful relationships with colleagues and foster positive team relationships.
- Handle all information with confidentiality.
- Manage ad-hoc requests and general inquiries.

HR Administration

- Upload and maintain rosters on SOFTWORKS, update attendance records, and resolve anomalies.
- Run fortnightly payroll reports and liaise with payroll and HR departments to address any issues.
- Provide administrative support for recruitment, employee documentation, contract changes, and staff onboarding/offboarding, ensuring timely communication with relevant departments.

Finance Support

- Process service-related invoices and bill payments through the purchase order system.
- Assist with invoicing and managing payments from individuals receiving services.
- Support local personnel with expense processing queries.
- Responsible for the management of the Petty Cash Returns and PLEO cards

Communication (Written & Verbal)

- Communicate effectively with the Service Manager, Cheshire Ireland colleagues, individuals receiving services, and external stakeholders.
- Ensure professional and appropriate verbal and written communication on behalf of the service.
- Maintain confidentiality when handling sensitive information.

Compliance & Confidentiality

- Adhere to all Cheshire Ireland policies, procedures, codes of conduct, and training while performing duties.
- Maintain strict confidentiality regarding individuals receiving services.
- Share and disclose information only through agreed-upon procedures or supervisory instructions.
- Seek guidance from the line manager on matters related to confidentiality and disclosure.

Health & Safety

- Comply with all Health & Safety policies, procedures, and codes of conduct.
- Maintain and update Health & Safety records.
- Assist the Service Manager in managing Health & Safety aspects within the service.

Employee Responsibilities

- Maintain good attendance and adhere to all employee policies and procedures.
- Maintain professional appearance and attire.
- Attend team meetings, one-on-one performance discussions, and required training sessions.

Competencies

The role is aligned with Cheshire Ireland's eight core competencies:

- **Person-Centred Focus**
- **Service Focus**

- **Teamwork**
- **Personal Accountability**
- **Communication (Verbal & Written)**
- **Interpersonal Skills**
- **Flexibility & Adaptability**
- **Personal Effectiveness**

Additionally, the role requires:

- **Problem Solving**
- **Effective Time Management**
- **Attention to Detail**
- **Proactive Approach**

Required Skills & Qualifications

- Minimum of 2 years' experience in an administrative role.
- Proficiency in Microsoft Excel, Outlook, and Teams, with the ability to adapt to new technology.
- Strong interpersonal and communication skills (both verbal and written).
- Ability to build and maintain positive relationships with stakeholders.
- Valid documentation to work and live in the Republic of Ireland.
- Flexibility to work outside normal hours when required (occasional travel to other Cheshire services may be needed).
- Fluent in spoken and written English.

Personal Attributes

- Integrity and trustworthiness
- Positive attitude
- Respect and patience
- Adaptability and flexibility
- Commitment to high ethical and service delivery standards
- Ability to remain composed in challenging situations
- Sensitivity to issues faced by individuals with physical disabilities

Additional Information

The role requires flexibility to undertake additional duties as assigned by the organisation. Cheshire Ireland reserves the right to review and amend this role profile as necessary.