

Job Title & Grade	EFM&S Helpdesk Administrator Grade IV
Campaign Reference #	103627
Closing Date	24 th September 2026 by 5 pm.
Proposed Interview Date	TBC
Proposed start date	In line with one start date per month
Duration of Post	Permanent Contract
Advertisement Type	External
Specific T&C's of post	35 standard working week 28 days Annual Leave Remuneration is in accordance with the salary scale approved by the Department of Health: Current salary scale with effect from 1 st June 2026: Grade, Code 0558, starting at Point 1 € 36,470 and rising annually in increments: €56,018 LSIS.
Location of post	NCHI
Reporting Arrangements	This post will report to the Administration Manager with overall accountability to the FM Senior Management Team and Director of Estates, FM and Sustainability
Key Working Relationships	The post holder will work closely with: The post holder will work closely with: • CHI Director of Estates, FM and Sustainability • CHI Facilities Senior Management Team • CHI Facilities Management Administration Manager • CHI Technical Services Department • Relevant internal and external stakeholders

	<i>Please note that this list is not exhaustive and key working relationships will change as the project moves from service development, construction completion, commissioning & transitioning to steady state.</i>
Purpose of the Role	The purpose of this role is to provide comprehensive administrative and operational support to the EFMS Management Team and Helpdesk function. The postholder will support the effective day-to-day delivery of services by coordinating administrative activities, maintaining accurate records and documentation, responding to internal and external queries, and assisting with the management of service requests and communications. The role requires strong organisational skills, attention to detail, and the ability to work collaboratively to ensure efficient and professional support across the department.
Principal Duties and Responsibilities	Professional Duties and Responsibilities: - The post holder will be expected to live CHI values and be child-centered, compassionate, progressive and will act with respect, excellence and integrity. Facilities Helpdesk Duties - Act as the first point of contact for all Estates and Facilities service requests via telephone, email, and electronic systems. - Log all service requests accurately onto the Helpdesk system. - email, and electronic systems. - Log all service requests accurately onto the Helpdesk system. - Categorise and prioritise calls in accordance with departmental procedures and response times. - Allocate reactive and planned work to the appropriate Estates or Facilities teams, including Maintenance, Cleaning, Portering, Security, and external contractors. - Monitor the progress of jobs and follow up to ensure completion within agreed timescales. - Provide regular updates to requestors on job status and expected resolution times. - Escalate urgent, high-risk, or emergency issues (e.g., power failure, flooding, equipment failure, safety risks) to the appropriate supervisor or Duty Manager. - Support the coordination of emergency response procedures and major incidents. - Maintain accurate records of all communications, actions taken, and job outcomes. - Produce daily or weekly reports on outstanding jobs, response performance, and service demand

	Contractor and Service Coordination • Assist with the administration and coordination of external contractors. • Ensure contractor documentation (insurance, permits, risk assessments, method statements) is recorded and maintained. • Support the scheduling and tracking of planned preventative maintenance (PPM) activities. Raise purchase orders and process invoices in accordance with CHI financial procedures. E, FM &S Administration Duties General Administrative Support • Provide administrative support to the Estates and Facilities Management (FM) department and senior management team. • Maintain accurate electronic and paper filing systems in line with CHI policies. • Manage shared mailboxes and distribute correspondence appropriately. • Prepare letters, reports, spreadsheets, and other documentation as required. • Arrange meetings, prepare agendas, and take minutes where necessary. General Responsibilities • Provide cover for colleagues during periods of absence to ensure service continuity. • Support service improvement initiatives and departmental projects. • Maintain confidentiality and handle sensitive information appropriately. • Comply with all CHI policies and procedures, including Health & Safety, Equality & Diversity, and Information Governance. • Participate in mandatory training and personal development. • Always demonstrate CHI values and behaviours. • Undertake any other reasonable duties appropriate to the role. <i>The above is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.</i>
Eligibility criteria, qualifications and experience	<u>Essential Criteria:</u> • Leaving Certificate or its equivalent qualification. • Minimum of 1 year's administrative experience in a relevant position. • Proficient in Microsoft Office i.e. excel, word, outlook. • Proven track record of administrative experience. <u>Desirable Criteria:</u>

	• Previous experience working in a Facilities Administration role • Previous experience working on a helpdesk/ customer service center • Previous experience working in an Accounts /PA Role • Excellent communication skills • Previous experience in diary management and minute taking an advantage
Competition Specific Selection Process How to Apply & Informal Enquiries	Applications for this post <u>must be accompanied by a cover letter</u>, setting out relevant experience that illustrates how the essential criteria listed above is met. The criterion for short listing is based on the requirements of the post, as outlined in the eligibility criteria. * Please note that you must submit a cover letter with your CV, this forms part of your application and CV's will not be accepted without a detailed cover letter. The closing date for submissions of CV's and cover letter is 24th September 2026 by 5 pm. Applications must be completed through the advertised post on CHI.jobs by clicking 'Apply for Job'. Applications will not be accepted through direct email or any other method. For informal enquiries for this specialty/department, please contact anita.cunningham@childrenshealthireland.ie For other queries relating to this recruitment process, please contact Talent Acquisition Specialist – Taurai Machuwe at Taurai.machuwe@childrenshealthireland.ie PLEASE NOTE: CHI has transitioned to a process of a one commencement day per month for all new employees, CHI internal transfers and Secondments. This update to our Onboarding process is aligned to changes in our monthly/fortnightly payroll and with the launch of our new corporate induction program. This process enhancement ensures that we can thoroughly prepare for your arrival and facilitate a smooth transition in your onboarding journey. It is important for you to note that if you do not have your pre-employments and mandatory training completed in time, your commencement date will be deferred to the next available date. Below, you'll find the list of commencement dates for 2026 and 2027 for your information.

- 7th December 2026
- 4th January 2027
- 8th February 2027

Information on “Non-European Economic Area Applicants” is available from <https://dbei.gov.ie/en/>

Children’s Health Ireland is legally required to verify that all staff **have the right to work in Ireland before they begin employment**, regardless of nationality or immigration status. This right-to-work check is also necessary when an individual re-joins CHI or when their immigration permission or employment permit is due to expire.

Permit holders can change their permit employer to CHI after a period of nine months has passed since commencing their first employment permit in the State. The change of employer applies to the [General Employment Permit \(GEP\)](#) and to the [Critical Skills Employment Permit \(CSEP\)](#). The change is required to be completed as part of pre-employment clearance.

All Permits and Change of Employer applications are processed on the [Employment Permits Online](#).

Some recruitment campaigns may be open to candidates who are not citizens of the EEA, Switzerland, or United Kingdom. You can consult the [Critical Skills Occupational List](#) see if your profession is currently eligible under this route.

The programme outlined for Children’s Health Ireland may impact on this role and as structures change the job description may be reviewed.

Children’s Health Ireland is an equal opportunities employer.