CORLANN SOUTH EAST

Qualifications and Particulars of Employment

Office Manager (GRADE V), South Tipperary Services

1. **Tenure of Employment**
   The post is permanent full time, working 70 hours per fortnight. Compulsory Retirement age is 70-years.

2. **Qualifications and Experience**
   The appointee should have:

(a) A 3rd level qualification relevant to the role
(b) Excellent knowledge of typing skills, data entry and demonstrate proficiencies in Microsoft office – Microsoft Word, Excel and PowerPoint.
(c) At least 3 years administrative experience to discharge the functions of the post in a satisfactory matter is essential. Experience in a similar setting would be an advantage.
(d) Effective communication, inter-personal, and team working skills.
(e) Excellent organisational and co-ordination skills.
(f) Ability to maintain a high level of confidentiality.
(g) Confident, interested and enthusiastic and possess a friendly and positive approach to people supported by the services and staff.
(h) Ability to be flexible and work on your own initiative.
(i) Possession of a "B" class clean Irish Driving Licence is essential

3. **Remuneration**

   Salary Scale (Clerical Grade V):
   €52,758; €54,336; €55,945; €57,591; €59,245; **€61,174; €63,110 LSIs**

   Successful candidates are required to submit all documentary evidence outlining any relevant experience within 3 months of your starting date. Failure to produce this will mean that you will receive any incremental credit (if applicable) from the date of submission of documents.

4. **Health**
   The successful candidate will be required to undergo a medical examination by the Organisation's Occupational Health Physician.

5. **Working Hours**
   Starting and finishing times will be notified to you by the South Tipperary Regional Services Manager

6. The general duties of the appointment are as described in the attached Job Description.

7. A short list of candidates to attend before the Selection Board will be prepared by the selection Board from an examination of statements of qualifications furnished by the candidates.

8. The Line Manager will notify the successful candidate of the mandatory/compulsory courses/training which employees are obliged to attend. Mandatory training, for example,

manual handling, health and safety courses etc., form part of the conditions of employment along with the Organisation's statutory obligation.

9. Note re Canvassing

Any attempt by candidates themselves or by any person(s) acting at their instigation directly or indirectly, by means of written communication or otherwise to canvass or otherwise influence in the candidates favour any member of the staff of Belmont Park or person nominated to interview or examine applicants, will automatically disqualify the candidate for the position they are seeking.

Informal Enquires to Stacey Coonan, Interim Regional Services Manager, by email to Stacey.Coonan@corlann.ie

A panel may be formed for Permanent and Temporary, Full-Time and Part-Time, vacancies of the same grade within the South Tipperary Services for a period of 6 months.

Closing Date for receipt of completed Applications Forms/CV's on-line is 17th November 2026.

Shortlisting of candidates is on the basis of the information contained in their application form & CV

Corlann South East is an equal opportunities employer.

CORLANN SOUTH EAST
SOUTH TIPPERARY SERVICES
JOB DESCRIPTION

Title: **Permanent Full Time Office Manager Grade V**

Location: **Child & Family Centre, Civic Offices, Cashel, Co. Tipperary**

Reports to: **South Tipperary Regional Services Manager** or such other authorised person as the Employing Authority may designate

Accountable to: **Director of Services**

ETHOS
The core values of our services have always been the dignity and humanity of each person. How these are expressed has evolved over time with our greater understanding of the rights of all people with a disability, with the changing hopes and expectations of the individuals and families with whom we work, and with the growing expertise of all associated with our services.

We are an inclusive, progressive organisation committed to the people we support and their right to lead full and valued lives as equal citizens. We promote the values of dignity and respect for each person.

DUTIES
The person appointed will have responsibility for the co-ordination and organisation of the general administration functions of the Child & Family Centre to ensure the workplace runs smoothly and the provision of administration support to the South Tipperary Regional Services Manager.

The post holder will be required to take an active part in ensuring that the day-to-day operations of the service reflect the ethos and vision of Corlann South East and that all co-workers are meeting the needs of the people who use services. The person appointed should have the ability to participate proactively as a member of a team and contribute positively to the ongoing development of effective teamwork.

Subject to the agreed policies and procedures of Corlann South East, and under the direction of the Principal Psychologist the person appointed shall: -

<u>Advocacy and Rights</u>

1. Respect each individual supported by the services as an equal citizen.
2. Uphold and respect the human, legal and constitutional rights of each individual supported by the services, recognising their individuality and equality, and empowering them to grow, thereby achieving the highest possible level of personal autonomy.

<u>Administrative Duties</u>

3. Provide administration support the South Tipperary Regional Services Manager
4. Provide administration support to the Applications Management Team and manage the relevant correspondence flow between services and applicants

5. Maintain records for the purposes of reports and statistics for the Director of Services, Regional Services Manager, HSE, National Office, Health Research Board.
6. Attend and take notes at relevant meetings as assigned by the South Tipperary RSM
7. Assist the South Tipperary RSM with the annual requirement of the service Agreement
8. Compiling KPIs as required

Office Management

9. Co-ordinate and manage the general administration functions for the Medical, Psychology and Social Work Departments ensuring the smooth operation of the Centre
10. Be involved in the recruitment of administration staff for Child & Family Centre.
11. Line manage administration staff assigned to Child & Family Centre and liaise with the HR Department as required
12. Collaborate with Heads of Department on operational issues in Child & Family Centre
13. Liaise as appropriate with ICT in relation to the ICT needs of the centre and its staff.

OLIS & NASS System

14. Be responsible for the OLIS system for South Tipperary, ensuring that it is kept up to date and upload information to the National Ability Support System (NASS) as required
15. Be responsible for the OLIS system administration, the allocation of access both internal /External and set up of new centres.
16. Act as liaison and support person for OLIS system for South Tipperary
17. Provide training to staff, both online and face to face, on the OLIS system as required
18. Liaise with and cooperate with the OLIS Administrator in relation to the introduction and roll out of OLIS Docs
19. Oversee the population and updating of information on the OLIS system for NASS uploads
20. Be responsible for the NASS in the South Tipperary Service areas ensuring that it is kept up to date and ensure that the requirements of the Health Research Board are met.
21. Link with HSE and HRB personnel in relation to the National Ability Supports System (NASS)

Budgets

22. Manage the annual budget for Child & Family Centre
23. Authorise invoices and other documents relating to routine expenditure and code invoices to appropriate cost centres in line with relevant budgets
24. Be responsible for the petty cash allocated to the centre ensuring that appropriate procedures are followed.
25. Liaise with the South Tipperary RSM and Head of Finance in relation to preparation of the budget for the Child & Family Centre.

Management of records held relating to people who use services

26. Ensure that records maintained in the Child & Family Centre are in compliance with the Data Protection Acts, GDPR, HSE standards, HIQA Standards and Corlann National Records Policy
27. Have an effective system to document any data breaches within the centre
28. Ensure that the filing system is maintained and updated securely and effectively
29. Coordinate the ongoing organisation and storage of documents to ensure compliance with legislation and policy

Communication

30. Be a resource of knowledge and expertise and a role model of professionalism for colleagues and others
31. Attend and participate fully in regular staff meetings where all aspects of the service area are discussed with a view to maintaining high standards.
32. Promote open communication among staff and good levels of staff morale.
33. Develop and participate fully with the implementation of a Team Based Performance Management approach to achieving the goals of the services' strategic plan.
34. Participate in working groups and teams both internal and external as directed by the Director of Services and the South Tipperary RSM.
35. Ensure that good and respectful communications and relationships are developed and maintained with;
    a) all individuals supported by the services and their families
    b) all staff members within the organisation,
    c) visitors, volunteers and other such personnel who visit service areas,
    d) customers/purchasers of products produced.
    e) Relevant statutory and voluntary organisations

Training and Development

36. Attend and contribute appropriately at lectures, courses and meetings, as required, and share information and knowledge gained with colleagues.
37. Be responsible for identifying the training needs of administration staff in Child & Family Centre liaising with the Training Department in relation to the Learning Needs Analysis of the team
38. Attend mandatory training courses and achieve required standard.

Health and Safety

39. Ensure that all buildings facilities, office equipment are maintained to a desirable standard
40. Liaise with the Building and Facilities Manager in relation to any works to be undertaken on the building.
41. Be conscious of health and safety matters in the work place and in particular to comply with employees' obligations as set out in the Safety, Health and Welfare at Work Act, 2005 and to ensure that the procedures set out in the Safety Statement are implemented at all times.
42. Ensure that quarterly safety audits and fire drills are carried out.
43. Be conversant with existing fire regulations and emergency procedures and coordinate the implementation of this e.g. calling emergency service, fire detection, evacuation and participate in in-service fire and health and safety training as required.

44. Ensure equipment is properly operated and maintained.
45. Report accidents/irregularities or other matters of safety concern to such person as the Employing Authority may designate.
46. Identify risk, assess and document appropriately,
47. Be aware of and become familiar with security procedures relating to the premises and ensure Reception and other entrance/exits are secured as required at the end of each working day.

Flexibility

Employees are expected to have a high level of flexibility and a willingness and ability to develop new approaches to their work. Duties and responsibilities of any post in the Services are likely to change with the ongoing needs and developments of the Services. Employees will therefore be required to carry out such other duties appropriate to their employment as may be assigned to him/her from time to time.

Confidentiality

In the course of the employment the post holder may have access to, or hear information concerning the medical or personal affairs of individuals who are supported by the Services and/or staff, or other health service business. **Such records and information are strictly confidential** and unless acting on the instructions of an authorised officer, on no account must information concerning individuals supported by the service, staff, or other health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

CORLANN SOUTH EAST
PERSON SPECIFICATION

Post: Office Manager (Grade 5)

Education and Training	
Essential	**Desirable**
• Leaving Certificate or equivalent – 5 passes (including Maths and English) • Microsoft Word, Excel and PowerPoint • 3rd level qualification relevant to the post	• Advanced ECDL or equivalent
Experience	
Essential	**Desirable**
• Three year's relevant administrative and clerical experience to discharge the functions of the post in a satisfactory matter is essential. •	• Experience within an intellectual disability service • Experience leading and managing a staff team
Knowledge	
Essential	**Desirable**
• Data protection & GDPR requirements • Health & Safety Procedures	• Knowledge of the services provided by Corlann • Knowledge of the Corlann ethos
Competencies/Skills	
Essential	**Desirable**
• A clear understanding of confidentiality • Good organisational skills • Ability to efficiently manage time and deadlines to ensure smooth office operations • Ability to manage the office budget • Excellent communication skills with an ability to communicate successfully and sensitively with people who use Services, families, staff and outside agencies	• Leading Staff Supervision and support
Other requirements	
Essential	**Desirable**
• Ability to plan and coordinate office projects, such as office moves, events, or systems upgrades. • Honest and trustworthy • Ability to manage conflict • Energetic and enthusiastic • Appreciation of the needs of people with intellectual disabilities • Flexible and ability to work on own initiative • Ability to multitask at busy times and for specific events organised by the department • Full clean manual driving licence	