Person Specification

POST:	Administration Support (Grade III)	**Last Updated:**	February 2026

	ESSENTIAL	DESIRABLE
QUALIFICATIONS & EXPERIENCE	· A recognised and relevant Secretarial/Administration Qualification **or** relevant experience working in a similar role · A minimum of two years' experience working in a busy office environment · High level of proficiency in Microsoft Office – Word, Excel, Outlook (a skills test will be conducted prior to any formal offer) · Experience of reception duties and interacting with members of the public. · Applicants must be eligible to work in the state. *Please review the criteria at the following link https://enterprise.gov.ie/en/what-we-do/workplace-and-skills/employment-permits and ensure you meet the requirements before submitting your application*	• Experience of working with Healthcare Database Software or similar system • Experience of audio typing. • Experience of working in a Health or Social Care setting
ORGANISATIONAL & PROFESSIONAL KNOWLEDGE	· Broad knowledge of the Enable Ireland organisation and the job. · Knowledge of the ethos and model of working in Enable Ireland. · Excellent reception / administration skills with a keen eye for detail and accuracy · Excellent typing skills	· Demonstrate an awareness of services for people with disabilities in community-based setting · Good knowledge of the disability sector and health services sector · An understanding of the Social Model of Disability

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	· Excellent understanding of communication systems. · Excellent organisational skills · Demonstrates a family centred approach	· Understanding of GDPR (General Data Processing Regulation)
CORE COMPETENCIES: **Planning & organising activities & resources** **Integrity & decision making:** **Building & maintaining working relationships**	The post holder will demonstrate an ability to: · Ability to coordinate and manage own workload. · Ability to set, monitor and achieve targets. · Experience of client data base systems. · Experience of managing office systems. · Respects the policies of Enable Ireland in relation to confidentiality, maintaining boundaries, and dignity and respect. · Demonstrates honesty, integrity and holds a strong code of ethics · Exercises excellent judgement and decision-making skills · Demonstrates a reflective approach when dealing with problems · Excellent communication skills both oral and written, and an ability to communicate effectively at all levels. · Excellent customer focus · Excellent interpersonal skills. · Demonstrates active listening	· Understands and takes account of resource limitations

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Team Working	· Understanding of the importance of building and maintaining working relationships · Awareness of the importance of confidentiality and discretion. · Demonstrates an understanding of team working. · Demonstrates conflict management skills. · Proactive in learning new skills from others and applying them. · Motivates and supports colleagues · Demonstrates the ability to work co-operatively as part of a team	
SPECIAL APTITUDES & CIRCUMSTANCES	· Demonstrates a proactive approach to overall performance. · Innovative and creative · Person centred philosophy · Child and family focus · Good problem-solving skills. · Judgement skills · Demonstrates Flexibility/ adaptability/ openness to change.	