



All Ireland Institute of **Hospice and Palliative Care**

JOB DESCRIPTION & PERSON SPECIFICATION

Office Manager

- **1.0WTE (35 hours)**
- **Indefinite Duration Contract**

All Ireland Institute of Hospice and Palliative Care (AIHPC)

Job Title:	Office Manager
Accountable to:	AIHPC Director
Reporting to:	AIHPC Director

Role and Function of the Office Manager

The Office Manager plays a key role within AIHPC by managing all activities central to the effective and efficient operation of the AIHPC office, providing executive PA support to the Director and line management of Business Support Officer. A key priority for the Officer Manager is to ensure integrated and coordinated working arrangements across AIHPC's functional areas by establishing and maintaining effective communication channels and policy and procedures.

The Office Manager will be the main point of contact for AIHPC member organisations and key stakeholders including government departments and agencies and funders in Northern Ireland and the Republic of Ireland, on behalf of the Director. The Office Manager will support the Director with ensuring the effective operation of AIHPC's governance arrangements.

The post holder will be expected to deal with issues at their level while ensuring that enquiries are passed through the appropriate senior level as necessary. Interpretative, discretionary and collaborative skills play a significant part of this position and the role requires competence, co-ordination and considerable precision when responding independently to unanticipated problems. The Office Manager will require a high level of organisational skills and ability to prioritise tasks as is essential to the nature of this position. The Postholder will report directly to the Director and will work collaboratively as part of AIHPC's team.

Key Responsibilities

- To be key contact for AIHPC member organisations and their representatives on AIHPC's governance committees and key stakeholders including government departments and agencies and funders in Northern Ireland and the Republic of Ireland and support the Director with relationship management
- To co-ordinate AIHPC's governance meetings including the circulation of meeting dates and papers, ensuring quorums, attendance at meetings, generating meeting records, in liaison with AIHPC's Director
- To be responsible for the effective and efficient delivery and co-ordination of office administration duties
- To line manage Business Support Officer including monitoring performance and personal development
- To provide executive PA support to the Director which includes diary management, word processing, drafting correspondence, minute taking, mail management, file maintenance and the preparation of papers, reports, briefings, funding applications and reviewing reports etc. This also includes daily communications and appointments for the Director, ensuring effectiveness and efficiency in planning meetings, scheduling and agenda development.
- To be proficient in gathering, interpreting, and collating of information into draft replies or short reports requiring the use of creative skills as opposed to the routine application of rules and regulations. In addition, work may involve undertaking investigative and research tasks, in support of senior staff
- To handle highly confidential and sensitive information in compliance with AIHPC policies and procedures

- To support the Director and senior staff with managing the Institute's fundraising database including arranging meetings, researching activities, general correspondence and reporting to governance committees
- Act as point of liaison for AIHPC suppliers such as insurance brokers, pension companies, legal advisors, external consultants, and others as deemed appropriate
- Lead on ensuring AIHPC policies and procedures are kept up to date and in line with legal and statutory requirements.

Operational Role

- Manage and establish appropriate communications processes to facilitate top down (information dissemination, strategic objectives/goals) and bottom up channels of communications across the Institute's team
- As Officer Manager support the Director to ensure the strategic goals of AIHPC are delivered on time, within budgetary and resource constraints
- Liaise with Programme Managers with a view to maximising deployment and use of clerical/administrative and other non-professional resources
- Support Director with designing AIHPC's business processes and re-engineer processes where applicable including for example, monitoring of business activities and risk assessments
- Responsibility for training and development of administrative staff to ensure job skills and competency bases are developed and succession planning requirements are met
- Provide direct support to meetings called by the Director as and when required. This will include the preparation and timely issue of agenda and papers, production of notes, progression of business and following up action arising from the meetings
- Establish and maintain processes and procedures for the effective and efficient operational management of records within the Directors office, including a defined file management system
- Ensure good housekeeping practice in terms of document storage, retention, retrieval in line with statutory and regulatory requirements
- Co-ordinate the planning and organisation of travel and accommodation as and when required for Director
- Assist the Director and relevant AIHPC staff in planning and implementing projects towards achieving AIHPC goals
- Participate and contribute to the organisation's Business Planning and Business Improvement Processes in the continuous review of standards and business development.
- Plan and organise Institute team events and as required, support organisation of AIHPC events.

Performance Management

- Ensure the collection, collation, analysis, and presentation of information for performance management, evaluation, and monitoring purposes
- Perform investigation and research of topics in a given area of activity and undertake, as necessary, a series of sample audits of work performed and controls used.

Financial Management

- Support Director with monitoring and management of AIHPC finances including supporting AIHPC's Business Support Officer, who is responsible for internal bookkeeping, and, when required, liaising with Management Accountants and Auditor
- Participate in the design of financial systems required to support AIHPC.

To perform such other duties appropriate to the post as may be assigned from time to time by the Director

PERSON SPECIFICATION - OFFICE MANAGER

FACTORS	ESSENTIAL	DESIRABLE (may be used for shortlisting)
Experience	<ul style="list-style-type: none"> • A minimum of 6 years within the last 10 years in office administrative leadership role in a small to medium organisation or national body • Experience of managing internal and external senior manager level communications • Experience of managing and developing junior administrative staff • Experienced in the use of Microsoft Office • Experience in database management • Experience in a personal administrator role in public or voluntary sector organisation 	<ul style="list-style-type: none"> • Experience in supporting financial management / budgetary processes • Experience in project management • A good understanding of palliative and end-of-life care
Qualifications	<ul style="list-style-type: none"> • Formal training in office management/administration or personal secretarial qualifications 	Microsoft Office Qualification levels: <ul style="list-style-type: none"> • Power Point & Excel - Intermediate Level • Word & Access – Advanced Level
Core competencies	<ul style="list-style-type: none"> • Ability to work on own initiative while remaining an effective member of a team • Strong relationship management skills • Ability to manage conflicting requirements, handling matters sensitively and confidentially • Excellent verbal and written communication skills • Effective report writing demonstrating use of analysis • Ability to assess and provide innovative solutions as required • Proven record of consistent and accurate database management • Excellent systematic and efficient organisation skills • Ability to work in an accurate and consistent manner 	
Transport		<ul style="list-style-type: none"> • Hold a current full driving license and have access to a form of transport to allow them to undertake the functions of the post

CONDITIONS OF APPOINTMENT:

WORKING BASE: This post is based in Dublin at the AIHPC Office, Education and Research Centre, Our Lady's Hospice & Care Services, Harold's Cross, Dublin 6W. Remote working will be considered although there will be a requirement to attend the AIHPC office two days per week. The post-holder may be required to travel within the Republic of Ireland and Northern Ireland on occasion.

SALARY: **€51,018 – €58,172**

The successful candidate's salary will be calculated strictly on the number of years of relevant/comparable experience, i.e. each year of relevant/comparable experience will decide the point at which your salary will be between the 1st and last point of the pay scale above.

For any salary queries please contact the HR department on: 01-491 25 94.

The post holder is required to pay to the Institute any fees or other monies (other than inclusive salary) payable to or received by the post holder by virtue of the appointment or in respect of services, which the post holder is required by or under any enactment to perform.

HOLIDAYS: **27 days** per annum plus 9 public holidays

HEALTH: A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre-employment medical.

CONTRACTUAL HOURS **35 hours** per week. Given the seniority of the post details of starting and finishing times may vary in accordance with Institute needs. There will be times when you will be required to work outside of the normal office hours.

The post will be filled on a whole-time indefinite duration basis.

Superannuation:

The Institute will make a 7% contribution towards a pension scheme and employee contributions are mandatory at a minimum rate of 7% of gross basic salary.

Probation:

This appointment is subject to the satisfactory completion of a six-month probationary period. During this time, AIHPC will assess the post holder's suitability to the position. Should AIHPC find their performance unsatisfactory, we reserve the right to terminate your employment with one week's notice in writing and not the notice period provided for at the clause entitled "Resignation/Termination of Employment" within the person's employment contract. Likewise, where the post holder intends to resign from their employment during their probationary period, they will be required to give the company one week's notice in writing.

In certain circumstances this probationary period may be extended but will not in any case exceed eleven months in total. For the extension of a probationary period the post holder will be advised in writing to this effect, and of the duration of the extension.

Resignation:

The post holder must give not less than one month's notice, in writing, of intention to resign from the post.

Expenses:

All expenses incurred related to travel and other work related expenses will be reimbursed on a vouched basis as determined by AIHPC policies.

Other terms and conditions will be in line with AIHPC policies.