

IACP Administration Officer Job Description

Job Title: Administration Officer
Reporting To: Executive Administrator
Contract Term: Full Time Permanent

The Irish Association for Counselling and Psychotherapy (IACP) is seeking to recruit an experienced and resourceful Administration Officer (AO) to join their South County Dublin based team. This is an excellent opportunity to join a dynamic organisation and to provide administrative support across a number of functions including complaints, governance and data protection.

Key responsibilities (include but are not limited to):

- Providing administrative support for committee meetings, to include preparation of meeting briefs, ongoing information compilation, co-ordination, preparation, formatting, updating and production of material for the above meetings and following up on action points from meetings with committee members, legal advisor, CEO, Management Team and Executive Administrator.
- Attendance at committee meetings as required for minute-taking purposes.
- Dealing with complaints correspondence and maintenance of confidential records and files for each case.
- Monitoring the complaints email account.
- Providing support to the Executive Administrator in the organisation of various events e.g., venue bookings, travel arrangements etc.
- Assisting the Executive Administrator with other duties relating to CEO support and corporate governance requirements.
- Providing administrative support to the IACP Data Protection Officer. This involves assisting in the processing any subject access requests (SARs) that may be received, collation of data protection statistics and assisting with annual data destruction as per the IACP Data Protection Policy.
- Providing cover for the Member Care department when required.
- Liaising with staff in various departments of IACP as required to fulfil role.

The above duties and responsibilities are not intended to be a comprehensive list of all duties and responsibilities involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned from time to time and to contribute to the development of the post while in office.

The Ideal Candidate will have:

- Minimum of two years of administrative experience.
- Excellent verbal and written communication skills.
- Strong organisational skills, attention to detail, written and communication skills.
- Experience in document control and management.
- An ability to multitask and manage deadlines.

- A calm and professional manner.
- Ability to work independently, be self-motivated and action oriented.
- Be very capable of working within a team.
- Sound judgment, tact, diplomacy, and professionalism applied in all transactions, maintenance of utmost confidentiality with sensitive and personal information.
- At least an intermediate level knowledge of Office 365 and MS packages. e.g., Word, PowerPoint, Excel, Outlook, etc.

Remuneration and conditions:

- A starting salary of between €28,080 and €31,200 per annum, dependant on experience.
- IACP staff are currently working a hybrid solution, working 2/3 days per week in IACP's Office, Marina House, 11-13 Clarence Street, Dun Laoghaire, Co Dublin and the other days remotely.
- The normal working hours are 40 hours per week between 9 am and 5 pm, Monday to Friday. There is a flexible option of starting between 8.30 am – 9.30 am and finishing between 4.30 pm - 5.30 pm each day (following a successful probationary period).
- The annual leave entitlement is 22 days per annum.

Employee Benefits:

- Flexible start and finish time (as above)
- Hybrid working schedule (as above)
- Performance related annual increases, relevant to the appropriate salary scale
- On successful completion of 6-month probationary period, annual bonus in December (equivalent to 1 week's salary)
- Additional days leave (outside above) Good Friday and Christmas Eve
- Service Recognition Scheme
- IACP provide HSF Health Plan for all staff
- Group Pension Scheme Plan (following 12 months service)
- Workplace Well-being policy including access to Employee Assistance Programme (counselling, portal, monthly eNews & Webinar), wellness workshops, 1 self-care day per annum.
- Team Building initiative
- Support for Professional Training and Development
- Bike to work scheme
- Commuter Ticket scheme
- Savings at local and national retailers with the IACP Countdown Card

All staff are expected to:

- Work in accordance with the IACP HR policies and procedures.
- Help maintain a safe working environment and take responsibility for own and colleagues' health and safety.

- Undertake such other duties within the scope of their post as may be asked by their manager.
- Staff may be required from time to time to work outside of the core hours and the IACP operates a Time in Lieu system for such hours should they arise.
- Staff may be required to travel on occasion as part of the role and travel expenses are paid at civil service rates.

Application details

Please send a current Curriculum Vitae and Cover Letter outlining your suitability for the position by midday on **Tuesday, 17th January 2023** by email to JobVacancies@iacp.ie

IACP is an equal opportunities employer.

Please note that there will be two rounds of competency-based, in-person interviews with dates to be confirmed.

No work as a Counsellor/Psychotherapist should be undertaken, or memberships of other Counselling and Psychotherapy Associations held whilst holding an employee position at IACP.