



# DRCC

Dublin Rape Crisis Centre

## Part Time Temporary Receptionist/Administrator

### Dublin Rape Crisis Centre

Dublin Rape Crisis Centre (DRCC) has a twofold mission: to prevent the harm and heal the trauma of all forms of sexual violence. We provide first response services through the National 24/7 Helpline, face to face therapy and an information and support service. We provide accompaniment and support to those who attend the Rotunda Sexual Assault Treatment Unit, Garda Stations, Courts and other settings. In addition, we offer education and training programmes for a wide variety of professionals, frontline staff and volunteers who work with those who have experienced sexual violence.

### URGENTLY REQUIRED

#### Part Time Temporary Receptionist/Administrator

Every Saturday onsite (9am to 4pm) (Annual Leave & Sick Leave Cover as required)

\*2 Days Temporary Administration role also available

For the right candidate a combination of both roles will be considered

Reporting to the Head of Operations and Administration

Hourly Rate: €15.50 PH

### About the role

We are looking for someone with the ability to exercise judgement when dealing with confidential administrative duties. As well as being experienced in providing excellent reception and administration skills.

### You will be responsible for, but not limited to:

#### Reception Duties:

- Ensuring the reception is open for business promptly from 09:00 until 18:00hrs (Saturday's 09:00 until 16:00)
- Dealing with service users of DRCC
- Dealing with call-ins to the Centre seeking counselling advice.
- Ensuring the 'handover' of reception duties to colleagues for breaks is competently managed and that they are apprised of all visitors, appointments and actions that they must take following such a handover.
- Ensuring the reception area is clean, looks professional and that all marketing and support material is up to date and well stocked.
- Answering and logging all incoming telephone calls on DRCC CRM system (Training will be provided)
- Dealing with information queries including the logging and passing on of messages to members of staff including therapists who maybe otherwise be engaged.
- Recording incoming and outgoing correspondence, post, couriers, and hand delivered items etc. as per the procedures already established, to include GDPR rules and regulations.
- Processing of stationery orders and house maintenance requests.

#### Administration Duties:

- General administration support duties such as the following:
- Be the first point of contact for the Administration Team Leader
- Provide timely and efficient administration support to departments throughout the organisation
- Minute taking and circulation at various meetings
- Coordinate internal & external meetings ie. meeting invites and collation of back up documentation as necessary



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- Organise room bookings online and room set up, teas & coffees
- Set up any tech required
- Rearrange the room after the meeting and anything else that may be required
- A good working knowledge of Microsoft Office Suite including familiarity of SharePoint
- Work with our team of receptionists on a rota basis to provide cover with support from others on the Admin team when necessary
- Creation of documents to support staff, from general “how to’s” to specific guides for staff, share the links and file in folders on SharePoint
- Build a relationship with the DRCC 3rd party providers and maintain the contacts register

The above is a guide to the duties of the Administrative Officer, however, it is not an exhaustive list.

## About You:

### The ideal candidate would have the following:

- At least 2 years previous administration and or reception experience
- Current knowledge of IT skills required, including proficiency in Microsoft Word, Excel, Microsoft Outlook & CRM Systems
- Excellent communication skills both written and verbal
- Energetic and has ability to multi-task, prioritise workload, and adapt to a dynamic and busy growing organisation
- Ability to deal professionally with all types of information, including that of a highly sensitive and confidential nature
- Adhere to the Values of Dublin Rape Crisis Centre

## How to Apply

Please apply with a Cover Letter and up to date CV to [recruitment@rcc.ie](mailto:recruitment@rcc.ie) insert Receptionist/Admin in the subject line or for queries, email Naomi Patton, HR Manager.

Closing Date Friday 14th June 2024 @ 5pm

## NOTE

The details contained in this job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, over time, the nature of individual jobs may change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time. Gardai Vetting a requirement.

All prospective employees are required to declare prior convictions and whether they have been or ever having been the subject of any investigation or inquiry into abuse or other inappropriate behaviour.

Applicants should be aware DRCC is located in an old Georgian building on Leeson Street with access steps from the street. It is committed to providing reasonable accommodations for applicants and employees with a disability.