

Job Title: Part-Time Permanent Receptionist

Reports To: Head of Operations and Administration

Location: Dublin Rape Crisis Centre (DRCC)

Contract Type: Part-Time - Permanent

Job Summary:

The Dublin Rape Crisis Centre (DRCC) is seeking a committed and professional **Part-Time, Permanent Receptionist** to support the effective operation of the Centre's reception services.

The successful candidate will play a key front-of-house role, ensuring a welcoming and efficient environment for service users and staff while supporting the smooth running of administrative processes.

Key Responsibilities:

The successful candidate will be responsible for, but not limited to, the following duties:

Reception Duties:

- Staff the reception during the following core hours:
 - **Tuesday, Wednesday, and Thursday:** 5:00 p.m. – 8:00 p.m. (3 hours per evening, no break)
 - **Saturday:** 9:00 a.m. – 4:00 p.m. (7 hours, with a 30-minute lunch break)
- Ensure a prompt and professional reception handover from 17:00 until closing at 20:00 hrs.
- Greet DRCC service users and accurately update their status on the DRCC CRM system (*training will be provided*).
- Answer all incoming calls and log them in the DRCC CRM system. (*training will be provided*)
- Comply with all DRCC GDPR policies and procedures.
- Respond to general information queries and provide appropriate guidance.
- Ensure effective handover of reception duties during breaks or shift changes, including full updates on appointments, visitors, and required actions.
- Maintain a clean, professional, and welcoming reception area; ensure all marketing and support materials are current and well-stocked.
- Log and relay messages to relevant staff members, including therapists, while maintaining confidentiality and discretion.
- Record and track all incoming and outgoing correspondence, including post, couriers, and hand-delivered items, in accordance with established procedures and GDPR regulations.
- Processing of stationery orders and house maintenance requests.
- Update the procurement register in line with the Centre's procurement policy.
- Provide cover for annual leave and/or sick leave as required

The above is a guide to the duties of reception, however, the above is not an exhaustive list:

- ❖ **Special Note:** Flexibility is essential for this role, especially to cover staff absences due to annual leave or illness.

Person Specification:

Essential Requirements:

- Strong interpersonal and communication skills.
- Ability to manage sensitive situations with empathy, professionalism, and confidentiality.
- Excellent attention to detail and organisational abilities.
- Ability to learn and use CRM and administrative systems (training will be provided).
- Commitment to the mission and values of DRCC.
- Ability to work independently and as part of a team.

Desirable:

- Previous experience in a front-of-house or receptionist role.

How to Apply

Please submit your CV and a cover letter outlining your suitability for this role to recruitment@rcc.ie, quoting **“Receptionist”** in the subject line.

Salary: €14,389.00 Per Annum

Pension: Immediate entry on joining

Annual Leave 9 Days Per Annum

Access to: Bike to work scheme

Access to: Travel Tax Saver scheme

13th January 2026
NP/SMcM