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| <b>Job Title:</b>       | Receptionist/Administration   |
| <b>Location:</b>        | Cork City South   |
| <b>Reports to:</b>      | Team Leader   |
| <b>Hours:</b>           | 35 hours per week.  |
| <b>Salary:</b>          | 28,000  |
| <b>Job Type:</b>        | Full Time   |
| <b>Contract:</b>        | Permanent   |
| <b>Purpose:</b>         | To embrace the vision, mission and values and provide admin support to Coolmine Services. |
| <b>Contact Email:</b>   | <a href="mailto:dylan.murphy@coolminetc.ie">dylan.murphy@coolminetc.ie</a>                |
| <b>Application Ref:</b> | HR/CRK/ADS/ADMN/0224  |

Coolmine is a leading drug and alcohol treatment centre providing community, day and residential services to men and women with problematic substance use and their families in Ireland. Established since 1973. Coolmine Therapeutic Community believes that everyone should have the opportunity to overcome addiction and lead a fulfilled and productive life.

We now have a vacancy for Receptionist/Admin. The successful candidate will report to Team Leader to provide admin support to the service.

**Role Responsibilities: (Include, but not limited to)**

- To work as part of the team in the service, ensuring service users are treated with respect at all times.
- To oversee the Stationery and Cleaning Products orders and support the management in Invoice Management.
- Maintain professional and personal boundaries
- To comply with all Health and Safety regulations and standard operating procedures relating to fire procedures, maintenance, critical incidents, safety for staff, etc. to ensure the effective safety and well-being of all clients and staff.
- To participate in regular supervision and annual appraisal, and help in identifying your own job-related development and training needs.
- To work within the policies of Coolmine Therapeutic Community in order to ensure that a consistent delivery of service, quality standards and best practice are adhered to at all times.
- Undertake other duties as and when requested by the Team Leader.

- Oversee the administration duties in relation to the training and development of the Parents under Pressure (PUP) Programme.

### **Reception Duties**

- To deal with all enquiries at the desk in a cordial and professional manner.
- To keep the reception area in order.
- To maintain the Notice boards in the reception area, ensuring notices are up-to-date and accurate.
- Relay messages for Service Users and staff, manage the intercom/fob system, ensuring all staff, service users, visitors are made feel welcome, Ensure all visitors & staff sign the appropriate Sign In/Sign Out book on arrival and when departing. Take delivery of post and distribute post to Service Users and staff, ensuring all outgoing post is posted each day

### **Administration skills**

- Effectively implement work plans.
- Keep records pertinent to the post and observe professional standards ensuring confidentiality of records and security of same.
- Administer the day-to-day aspects of the service and facilities.
- Provide reports and statistics as requested.
- Participate in ongoing evaluation and in initiatives to improve the quality of all aspects of the service.
- To carry out a range of routine clerical activities such as sending out routine replies, photocopying, typing letters, reports and minutes of meetings and other such duties, when requested by the management.
- Provide HR Admin support to staff

### **Person Specification**

#### **Education**

- Minimum of Leaving Certificate or equivalent.
- 1 years' experience using MS Excel, MS Access, MS Power Point and MS – ESSENTIAL
- Experience setting up and maintaining both manual and computerised filing systems.
- Proven analytical skills and attention to detail.

#### **Knowledge & Skills**

- Has excellent communication and listening skills.
- Enjoys working with people, is approachable, and demonstrates warm and friendly mannerisms.
- Is clear and explicit about professional and personal boundaries.
- Clear written and verbal communication skills
- Have a “can do” attitude and a positive solution focused approach to problem solving and conflict resolution.
- Uses assertive behaviour, demonstrating dignity and respect for self and others at all times.

- Is not afraid or unwilling to take on the work or responsibilities that are expected from the role.
- Capacity to work effectively under pressure.
- Committed to meeting the needs of excluded and marginalised people.

**Application Process:**

Interested candidates who meet the Person Specification requirements should send their CV & cover letter to Dylan Murphy, HR Administrator at [dylan.murphy@coolminetc.ie](mailto:dylan.murphy@coolminetc.ie). Please quote this application reference HR/CRK/ADS/ADMN/0224

The closing date for applications is **Thursday 15<sup>th</sup> of February 2024**

**Coolmine Therapeutic Community is an equal opportunities employer.**