

Job Title:	Receptionist / Administrator
Location:	Cork City, Main Base – 12 Mary Street, Cork City Flexibility with travel to other City based hubs on occasion
Reports to:	Senior Project Worker
Job Type:	Fixed Term Absence Cover – 6 Months
Hours:	35 Hours per week (Monday – Friday)
Salary:	€30,084 per annum
Purpose:	To embrace the vision, mission and values and provide admin support to Coolmine Services.
Contact Email:	Dylan.murphy@coolminetc.ie
Application Ref.	HR/CRK/ADS/TEMPADMN/1026

Coolmine Therapeutic Community is a leading national provider of drug and alcohol treatment and recovery services, supporting individuals, families and communities across Ireland. For over 50 years, Coolmine has been committed to helping people affected by addiction to achieve lasting recovery and lead fulfilling, productive lives. Our work is rooted in the Therapeutic Community model, which promotes personal responsibility, peer support, education, therapeutic intervention and positive lifestyle change.

Coolmine delivers a broad range of services across the East, Midwest and Southwest of Ireland, with services located throughout Dublin, Limerick, Cork and Kerry. Our residential services include Coolmine Lodge, providing treatment for men, and Ashleigh House in Dublin and Tait House in Limerick, supporting women and children. We also provide community and day services across our regional locations, alongside outreach and specialist services. Our services provide a continuum of care, from initial contact, assessment and stabilisation through primary treatment, integration, aftercare and lifelong peer-led recovery support.

Why Work at Coolmine Therapeutic Community?

Working at Coolmine Therapeutic Community means joining a purpose-driven organisation where your work can make a meaningful difference to individuals, families and communities affected by addiction. We are committed to creating a supportive, inclusive and healthy workplace where our staff are valued, respected and encouraged to develop professionally. Coolmine is accredited under the **Gender Equality European & International Standard (GEEIS)**, demonstrating our commitment to promoting gender equality, diversity and inclusion across our organisation.

We are also proud to participate in the **IBEC KeepWell initiative**, reflecting our commitment to supporting the health and wellbeing of our employees. At Coolmine, you will be part of a

dedicated and compassionate team, working together to support recovery, promote positive change and strengthen communities across Ireland.

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.

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

Education and Development

Requirements

Essential:

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.
- Must have a valid EU & Irish Work Permit.

Core Competencies

- 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.

Benefits to working with Coolmine TC.

- Bike to Work scheme.
- Employee assistance program
- Travel Tax Saver Scheme
- Additional Annual Leave Entitlement

Application Process:

Interested candidates who meet the Person Specification requirements should send their CV & cover letter to Dylan Murphy, HR Business Partner on Dylan.Murphy@coolminetc.ie

Please quote the application reference number **HR/CRK/ADS/TEMPADMN/1026**

The closing date for applications is **Monday the 2nd of November 2026.**

Coolmine Therapeutic Community is an equal opportunities employer.

Please find our Candidate Privacy Notice - <https://www.coolmine.ie/candidate-privacy-notice/>