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| **Job title:** | **Clerical Officer**  **Reference: CO01** |
| **Location:** | Central Hotel Chambers, Dame Court, Dublin 2. |
| **Responsible/Reporting to:** | This role will be part of the Administration Team reporting to the Head of Finance |
| **Job purpose:** | Responsible for providing administrative support to all departments of the Organisation |
| **Salary Scale:** | Salary scale €32,000 to €39,963.62 (pro rata) – a 10 point scale. Entry level will depend on experience. |
| **Job Information:** | This post is a Part time year contract 21 hours per week |

**About HAIL**

**HAIL is an Approved Housing Body with over 405 properties mainly in the Greater Dublin area**

HAIL has a strong reputation in providing both quality housing and floating support services to people with mental health difficulties in their own homes across Dublin, Kildare, Portlaoise, Limerick and Louth.

HAIL’s vision is to be the provider of choice for housing and support for people with mental health difficulties, enabling them to achieve and sustain independent living in the community by having secure, quality, affordable accommodation with appropriate support services tailored to their needs.

HAIL’s mission is to provide housing and individually tailored services to support people, primarily those with mental health difficulties, to integrate and live independent lives in the community.

**Job Purpose Summary**

The Clerical Officer will be responsible for providing administration assistance to a number of teams within the organisation predominantly the housing, corporate services and to the Management Team. The role consists of general office administration, managing office equipment contracts, providing admin and IT support to other departments and coordinating the maintenance for our tenants from receiving the call to allocating the jobs to our maintenance contractors. Operating as part of a team is most important, with the flexibility to respond to various tasks as required.

**Key Role and Responsibilities**

Working as part of a busy administrative team, the main duties of the post will be to:

* Answer all incoming calls and handle caller’s enquiries whenever possible
* Re-direct calls as appropriate and take adequate messages when required
* Answer maintenance calls – assign jobs to housing officers, monitor and update housing management system to record details by property and monitor performance.
* Greet, assist and/or direct visitors to the office
* Assist in the production of documents and materials (to include typing, photocopying, presentations, circulars, memos, boiler service letters, letters re: H & S checks, any other bulk correspondence to tenants) relevant to all Departments.
* Assist in monitoring the Companies generic emails.
* Record minutes of department team and other meetings and distribute to relevant persons.
* Provide administrative support to the Housing Team.
* Liaise with staff to ensure prompt processing, filing and payment of invoices
* Ensure that security and confidentiality in your role are maintained at all times
* Assisting with the organisation and co-ordination of events, including but not limited to, the Annual General Meeting
* Ad hoc tasks as directed

**Competencies / Qualifications required:**

* Strong customer care skills
* Proven experience in a similar role
* PC literate and competent in using Word, Excel, Outlook, housing and support management information systems / data bases. Experience in Affinity would be an advantage
* Maintain strict confidentiality at all times
* The ability to work as part of a team
* Excellent and confident communicator at all levels
* Ability to prioritise & problem-solve
* Ability to work under pressure and flexibly
* Integrity and personal effectiveness
* Commitment to the delivery of quality services

Empathy with the client base, excellent communication and team working skills are key requirements for the post.

**HAIL offers:**

* Flexible working hours
* 24 annual leave days plus 3 Company days (pro rata)
* Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution
* Death in Service Benefit
* Health insurance for serious illness
* Training and development
* Paid expenses

1. **Appointment**

This post will be filled immediately.

All contracts are subject to successful completion of a six-month probationary period.

1. **Recruitment Process**

Please send **a letter of application** outlining your suitability for this role and your **C.V.** to [hr@hail.ie](mailto:hr@hail.ie) by 5pm on Friday the 5th November 2021. Only those shortlisted for Interview will be responded to.

**HAIL is an equal opportunities employer.**

