



Role:	Administrator and Accounts Assistant
Contract Type	1 Year Temporary Contract – Subject to Funding
Reporting To:	Volunteer Centre Manager
Location:	Office based
Working Hours	35 Hours per week: 9:00 – 5:00 Monday-Friday
Salary	€27,021 p.a

Role Overview

To act as a welcoming and knowledgeable first point of contact for the Sligo Volunteer Centre on reception, phone and email correspondence, providing an efficient accounts and general administration service across the organisation, contributing to the smooth running of the service.

Main Duties and Responsibilities

Reception and General Office Administration

- Greet and welcome visitors, ensuring a professional, friendly and efficient reception service
- Answer and direct phone calls, emails, and other inquiries to appropriate staff.
- Handle incoming and outgoing mail, deliveries, and couriers.
- Manage the office calendar, including reporting deadlines, appointments, events and meetings.
- Keep the reception area and common organised, ensuring a current and relevant supply of information brochures.
- Maintain communications and complaints log
- Source and book meeting rooms/venues/restaurants/travel arrangements where required.
- Maintain company logs such as accidents, fire safety checks, risk assessments
- General office administration, photocopying, filing etc.
- Maintain office supplies and equipment inventory and place orders as necessary.
- Maintain company logs such as accidents, fire safety checks, risk assessments

Website and Social Media

- Assist in the promotion of volunteering across the community by updating SVC website, online media, contributing to newsletters etc.

Volunteers and Volunteering Involving Organisations

- Assist with processing new volunteer registrations and follow up communications
- Provide support when needed with IVOL database for volunteers and organisations

Accounts Administration

- Maintain accurate financial records using accounting software
- Make lodgments and perform bank reconciliations
- Help create and disseminate invoices and follow up on outstanding accounts or queries.
- Administer Payroll package and process employee expenses
- Prepare monthly financial statements for reporting purposes and assist with preparation of budgets, annual audit and report

Executive Assistance and Human Resources

- Assist the manager in relation to recruitment and inductions
- Assist with preparation of time and attendance reports and coordination of annual leave
- Act as minute taker for all team meetings
- Assist with procurement and monitoring of service contracts, including fire, health & safety.
- Assist with the preparation of board reports and regulatory and funder returns
- Provide administrative assistance to the Board as directed

This job description is not exhaustive and may be amended to meet SVC's service requirements. The postholder will be required to undertake any duties deemed commensurate with the role.

Person Specification

	Essential	Desirable
Minimum 1 year experience of working in a similar role	√	
Good communication (written and verbal), interpersonal and relationship building skills, with proficiency in English	√	
Excellent front of house skills with a commitment to a high standard of customer care, providing a welcoming and efficient reception service.	√	
Intuitive computer user with confident in navigating CRMs, software and proficiency in Microsoft Office Suite – Outlook, Word, SharePoint, Excel and MS Teams	√	
Working knowledge of accounting/book-keeping in a charitable/not for profit environment	√	
Ability to work effectively in a regulatory environment, adhering to relevant policies and procedures.	√	
High level of integrity and confidentiality.	√	
Understanding of value for money in an administrative role.	√	
Proactive, responsible and accountable approach	√	
Strong organisational, time management, and prioritisation skills, capable of effectively handling multiple tasks and situations simultaneously.	√	
Demonstrable ability to work independently and as part of a team	√	
Good standard of literacy and numeracy with a high level of accuracy in data entry and financial reporting	√	
Prior experience within the Community and Voluntary Sector		√
Prior experience of Salesforce, Sage systems (or similar)		√
Experience/Awareness of Volunteering		√