

Administrator: Information Booklet

The National Adult Literacy Agency (NALA) is recruiting an Administrator.

We are looking for a motivated, energetic and results driven team player to join our organisation and to help us achieve our vision.

The Administrator will play an important role in delivering NALA's internal administrative support function

This is a varied and interesting role and it will provide a great opportunity to gain experience in the charity sector.

The ideal candidate will have strong hands on experience in providing administrative support within an organisation

To apply for this position submit a [completed application form](#), covering letter and a current CV by email to recruitment@nala.ie by **5pm Tuesday 6 April 2021**.

The National Adult Literacy Agency is an equal opportunity employer.

At the moment, we do not require the assistance of recruitment agencies to fill our vacancies.

Summary of Conditions of Service

Title: Administrator

Reports to: Office Manager

Location: Dublin 6. *Please note:* Due to COVID-19 restrictions the post may be initially and periodically be on a remote working basis.

Contract: Full time contract, 35 hours a week

Pay: The salary for the position will range from **€27,198 to €43,953**, which is the Grade 4 Local Authority Assistant Staff Officer Scale. Candidates should note that starting salary will be based on candidate's experience. Progression on the scale is subject to satisfactory service and NALA's financial resources.

Tenure and probation: The position is offered initially on a 12 months fixed term basis. A probationary period of 6 months will apply from the date of commencement of employment. Subject to satisfactory service and funding, NALA foresees that this contract will be extended upon the expiry of the initial 12 month contract.

Application process: Cover letter, [completed application form](#) and current CV.

Closing date: 5pm, Tuesday 6 April 2021

Questions: Email any questions to recruitment@nala.ie or call 01 412 7900.

About the National Adult Literacy Agency

The National Adult Literacy Agency (NALA) is a Registered Charity committed to ensuring that people with literacy and numeracy difficulties can fully take part in society. According to the last international survey, one in six people has a literacy difficulty in Ireland. One in four people has a problem with numeracy.

Unmet adult literacy and numeracy and digital needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Since we were set up by volunteers in 1980, we have been a leading campaigning and lobbying force on adult literacy issues. We have been involved in national policy; tutor training and teaching resources, research and campaigns to support people with literacy and numeracy difficulties. See www.nala.ie for more information.

About the role

- The Administrator will work closely with the Office Manager and provide reception and administrative support to NALA's Freephone, Distance Learning Service, Learn with NALA online platform and Plain English Service. In addition, the Administrator will assist in maintaining and supporting the administration of NALA's Literacy Resources and general office operations.

Duties and Responsibilities

The Administrators role will include the following:

Reception

- Handling incoming calls, texts, voicemails and emails efficiently, patiently and helpfully from contacts seeking literacy advice and, or information regarding membership, the Distance Learning Service Learn with NALA online platform and any ad hoc enquiries
- Logging telephone calls, text, voicemail and email on NALA systems to facilitate complete and accurate reporting.
- Carrying out call backs on a regular basis to follow up with learners who have contacted NALA seeking advice
- Handling technical and support calls on the Learn with NALA platform
- Greeting and meeting visitors to NALA's offices

Administration

- Carrying out administrative functions assigned by the Office Manager, Finance & Support Services Manager or CEO
- Providing administrative backup to the Office Manager or other members of staff as assigned by the Office Manager Finance & Support Services Manager or CEO
- Providing administrative support to NALA's Programme Learner Support System reporting (PLSS) requirements and responsibilities including ongoing data gathering and verification, coordinating quarterly reports to SOLAS and updating and maintaining the data on PLSS.
- Providing weekly administrative support to the Plain English service to include:
 - Setting up, reviewing and improving the service's Salesforce database
 - Setting up clients on Salesforce and managing contacts, contracts, invoices, interactions, etc. with them
 - Liaising with NALA's Finance team and editors
 - Producing a monthly report for the Plain English Co-ordinator

- Supporting and attending NALA events including managing bookings, confirmations and enquiries
- Managing NALA's storage, supply and fulfilment needs as necessary for materials
- Maintenance of Resources / General Operations
- Ensuring NALA's resource information, resources and resource request forms are updated regularly on the website
- Preparing and issuing information to customers and dealing with suppliers
- Carrying out monthly stock take for audit purposes
- Attending events to display resource materials
- Maintaining the upkeep of the resources
- Assisting customers over the telephone and in person
- Manage incoming and outgoing post, general office maintenance
- Any other tasks assigned by the Office Manager, Finance Manager or CEO.

Essential Criteria:

- 3 years' or more experience in a similar role
- Excellent organisational, communication and IT skills particularly with Microsoft Office, Salesforce or other CRM systems.
- Strong interpersonal skills to effectively deal with clients, stakeholders and staff members with efficiency, patience and empathy
- The capacity to manage a diverse work load, be self-motivated and to prioritise responsibilities.

Desirable but not essential:

- Bachelor's degree or equivalent in a relevant field.

Recruitment process

The National Adult Literacy Agency is recruiting for this position

How to Apply

Applicants should email a [completed application form](#), current CV and cover letter with the names of two referees to recruitment@nala.ie (NALA will not contact your referees without asking you first). The cover letter should set out how the applicant meets the essential requirements and personal attributes of the post and their motivation for applying for the post.

Closing Date

The closing date for receipt of applications is **5pm, Tuesday 6 April 2021**.

All applications will be acknowledged. If you do not receive an acknowledgement within 5 days of applying please email recruitment@nala.ie.

Essential Requirements and Personal Attributes

Candidates will be required to possess all the essential requirements and personal attributes required for the position. They will be requested to demonstrate this both in the application form and, if shortlisted, by interview.

Health

Candidates must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Selection Process

The selection process may include the shortlisting of candidates on the basis of their application form, CV and cover letter and will include an interview.

Shortlisting

A shortlisting process will involve a panel that will select candidates for interview who, based on an examination of the application form and assessed against the essential requirements and personal attributes required, appear to be the most suitable for the position. Shortlisted candidates may be required to submit further information prior to the interview.

Interview

Shortlisted candidates will be called for interview by a panel. The interview will focus on how the candidate meets the essential requirements and personal attributes of the post and their career and experience to date. If required, candidates may be called for a second interview and/or asked to complete a short task based test. Further information will be provided on this in advance of the interview.

Note: It is expected that interviews will be held on the week beginning 26 April 2021. Candidates will be notified of interview dates and arrangements at the earliest opportunity. It will be candidates' responsibility to make themselves available for interview as advised.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview as required or who do not, when requested, furnish such evidence, as the National Adult Literacy Agency requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidate Feedback

Feedback will be provided on written request.

Confidentiality

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts 1988 to 2018.

Candidates should note canvassing will disqualify.

Summary of Conditions of Service

Pay

The salary for the position will range from €27,198 to €43,953, which is the Grade 4 Local Authority Assistant Staff Officer Scale. The current scale for the Administrative Officer is €27,198, €29,057, €31,695, €33,428, €34,945, €36,410, €38,338, €39,820, €41,274, (€42,611 after three years at the maximum), (€43,953 after six years maximum). Candidates should note that starting salary will be based on candidate's experience. Progression on the scale is subject to satisfactory service and NALA's financial resources.

Tenure and probation

The position is offered initially on a 12 month fixed term basis. Subject to satisfactory service and funding, NALA foresees that this contract will be extended upon the expiry of the initial 12 month contract. A probationary period of 6 months will apply from the date of commencement of employment.

Duties

The officer will be required to perform any duties appropriate to the position that may be assigned from time to time. The position is full time and the officer may not engage in private practice or be connected with any outside business that would interfere with the performance of official duties.

Headquarters

The post normally will be located in the National Adult Literacy Agency, Sandford Lodge, Sandford Close, Dublin 6. Due to COVID-19 restrictions the post may be initially and periodically be on a remote working basis.

Hours of attendance

Hours of attendance will amount, on average, to not less than 35 hours per week.

Annual Leave

Annual leave will be 22 days a year. This allowance, which is subject to the usual conditions regarding the granting of annual leave, is on the basis of a five-day week and is exclusive of the usual public holidays.

IMPORTANT NOTICE

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment, which will be set out in the employment contract to be agreed with the successful candidate.

