

Administrator

Hiring booklet

Deadline for applications:

5pm, Wednesday 8 December 2021



NALA

National Adult Literacy Agency
Áisíneacht Náisiúnta Litearthachta do Aosaigh

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1. About the National Adult Literacy Agency (NALA)

The National Adult Literacy Agency (NALA) is a charity committed to ensuring that people with unmet literacy, numeracy and digital literacy needs can fully take part in society. According to the last international survey, one in six people in Ireland has an unmet literacy need. One in four people has an unmet numeracy need and one in two people have an unmet digital literacy need.

These unmet 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 these unmet needs.

We are an equal opportunity employer.

See www.nala.ie for more information.

2. About the Administrator position we are hiring

2.1 About the position

We are looking for a motivated, energetic and results driven Administrator 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.

2.2 Job description

Reporting relationship and key responsibilities

Reporting to NALA's Office Manager, the Administrator will undertake the following key responsibilities:

Reception

- Handling incoming calls, texts, voicemails and emails efficiently, patiently and helpfully from contacts seeking literacy advice and, or information regarding membership, events, training, the Tutoring 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 or other members of the Management Team (Chief Executive Officer, Communications Manager, Finance & Corporate Services Manager or Innovation Manager)
- Providing administrative backup to the Office Manager or other members of staff as assigned by the Office Manager
- 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 Management team and 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
- Providing administrative support to NALA's membership
- Preparing and issuing information to customers and dealing with suppliers
- Carrying out monthly stock take for audit purposes
- Attending events to provide information and resource materials
- Maintaining the upkeep of the resources
- Assisting callers over the telephone and in person
- Manage incoming and outgoing post, general office maintenance
- Any other tasks assigned by the Office Manager or Management Team

2.3 Experience and qualifications

Applicants should have the following experience, attributes and qualifications.

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 and attention to detail to effectively deal with clients, stakeholders and staff members with efficiency, patience and empathy
- The capacity to manage a diverse workload, be self-motivated and to prioritise responsibilities
- Understanding and appreciation of NALA's mission and values.

Desirable criteria:

- Bachelor's degree or equivalent in a relevant field

2.4 Summary of the pay and conditions

Pay: The starting salary for the position is **€36,883** which is Point 6 on the scale which ranges from **€27,672 to €44,426**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Hours: Full time, 35 hours

Contract term and probation: The position is initially offered for 12 months on a fixed term basis. The contract will be renewed subject to satisfactory performance and NALA's financial resources. A probationary period of 6 months will apply from your start date.

Location: Sandford Lodge, Ranelagh, Dublin 6. **Please note:** Due to COVID-19 restrictions, the Administrator may be initially and periodically working from home.

Annual Leave: 22 days a year subject to NALA's annual leave policy and you working full time (35 hours over 5 days). This is exclusive of the public holidays and privilege days that NALA staff are granted at Easter and Christmas.

The above represents the primary pay and conditions of service. It is not the complete list which will be included in the employment contract to be agreed with the successful applicant.

3. About the hiring process

How to Apply

Applicants should email the following two documents to recruitment@nala.ie by **5pm, Wednesday 8 December 2021**

1. current curriculum vitae (CV) with the names of two referees. NALA will not contact your referees without asking you first
2. cover letter that outlines why you are applying for the position and how you meet the essential criteria of the position

If you do not receive an acknowledgement within 5 days of applying, please email recruitment@nala.ie.

Selection Process

The selection process may include a shortlisting of applicants based on their application form, CV and cover letter and will include an interview. All applicants will be notified of the status of their application.

Shortlisting

A shortlisting process is done by a panel of persons to select applicants for interview by reviewing their CVs and cover letters against the essential and desirable criteria. The panel will decide which applicants appear most suitable for the position and invite those applicants for interview. Shortlisted candidates may be required to submit further information before the interview.

Interview

NALA will invite shortlisted candidates to interview by a panel. The interview will explore how the candidate meet the essential and desirable criteria and their experience to date. If required, candidates may be called for a second interview and or asked to complete a short task. Further information will be provided to shortlisted applicants before the interview.

Date of interview: Interviews for this position are provisionally scheduled to take place during the week beginning 13 December 2021. If you are shortlisted, you will be notified of interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend for interview at the time agreed with NALA, your application will not be progressed.

Candidate Feedback

We will provide you with feedback on your application and or interview if you submit a written request to recruitment@nala.ie.

Confidentiality

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

Canvassing will disqualify

4. Queries

Elaine Mullen

Office Manager

National Adult Literacy Agency

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NALA does not require the assistance of recruitment agencies to fill our vacancies.