

Administrator

Hiring booklet

Deadline for applications:

5pm, Wednesday 30 August 2023



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

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1. About the National Adult Literacy Agency

The National Adult Literacy Agency (NALA) is a registered charity and membership-based organisation committed to ensuring that people with unmet literacy, numeracy and digital skills needs can fully take part in society.

The OECD Adult Skills Survey¹ shows that 18% or about one in six Irish adults are at or below level 1 on a five-level literacy scale. At this level a person may be unable to understand basic written information.

25% or one in four Irish adults score at or below level 1 for numeracy. At this level a person may struggle with doing simple math calculations. 42% of Irish adults score at or below level 1 on using technology to solve problems and accomplish tasks.

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.

¹ For this survey the Central Statistics Office (CSO) assessed 6,000 people aged 16 – 65 in Ireland. The survey was done in 2012 and the results were announced in 2013.

2. About the position we are hiring for

2.1 About the position: Administrator

NALA is hiring a motivated, energetic and results driven Administrator to help us achieve our vision.

Our vision is an Ireland where:

- adult literacy is a human right,
- everyone can develop their literacy, numeracy and digital skills, and
- everyone can take part fully in society.

The Administrator will play an important role in supporting NALA's [Plain English Service](#) and Human Resources function.

This is a varied and interesting role, and it will provide a great opportunity to:

- contribute to NALA's ever evolving work and organisation,
- collaborate with committed and passionate colleagues and
- enhance your own skills and knowledge.

The ideal candidate will have strong hands-on experience in providing administrative support within an organisation and a willingness to learn.

The next two sections provide more details of the job and the hiring process.

2.2 Job description

Reporting relationship and key responsibilities

Reporting to NALA's Finance and Corporate Services Manager, the Administrator will undertake the following key responsibilities:

- Assist with aspects of NALA's Plain English Service including:
 - setting up Plain English clients on Salesforce
 - managing contacts, contracts, correspondence with Plain English clients
 - providing administrative support to the Plain English service
 - producing status reports on the Plain English service

- assisting with External Audit and other finance related queries
- liaising with NALA's Accounting Administrator to ensure accurate updates on the status of Plain English work and information to generate invoices to Plain English clients.
- Assist with NALA's Human Resources including:
 - being the initial point of contact for HR related queries from NALA Staff
 - co-ordinating the recruitment and induction of any new employees in collaboration with the hiring manager and other relevant NALA staff
 - maintaining NALA's HR database
 - supporting the administration of NALA's performance management and development system including the administration of employee training
 - ensuring the timely and efficient administration of employment contracts
 - maintaining employee records on Salesforce along with creating and circulating regular reports to NALA's management team.
- Ensure all documentation is stored in accordance with NALA's data retention policies.
- Any other tasks assigned by the Finance and Corporate Services Manager or Chief Executive Officer.

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 with efficiency, patience and empathy
- The capacity to manage a diverse workload, be self-motivated and to prioritise responsibilities

- An understanding and appreciation of NALA's mission and values.

Desirable criteria

- Bachelor's degree or equivalent in a relevant field
- Experience of the not for profit, charity sector.

2.4 Summary of the pay and conditions

Pay: The starting salary for the position will be at a point on NALA's Executive Officer scale ranging from **€31,984 – 49,844**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Hours: Full time, 35 hours a week.

Contract term and probation: The position is initially offered for 2 years 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: Hybrid (Sandford Lodge, Ranelagh, Dublin 6 and home) or Sandford Lodge, Ranelagh, Dublin 6. **Please note:** NALA has a Hybrid Working Policy that allows you to apply to work from home up to three days and in the office for a minimum of 2 days a week.

Annual Leave: 22 days a year subject to NALA's annual leave policy your working full time (35 hours over 5 days). This is exclusive of the public holidays and days that NALA staff are granted at Easter (Good Friday plus two days) and Christmas (Christmas Eve and all days falling before New Year's Day).

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 our hiring process

How to apply

Applicants should email a Cover Letter and Curriculum Vitae (CV) in one document to recruitment@nala.ie by **5pm, Wednesday 30 August 2023**.

The cover letter should outline:

- how you think your experience and qualifications match the criteria discussed in Section 2.3 above;
- why you want to work with us and;
- what difference you think you could make.

The Cover Letter and CV should be:

- saved as one document
- named using the following format:

Last Name_First Name_NALA_Admin

For example: Bloggs_Joe_ NALA_Admin

- emailed to recruitment@nala.ie by **5pm, Wednesday 30 August 2023**.

Please note: Only applications that have followed the instructions above will be considered.

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

Selection process

The selection process will include a shortlisting of applicants based on their cover letter and curriculum vitae (CV). Shortlisted candidates will be called for interview. All applicants will receive an acknowledgement of their application and final notification of the outcome of their application.

Shortlisting

A shortlisting process is done by a panel of persons to select applicants for interview. The panel will review applicants' cover letter and CVs 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 meets the essential and desirable criteria and their relevant 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 of 11 September 2023. 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

01 412 7900

recruitment@nala.ie.

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