

# Office Manager

**Hiring booklet**

**Deadline for applications:**

12 midnight, Sunday 24 August 2025



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 literacy needs can fully take part in society. We are an equal opportunity employer. See the **NALA website** for more information.

Findings from the Organisation for Economic Co-operation and Development (OECD) Survey of Adult Skills 2023 (CSO 2024), show that:

- **1 in 5 adults**<sup>1</sup> in Ireland do not have basic proficiency in **literacy**. This means that 21% or around 700,000 adults can, **at best**, understand short texts and organised lists, if information is clearly indicated.
- **1 in 4 adults** in Ireland do not have basic proficiency in **numeracy**<sup>2</sup>. This means that 25% or around 835,000 adults can, **at best**, do basic calculations but may struggle with tasks needing multiple steps.

Other findings on digital skills in 2023, from the Digital Economy and Society Index (DESI) (European Commission 2024), show that more than 1 in 4 adults<sup>3</sup> in Ireland do not have basic **digital** skills. This means that 27% or just over a million adults have not done at least one activity in each of five digital competence areas<sup>4</sup> such as sending an email, fact-checking or changing software settings.

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.

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<sup>1</sup> Aged 16-65

<sup>2</sup> This means they score at or below Level 1 on a five-level scale

<sup>3</sup> Aged 16-74

<sup>4</sup> Information and data literacy; Communication and collaboration; Digital content creation; Problem-solving; and Safety skills

## **2. About the position we are hiring for**

### **2.1 About the position**

We are hiring a temporary Office Manager while our current Office Manager is on leave.

The Office Manager will:

- ensure the smooth and efficient operations of NALA's office operations and facilities; and
- provide administrative and IT (information technology) support to NALA's staff and operations.

### **2.2 Job description**

#### **Reporting relationship and key responsibilities**

Reporting to the Finance and Corporate Service Manager, specific responsibilities for this role include, but are not limited to, the following:

#### **1. Managing systems and staff**

- Developing, managing and monitoring NALA's administrative operating systems to support NALA's work which include Salesforce, Microsoft Office 365 and Teams, Sharepoint and other relevant systems including NALA's VOIP (Voice over Internet Protocol) telephone and broadband services.
- Supervising and supporting NALA's Administrator to ensure the smooth running of NALA's office, administrative work and the Freephone service.

#### **2. Providing IT support**

- Overseeing and providing IT set up and support to NALA staff including handling and resolving initial queries and when required escalating the queries or issues to NALA's suppliers or contractors.
- Acting as Administrator on relevant operating systems.
- Overseeing the purchase, installation, updating and inventory of relevant IT hardware and software.

### **3. Managing facilities**

- Supervising the building and maintenance contracts including managing and liaising with suppliers and landlord on routine maintenance and required works.
- Acting as Health and Safety Officer and ensuring NALA staff, equipment and building are compliant with Health and Safety standards.

### **4. Managing NALA office and supporting NALA's work**

- Ensuring that general telephone calls and emails and incoming and outgoing post and deliveries are handled in a timely fashion and as required.
- Overseeing the Freephone service to ensure that all calls and emails are responded to and that all required data collection, referrals, reports and information packs are completed in a timely fashion and as required.
- Overseeing and monitoring stocks and supplies, re-ordering and stock checks.
- Ensuring the smooth daily operations of the building or offices including deliveries, security, heating, kitchen, cleaners and liaising with the management company of NALA's offices if and when required.
- Supporting Board meetings and NALA events including the Annual General Meeting (AGM) as required.
- Managing a budget for the NALA office including oversee invoices for payment and clear with the Finance and Corporate Services Team as required.

Other duties as may be assigned by Finance and Corporate Services Manager and the Chief Executive Officer.

## **2.3 Experience and qualifications**

Applicants should have the following experience, attributes and qualifications:

### **Essential criteria**

- A third level qualification in a relevant field such as business administration, operations or a minimum of 5 years' experience in office management or similar role.
- Experience managing and co-ordinating hybrid working arrangements, including fully remote staff.
- Experience in facilities management and liaising with outsourced service providers,

including IT support.

- Excellent ability to manage, prioritise and implement multiple actions in NALA's work plan along with emerging priorities and tasks.
- Strong verbal and written communication skills and effective engagement with staff and stakeholders.
- Proficient in Microsoft Office 365 (Word, Excel, PowerPoint), Teams and SharePoint. cloud-based systems, and experience working with outsourced IT support.
- Strong analytical and problem-solving skills to resolve operational issues promptly and effectively.
- Experience in managing budgets, procurement, and invoicing.
- Ability to supervise administrative staff, foster a positive work environment, and promote staff well-being.
- A collaborative working style along with an ability to work independently and on your own initiative.
- Knowledge of health and safety, data protection and cybersecurity regulations, policies and procedures.
- Understanding and appreciation of NALA's mission and values.

### **Desirable criteria**

- Experience of the not for profit, charity sector.
- Experience with Salesforce or similar customer relationship management (CRM) systems.

### **Eligibility for the role**

Applicants must:

- meet one of the following citizenship requirements:
  - A citizen of the European Economic Area (EEA) which includes the European Union members states, Iceland, Liechtenstein and Norway; or
  - A citizen of the United Kingdom (UK); or
  - A citizen of Switzerland; or
  - A non-EEA citizen who has a Stamp 4 or Stamp 5 visa from the Government of Ireland.
- be either based in Ireland or willing to relocate. Relocation assistance is not provided.

## 2.4 Summary of the pay and conditions

**Pay:** The salary for the position will be at a point on NALA's pay scale ranging from **€43,475-€59,560**.

**Hours:** Full time, 35 hours a week.

**Contract term and probation:** The position is for 4 months from mid-September 2025 to mid-January 2025 on a fixed term basis. A probationary period of 2 weeks will apply from your start date.

**Location:** Hybrid (Sandford Lodge, Ranelagh, Dublin 6 and home).

**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. The Office Manager may be expected to be in the office more than 2 days depending on priorities and work programme.

**Annual Leave:** 7.33 days subject to NALA's annual leave policy and your working full time (35 hours over 5 days). This is exclusive of the public holidays and privilege days that NALA staff are granted at 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](mailto:recruitment@nala.ie) by 12 midnight, Sunday 24 August 2025.

The cover letter should outline:

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

The Cover Letter and CV should be:

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

Last Name\_First Name\_NALA\_OM

For example: Bloggs\_Joe\_ NALA\_OM

**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](mailto: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 1 September 2025. 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](mailto: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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[recruitment@nala.ie](mailto:recruitment@nala.ie)

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