

# Carmichael.

Carmichael is a leading specialist training and support body for nonprofits in Ireland. Our training, support and resources enable our members and partners to be:

- Better informed and equipped to carry out their own remits more effectively
- Aware of and able to employ best practice for good governance
- Better networked with and supported by peer organisations
- More efficient and effectively run so that they are trusted by their funders and supporters.

## Our Mission

To work with nonprofit organisations to enhance their governance and effectiveness in delivering their objectives, by using Carmichael's sector knowledge, experience, resources and physical space to help them achieve real and positive change for their beneficiaries.

## Our Vision

A society where nonprofit organisations are valued and supported to achieve their goals and positively impact their beneficiaries and communities.

## Our Values

Good Governance: We uphold and promote the principles of good governance: integrity, transparency, accountability effectiveness and leadership.

Communities of Practice: We operate as a leader across the sector to build communities of practice spreading knowledge and embedding insights into organisational performance.

Quality: We strive for the highest possible standards of professionalism and expertise in everything we do.

Responsiveness: When organisations contact us, we work with them to meet their needs. We work to understand the needs of nonprofits that contact us and respond with solutions that are practical and tailored to their specific requirements.

## JOB DESCRIPTION

<b>Job Title:</b>	Administration Assistant
<b>Company:</b>	<b>Carmichael</b>
<b>Location:</b>	Carmichael Centre, North Brunswick Street, Dublin 7.
<b>Department:</b>	Training & Consultancy
<b>Place of work:</b>	Remotely, meetings in Dublin 7 once a month.
<b>Reports to:</b>	Senior Training Administrator
<b>Hours of work:</b>	37.5 hours per week
<b>Job Purpose:</b>	Providing administrative support to ensure the smooth running of the Training and Consultancy Unit.
<b>Key Responsibilities:</b>	<u>Main duties:</u> <ul style="list-style-type: none"><li>• Database: maintaining mailing lists, updating existing contacts on database, entering &amp; monitoring information. Generating new contacts.</li><li>• Training and consultancy courses administration: dealing with enquiries, maintaining booking system, taking and recording bookings, sending confirmation e-mails and course reminder e-mails, making up course training packs when needed, creating and collating evaluations, liaising with eLearning partner for creation of eLearning courses' profiles, sending eLearning courses' login details, and updating all relevant data.</li><li>• Liaise with trainers re logistics for scheduled courses.</li><li>• Schedule and prepare necessary items for meetings and training courses.</li><li>• Maintain and update relevant sections of Carmichael website.</li></ul>

	<ul style="list-style-type: none"> <li>• Create and send surveys, and data analysis for reports.</li> <li>• Design social media marketing content when necessary using Canva platform.</li> <li>• Relevant general office duties: phone calls, photocopying, scanning, filing, checking post, etc.</li> <li>• Maintain supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing orders for supplies.</li> <li>• Support team by performing tasks related to the department and organization.</li> </ul>
<b>Requirements:</b>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• Understanding of Carmichael's Mission, Vision, Values</li> <li>• Understanding of Non-Profit Sector and its needs</li> <li>• Passionate about Non-Profit Sector</li> <li>• Excellent administration skills with attention to detail and accuracy.</li> <li>• Multi-tasking and time-management skills, with the ability to prioritize tasks.</li> <li>• Confident handling personal information.</li> <li>• Exhibits polite and professional communication via phone, e-mail, and mail.</li> <li>• Must be proficient with Microsoft Office 365 products, especially Outlook, Word, Excel and PowerPoint.</li> <li>• Ability to work independently and as part of a team.</li> <li>• Desire to be proactive and create a positive experience for others.</li> </ul>
	<p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Familiarity with databases and database management, customer relationship management (CRM) software, e.g. Salesforce.</li> </ul>
<b>Education/Qualifications:</b>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• Leaving Certificate (NFQ Level 5) or equivalent.</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• A bachelor's degree in business, administration, or a related field.</li> </ul>
<b>Salary and Benefits:</b>	<p>€25,500 per annum.  Option to join company pension scheme with employer matching contribution of up to 5%.  Annual Leave 21 days not including Public Holidays.</p>
<b>Review:</b>	Performance and Job Description Reviewed Regularly.
<b>How to apply:</b>	Please send a CV and short cover letter to <a href="mailto:training@carmichaelireland.ie">training@carmichaelireland.ie</a> .
<b>Closing Date for Applications:</b>	5pm, 17 <sup>th</sup> June 2022