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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**

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| **Job Title:** | Administrative Assistant REF - 2261086 |
| **Company:** | **Carmichael**  |
| **Location:** | Carmichael Centre, North Brunswick Street, Dublin 7. |
| **Department:** | CE Scheme  |
| **Place of work:** | Chronic Pain Ireland  |
| **Reports to:** | Ed Murphy  |
| **Hours of work:** | 19.5 |
| **Job Purpose:** | **Admin**  |
| **Key Responsibilities:** | Main duties* To help ensure engagement with our members is impactful, consistent and relevant, thus providing essential tailored support and information to enhance our members’ experience, facilitated by the development of the membership engagement plan.
* To assist in the development of data insights and digital capabilities to facilitate provision of educational and support services nationally.
* To effectively communicate with our members, expand our reach, thus ensuring we can respond in an agile way to any service provision gaps or challenges.
* To support the National Coordinator in all operational activities, which can include, but is not limited to general finances, campaigns, training events, online talks, workshops and webinars.
* Assist with fundraising initiatives, membership surveys, report writing and grant funding applications.
* Provide consistent and confidential information via our telephone support line, email and social media channels. Redirect all support calls to the National Coordinator.
* Effectively engage and maintain relationships with our members, understand their emerging needs and proactively act to address those with innovative solutions.
* Work alongside our National Coordinator and board members to create relevant content for member newsletters, social media, documentation and website as required.
* Conduct periodic member and non-member surveys to elucidate the specific needs and requirements of all interested parties and respond in kind with suitable support service offerings.
* Assist in the update of the membership database, payments and provide timely and up-to-date reporting monthly.
* Organisation of member events, online workshops and coordinating all associated activities.
* Coordinate and support any other ad-hoc activities to support the National coordinator as directed.
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| **Requirements:** | Essential* **21 years or over and in receipt of a qualifying social welfare payment for 1 year or more or 18 years and over for certain disadvantaged groups**
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|  | Desirable* Be a hardworking and flexible individual
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| **Education/Qualifications:** | Essential* NA

Desirable* NA
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| **Salary and Benefits:** | CE Rates |
| **Review:** | Performance and Job Description Reviewed Regularly. |
| **How to apply:**  | Through your Local Intreo Office (Social Welfare) |
| **Closing Date for Applications:** | REF 2261086 22/02/2023 |