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**Community Employment Opportunity**

**Reference number:**

Carmichael is seeking to recruit an Administration Assistant (CE Scheme) for our growing Training and Consultancy Department.

**Eligibility Criteria**

This is a Community Employment position and applicants will need to meet the eligibility criteria set by the Department of Employment Affairs and Social Protection. Applicants should be at least 21 years of age and be in receipt of a qualifying Social Welfare payment for at least 12 months to apply. Applicants who are interested should make an appointment with a Case Officer in their local INTREO Office to be referred for the position.

Applicants should also send a CV and cover letter either through Indeed or by email to [ed@carmichaelireland.ie](mailto:ed@carmichaelireland.ie).

Please quote this reference number when applying with INTREO:

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:** | Administration Assistant – C.E. Scheme (Part-time 19.5 hours) |
| **Company:** | **Carmichael** |
| **Location:** | Carmichael Centre, North Brunswick Street, Dublin 7. |
| **Department:** | Training & Support |
| **Place of work:** | 1 day in Carmichael Centre, 4 days remotely. Meetings in Dublin 7 once a month. |
| **Reports to:** | On a day-to-day level: Training Manager  For other employment matters: Supervisor of Community Employment Scheme (CE Scheme) |
| **Hours of work:** | 19.5 hours per week |
| **Training and Development:** | This is a training scheme position under the Community Employment programme. Participants will be supported to learn and develop their knowledge and skills in line with this developing role. This position offers accredited training opportunities to all Community Employment Participants as part of their individual learning plan in conjunction with DEASP. |
| **Job Purpose:** | Providing administrative support to ensure the smooth running of the Training and Support Unit. |
| **Key Responsibilities:** | * Database: maintaining mailing lists, updating existing contacts on database, entering & monitoring information. Creating new contacts on CRM. * Training and consultancy courses administration:   + dealing with enquiries;   + maintaining booking system;   + taking and recording bookings;   + creating and closing out invoices in correlation with accounts team;   + invoice collection for bookings;   + maintenance of bookings via CRM system;   + sending confirmation e-mails and course reminder e-mails;   + making up course packs when needed;   + liaising with eLearning partner for creation of eLearning courses’ profiles. * Issue receipts and certs as requested by course participants. * Liaise and send content for social media posts on upcoming training courses to Communications Officer. * Liaison with trainers re logistics for scheduled courses when necessary. * Creating graphic designs to advertise courses. * Schedule and prepare necessary items for meetings and training courses. * Maintain and update relevant sections of Carmichael website. * Create and send surveys, and data analysis for reports. * Relevant general office duties: phone calls, photocopying, scanning, filing, etc. * Support team by performing tasks related to the department and organization. |
| **Requirements:** | Essential   * Understanding of Carmichael’s Mission, Vision, Values. * A basic understanding of the non-profit sector. * Exhibits polite and professional communication via phone, e-mail, and mail. * A willingness to undertake training in Microsoft Office 365 and Salesforce (CRM) if not already skilled in these packages. * Some administration skills with attention to detail and accuracy. * Confident handling personal information. * Ability to work independently and as part of a team. * Multi-tasking and time-management skills, with the ability to prioritize tasks. * Desire to be proactive and create a positive experience for others. |
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|  | Desirable but not essential   * Proficiency with Microsoft Office 365 products, especially Outlook, Word, Excel, Forms, and SharePoint/OneDrive. * Familiarity with databases and database management, customer relationship management (CRM) software, e.g. Salesforce. * Passionate about Non-Profit Sector. |
| **Education/Qualifications:** | Essential   * NA   Desirable   * NA |
| **Salary and Benefits:** | Community Employment Rates apply. |
| **Review:** | Performance and Job Description reviewed regularly. |