

## Job Description: Receptionist / Administrator

<b>Hours:</b>	Part-time, 19.5 hrs per week <ul style="list-style-type: none"> <li>• Monday 2 pm - 5.30 pm</li> <li>• Tuesday to Friday 2 pm - 6 pm</li> </ul>
<b>Reporting To:</b>	Operations and Development Manager
<b>Direct Reports:</b>	-
<b>Supported By:</b>	Reception Staff, Operations and Development Manager
<b>Salary:</b>	€30,014 pro rata, per annum
<b>Location:</b>	On-site, not eligible for remote/ hybrid work.
<b>Term:</b>	Permanent contract of employment
<b>Apply By:</b>	Sunday, 7 April 2024, at 11:59 pm

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## Overview

Founded in 1997, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.
- **Culture** - experiencing creativity, heritage, discovery, and fun.
- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all our work, we are guided by the [values](#) of trust, respect, joy, inclusivity, and impact and grounded by our commitments to [equity](#) and [intersectionality](#).

**We have an opportunity for someone to take up a position at the very centre of our work. Is this the role for you?**

We are seeking an individual with a passion for helping others. You are a team player capable of cultivating strong relationships with patrons visiting Outhouse. Working alongside your colleagues on the front-of-house team, you will provide unrivalled person-centred service to our patrons.

You are a great organiser and multi-tasker with a meticulous eye for detail. You can keep on top of a demanding and ever-changing task list. You have sound judgment with the ability to prioritise your workload effectively. You are resilient and capable of moving from supporting a patron in a crisis to finishing administrative tasks multiple times throughout the day.

You will be motivated by our work to ensure all LGBTQ+ people are safe, seen, and celebrated.

## Funding Restriction on Applicants

This role is funded under the Community Services Programme. Under the funding rules of this programme, to be considered for appointment to this role, applicants must be from one or more of the following groups:

- Unemployed people in receipt of Jobseeker's Benefit, Jobseeker's Allowance or One-Parent Family Payment
- People in receipt of Disability Allowance, Invalidity Pension or Blind Person's Pension or other disability payment
- Travellers
- Ex-prisoners
- Stabilised and recovering drug misusers
- People employed by Tús, Community Employment (CE), Job Initiative schemes, as well as Rural Social Scheme workers who are former CE participants
- Migrants
- Refugees
- Asylum seekers
- Roma
- People who are deserted, separated, divorced, or widowed
- Carers who want to return to work
- People who are homeless
- Ukrainians displaced by the war

## Staff Benefits

Outhouse provides staff members with various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life balance is central to our way of working. Some of these discretionary benefits and supports include:

- Paid time off, including 23 holiday days (pro rata), and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes.
- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).
- An Employee Assistance Programme (EAP) covering you and your loved ones 24/7, 365 days per year.
- Family flexible working hours.
- Tax saver tickets and a cycle-to-work scheme.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.
- Staff wellness programmes.
- A matched 5% employer pension contribution to your PRSA, commencing on completing your probationary period.

## Key Responsibilities and Duties

### Reception and Switchboard Duties

- Greeting, welcoming, directing and announcing all visitors to the centre.
- Answer, screen, and forward incoming phone calls to appropriate staff.
- Preparing rooms for meetings, ensuring rooms are left in a tidy manner after meetings and handover to evening reception staff.
- Support café staff when required.

### Information and Signposting

- Answer and record all information and signposting queries (via telephone, email, and in-person).
- Provide patrons with information on all aspects of LGBTQ+ life and signpost callers to public and social services. Queries include but are not limited to sexual health, mental health and wellbeing, counselling, legal services, and Garda Liaison Officers.

### Administration of PDC's and PSG's

- Liaising with Personal Development Course (PDC) and Peer Support Group (PSG) facilitators to confirm course dates, book space, contact participants, answer participant queries, logistics, travel arrangements etc.

### Health and Safety

- Checking, recording, and signing daily, weekly, and monthly fire safety records.
- Administration of facilities health and safety records (e.g. hygiene sheets) and reporting any issues to line manager.

### General Administration

- Maintenance and preparation of Outhouse statistics (e.g. footfall) as required.
- Assisting the Operations and Development Manager and Finance Manager with management accounts (e.g. issuing receipts, petty cash, bank lodgements, etc.)
- Administration of facilities management (e.g. post-box, lockers), ordering and monitoring of stationary and facility supplies.

- Administrative support to special events and activities.
- Any other duties that may be required from time to time.

**Note**

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

## Functional Competencies

### Essential

- ☒ Be [eligible for appointment](#) under the rules of the CSP Programme
- ☒ Good general administration ability and experience.
- ☒ Excellent communication skills.
- ☒ Excellent organisation and planning skills.
- ☒ Strong demonstrable interpersonal skills.
  
- ☒ Ability to work as part of a team as well as autonomously.

### Desirable

- ☒ Proven skills in working with diverse communities and individuals.

## Behavioural Competencies

### Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Demonstrates understanding of the LGBT+ sector and their related service/ profession therein.
- Shows an openness, curiosity, and willingness to learn more about the relevant services/ sector.
- Shows an acceptance and inclusion of LGBT+ identities and people in their practice.

### Resilience

Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations.

- Can recover from setbacks, maintaining a positive attitude, motivation and a balanced perspective.
- Remains calm and manages own emotions effectively when faced with complex, challenging, or ambiguous situations.
- Has the strength to own mistakes, learn from errors and work on improvement.

### **Attention to Detail**

Is thorough and precise when accomplishing a task showing concern for all aspects of the job, developing detailed plans, and accurately checking processes and tasks.

- Understands the need for close attention to detail in delivering a quality service.
- Provides information on a timely basis.
- Double-checks the accuracy of information.
- Ensures all work is delivered to an acceptable level of quality.

### **Person-Centered**

Demonstrates eagerness to understand service user's needs. Views the service user as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Demonstrates an inclusive, caring, and empathetic attitude towards service users.
- Treats all service users with dignity and respect; develops rapport and understanding with service users.
- Co-ordinates with other colleagues and LGBT+ service providers to ensure optimum service is provided to all service users.
- Monitors the needs of service users regularly and makes proposals for improvement.

### **Teamwork**

Has the ability and desires to work cooperatively with others, collaborating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos. Willing to participate as a member of the team.

- Treats others fairly and respectfully.



- Maintains good working relationships with colleagues by being honest, reliable, and dependable.
- Expresses own opinion while remaining factual and respectful of other team members' perspectives.
- Support team goals, follow team processes, and contribute to team decision-making.
- Encourages other team members by recognising their contribution.
- Regularly volunteers and participates in activities.

### **Project Management**

Applies disciplines of planning, organising, and managing resources to bring about the successful completion of a specific project; applies a project management approach to the delivery of activities and plans.

- Prepares in advance of meetings.
- Keeps track of completed activities yet to do and sets priorities with an appropriate sense of what is most important.
- Is aware of the progress of one's work at all times to ensure project deadlines are met.
- When competing priorities exist, will seek direction from more senior colleagues.
- Meets deadlines with acceptable solutions and informs relevant personnel when deadlines cannot be met.

## Key Relationships

<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>● Operations and Development Manager</li> <li>● Programmes and Services Manager</li> <li>● Key Support Work</li> <li>● Reception Staff</li> <li>● Café Staff</li> <li>● Volunteers</li> </ul>	<ul style="list-style-type: none"> <li>● Patrons</li> <li>● Suppliers</li> </ul>

## Overview of Practical Arrangements

### **Hours and place of work**

Pull-time, 19.5 hours per week, Monday – Friday from 2 pm – 6 pm. The nature of the organisation's operations requires flexibility in the hours of work and may require occasional weekend and evening work.

### **Holidays**

In addition to the usual public holidays, the annual leave for this position is 23 days per annum (pro-rata).

### **The Protection & Safeguarding of Children and Vulnerable Adults**

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

### **Confidentiality**

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

### **Outhouse is an Equal Opportunities Employer**

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

### **Data Protection and Privacy**

The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with

information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to [privacy@outhouse.ie](mailto:privacy@outhouse.ie), ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidates data held by Outhouse.

### **Shortlisting**

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

### **Other Important Information**

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the

results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment, their name will be removed from the panel, and no future offers of appointment will be made.

## Submitting an Application

Please submit a completed [application form](#) before the **deadline for application on Sunday, 7 April 2024, at 11:59 PM.**

Applications should be submitted by email to [vacancies@outhouse.ie](mailto:vacancies@outhouse.ie)

We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. We kindly request that you do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur the week commencing 15 April 2024 at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on this date, please state so clearly on your application form.

**Candidates should note that canvassing will disqualify them.**

## Funding

This project is supported by the Department of Rural and Community Development and Pobal through the Community Services Programme.



Rialtas na hÉireann  
Government of Ireland



pobal

government supporting communities