



## JOB DESCRIPTION: RECEPTIONIST / ADMINISTRATOR

<b>Hours:</b>	Part-time, 19.5 hrs weekly
<b>Reporting To:</b>	Chief Executive Officer or designee
<b>Direct Reports:</b>	None
<b>Supported By:</b>	Reception Staff, Operations and Development Manager
<b>Term:</b>	Permanent contract of employment
<b>Required Criteria:</b>	The successful candidate for this role must be in receipt of a payment from the Department Of Social Protection at commencement of the role.

### Overview

Founded in 1997, Outhouse is the LGBT+ community resource centre in Dublin. Our vision is of a vibrant and safe space for LGBT+ people, groups, and organisations that are inclusive of the diversity of our communities.

Our mission is to provide a safe space that facilitates and encourages the growth of services and supports the LGBT+ communities.

In all of our work, we are guided by community, equality, and partnership principles.

Before the pandemic approximately 55,000 people per year access our services that include; a drop-in service; sexual health drop-in clinic; personal development courses; peer support groups; a community café; Ireland's only queer library & theatre; office & multi-purpose meeting rooms for hire; information, referral & support services; outreach & training; activities & events.

This role offers an exciting opportunity to join one of Ireland's leading LGBT+ community organisations. The role holder will act as a front line support to members of the community while providing vital administrative capacity to a busy reception in the capitals LGBT+ centre.

## Funding Restriction on Applicants

The terms of the funding secured for this role stipulate that the successful candidate for this post should generally be in receipt of a payment from the Department of Social Protection.

# 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 drop-in).
- Provide service users with information on all aspects of LGBT+ 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 Garada 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 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

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 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

Internal	External
Operations and Development Manager Reception Staff Café Staff Volunteers	Service Users Suppliers

## Overview of Practical Arrangements

### Hours and place of work

Pull-time, 19.5 hours per week, Monday – Friday from 2pm - 6pm. 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 21 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 is 12 pm noon on Thursday 15 September 2022.**

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 03 October 2022 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