

# **CITIZENS INFORMATION PHONE SERVICE**

## **Administrator**

**(Part time/ Permanent Position)**

**Applicant Information Pack**

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## Citizens Information Service - Service Offer

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The Citizens Information Phone Service (CIPS) was established in 2001 as a national **Citizens Information** call centre. This centre is located in Blackrock, Co Cork. CIPS aims to provide a comprehensive and confidential information service to the public.

## Administrator - Job Description

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### **Purpose of the job**

The Administrator will provide proactive, efficient and effective administrative support to the organisation and to assist CIPS in the development and maintenance of effective practices that support its role and capacity as a national Citizens Information provider.

### **Reporting to**

Administrators report to the Senior Administrator on a day to day basis.

### **Overview**

The Administrator will be responsible for the daily administration of CIPS, carrying out a range of clerical and administrative duties, as assigned by the Senior Administrator.

### **Main Duties and Responsibilities**

- Daily administration duties of the organisation as assigned
- Maintain records and files adhering to best practice guidelines around data protection and GDPR.
- Assist in the collection and preparation of data for the centre's monthly, quarterly and annual returns.
- Preparation of financial transactions and reports e.g. payroll, PAYE/PRSI returns.
- Undertake bookkeeping responsibilities, including payments and invoicing.
- Liaise with contractors, creditors, debtors and financial institutions when required.
- Organise events and meetings, taking minutes where required.
- Carry out administrative and clerical duties in relation to :
  - Maintain adequate stocks of stationery and supplies
  - Ensure upkeep of /canteen cleaning
  - Incoming and outgoing post
  - Supporting recruitment campaigns
  - Procurement
  - Health & Safety
- Undertake training and development to maintain and improve performance and assist in identifying self-training and support needs.
- Perform such other duties as may be assigned from time to time by CIPS management.

## **Administrator - Person Specification**

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### **Essential Educational Qualifications and Attainments**

- Good general level of education - Leaving Certificate or equivalent
- Some certification in Microsoft Office or equivalent

### **Desirable Educational Qualifications and Attainments**

- A recognised qualification in financial administration

### **Essential Knowledge, Skills & Experience**

- Experience of working in an administrative role in a busy office environment
- Excellent written, communication and numeracy skills
- Good working knowledge of Microsoft Office
- Experience in data processing and filing using ICT systems
- Knowledge or experience in financial and accounts data processing
- Ability to work on own initiative or as part of a team
- Self-motivated, flexible and reliable
- Good organisational skills
- Maintenance of the highest standards of honesty and integrity

### **Desirable Knowledge, Skills & Experience**

- Some knowledge of / experience in one or more of the following areas: -
  - Payroll
  - PAYE / PRSI returns
  - Preparing bank transactions
  - Using IT financial software packages
  - Using HR software packages

## Administrator – Required Competencies

Competency	Definition
<b>Document Production</b>	Produces reports and other documents.
<b>Payroll and Office Accounts</b>	Shows attention to detail in the processing of information.  Process numerical information efficiently.  Prepares payroll and bank transfers.
<b>Record and database management</b>	Records and retrieves information electronically and in hard copy. Uses and supports data collection and software management systems. Observes confidentiality in the administration of personal and financial data.
<b>Communication</b>	Fluent in written and verbal English.  Writes clearly and concisely producing accurate emails, letters and documents.  Keeps clear records that are easy for others to understand. Shows attention to detail in the processing of information.  Processes numerical information efficiently.
<b>Team Working</b>	Works effectively as part of a team.  Active contribution to a supportive, respectful, creative and dignified team working environment

## Administrator – Terms and Conditions

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This is a permanent position, subject to satisfactory completion of a six-month probationary period. The period of probation may be extended at the discretion of the Line Manager.

The successful candidate will be available to work 17.5 hours per week (part time). There may be a requirement to work evenings from time-to-time.

**Salary:** Scale range of €24,407, €25,554, €26,697, €27,845, €28,991, €30,136, €31,279, €32,420, €33,567, (max), €34,710 (LSI1), €35,858 (LSI2). Pro rata for part-time staff.

**Incremental Credit:** The Citizens Information Phone Service operates an incremental credit process for appointments higher than point one of the salary scale. This process is applicable to new entrants to CIPS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

**Pension:** A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. Please note the Citizens Information Phone Service has established a normal retirement age in line with the state pension age (currently 66).

**Annual Leave:** Calculated on a pro rata basis for part year service as follows:

- 23 days
- 24 days after 2 years' service
- 25 days after 5 years' service

Full terms and conditions are contained in a Staff Handbook, which is issued with and forms part of the Employee Contract.

## Administrator – How to Apply

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- A relevant application form can be accessed at [www.citizensinformationboard.ie](http://www.citizensinformationboard.ie)
- Applicants must possess all required competencies for the role and will be shortlisted solely on the basis of information provided in their completed application form.
- Curriculum Vitae (CVs), late, incomplete or hand-written applications **will not** be considered.
- Please contact [Cips.jobs@citinfo.ie](mailto:Cips.jobs@citinfo.ie) if you have any special requirements in relation to completing the application form.
- **Closing date: 1:00 pm on Monday the 20<sup>th</sup> of September**
- **Please email application form to: [Cips.jobs@citinfo.ie](mailto:Cips.jobs@citinfo.ie)**
- A panel of qualified candidates may be formed from which temporary and permanent, part-time Administrator posts which arise in a specified period, up to a maximum of 12 months, will be filled.
- For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link: [http://www.citizensinformationboard.ie/en/data\\_protection/cis.html](http://www.citizensinformationboard.ie/en/data_protection/cis.html)

*Citizens Information Services are equal opportunities employers.*