

CITIZENS INFORMATION PHONE SERVICE (CIPS)

Candidate Pack

Senior Administrator

Permanent, Full-time

July 2025

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SENIOR ADMINISTRATOR - CITIZENS INFORMATION PHONE SERVICE (CIPS)

JOB DESCRIPTION

Purpose of the job

The Senior Administrator leads a small administration team, providing and ensuring high-level administrative support to the CIPS Management Team and Board.

The Senior Administrator is a member of the Management Team with specific responsibility for the maintenance and development of high-quality administrative systems and practices.

Reporting to

The CIPS Manager

Main Areas of Duty

Overview

The Senior Administrator holds primary responsibility for ensuring the **development, maintenance, monitoring and review of efficient, effective and scrupulously documented systems and practices**, ensuring organisational compliance (under the direction of the Manager) with all relevant legislation and with the requirements of the Citizens Information Board and the CIPS Board and Management.

This is with respect to the following:

Team Management

- Manage a small (two-person) administration team, and its individual members, ensuring the provision of excellent administration support across the organisation and to the CIPS' Board.
- Delegate administration duties/tasks within the team, ensuring that all delegated work is carried out in a timely, appropriate manner and to a high standard.
- Assess and provide constructive feedback to team members through the agreed performance review processes, managing any performance issues that might arise, including through the provision of training, coaching and support.
- Communicate effectively with the CIPS Administration Team to ensure optimum performance while maintaining a supportive working atmosphere.
- Report regularly to the CIPS Manager on the goals/targets, work and performance of the administration team.
- Assist with the recruitment and selection of administrative staff, as any vacancies arise.
- Communicate CIPS' HR policies and procedures to administration team members, ensuring consistent implementation.

HR Administration

Ensure effective and timely administration of:

- All recruitment and induction processes, including preparation and storage of relevant documentation
- Leave systems and procedures (including staff sick leave, annual leave and special leave), attendance and absenteeism through records management systems, databases, and personnel files
- Salaries and pensions record-keeping and administration, including payroll
- Staff training and development organisation and record-keeping, supporting effective implementation of the Training Policy and annual Staff Training Plans

Finance and Budgeting

- Maintain and ensure timely and accurate administration of income and expenditure systems, including the preparation and monitoring of budgets, reporting to the Manager on monthly accounts
- Ensure that all bookkeeping responsibilities are adhered to in a timely and accurate manner, including payments and invoicing, liaising as appropriate with creditors, debtors and financial institutions
- Monitor financial compliance and record-keeping as per Citizens Information Board (CIB) financial controls and any national/public sector guidelines/requirements applicable to CIPS
- Prepare regular financial reports (as per Company Law and CIB reporting requirements, and as required by the Manager, Treasurer, Finance Sub-Committee and Board of Directors)

Company Governance

- Ensure appropriate administrative support is provided to the CIPS' Board, including organisation of meetings (including board and sub-committee meetings; AGM/EGM; and any other meetings called by the board); distribution of documentation; maintenance of contact lists; minute-taking if required
- Ensure all governance processes are in line with Company Law Requirements, and that necessary documentation is prepared and filed

Health and Safety

- Ensure Health and Safety statements are up to date and reviewed/audited annually.
- Support and monitor compliance with all requirements and actions arising from Health and Safety reports/audits and with all relevant health and safety legislation and delegate where appropriate
- Promote, monitor and support development of best practice vis-à-vis Health and Safety systems and procedures

Office Management

Ensure the day-to-day running of the office is carried out in a professional and efficient manner, including:

- Adequate stocks of stationery and supplies
- Ordering, auditing and maintenance of equipment
- Upkeep of canteen/cleaning
- Effective storage systems and office layout

ICT Systems

Liaising with CIB and external providers:

- Ensure that ICT and Telephony Equipment is monitored, managed and maintained.
- Ensure that the records for ICT and telephony licensing, software and hardware are maintained and undertake ordering as necessary

Management Information Reporting

- Assist in the production of service activity/performance reports, annual work-plans, HR reports and other reports as may be required by the CIPS' Board, the Citizens Information Board and other internal and external bodies
- Produce or assist with such operational reports as might be required by the management team

Customer Service Supports

- Develop and maintain customer feedback systems and ensure proper storage of all records
- Ensure the maintenance, cataloguing and effective/accessible storage of an adequate stock of information resources
- Provide support to Team Supervisors as might be required vis-à-vis floor management

PR/Marketing

- Oversee the production of PR materials, liaising with the Citizens Information Board and with such external bodies as might be required
- Ensure contact databases are maintained

Additional Responsibilities

- Undertake training and development to maintain and improve performance
- Actively participate in CIPS' staff performance appraisal and coaching procedures
- Undertake such other administrative duties, or lead/participate in projects, as might be assigned by the Manager or CIPS' Board.

Given the nature of the organisation and the need to respond to customers' needs on an ongoing basis, the role is subject to change over time, and the above listing should not be considered exhaustive.

TERMS AND CONDITIONS

This is a permanent, full-time position and is subject to the satisfactory completion of a probationary period. The period of probation may be extended at the discretion of the CIPS Manager. The successful candidate will be available to work 35 hours (full-time). There will be a requirement to work alternative shifts between the hours of 08:45 and 20:15, Monday to Friday.

The role will be based at the CIPS office in Blackrock, Cork. However, there is the potential for remote working in line with the CIPS right to request remote working policy.

Full Time Salary:

Scale range of €28,889, €30,130, €31,372, €34,623, €37,001, €38,770, €40,482, €42,791, Max at €44,472 for 3 years, €46,162 (LSI1 – Long Service Increment for 3 years), €47,700 (LSI2). Salaries pro-rata for part-time work.

Incremental Credit:

It is expected that all new entrants to the Citizens Information Phone Service (CIPS) will be appointed at point one of the salary scale. However, CIPS operates an incremental credit process for appointments higher than point one of the salary scale. This process is applicable to new entrants into the CIPS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment. The decision on whether to award an incremental credit or not is a decision made by the Board and is subject to the availability of funding.

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 Service has established a normal retirement age in line with the state pension age (currently 66).

Annual Leave:

23 days per year, increasing to 24 days after 2 years' service and increasing to 25 days after 5 years' service – calculated on a pro rata basis for part year service.

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

CIPS SENIOR ADMINISTRATOR - PERSON SPECIFICATION

	Essential	Desirable
Education and Training	<p>Leaving Certificate or equivalent</p> <p>Training with respect to financial administration and/or proven experience in financial administration</p>	<p>A relevant third level qualification.</p> <p>Additional training / qualifications in one or more of the following areas:</p> <ul style="list-style-type: none"> • Financial administration/accounting • HR administration • Staff Support / Supervision
Experience/ Knowledge	<p>At least five years' experience in one or more of the areas detailed in the Senior Administrator job description</p> <p>Experience in a supervisory role</p> <p>Extensive experience, to include high level skills in all Microsoft programmes. High competency vis-à-vis Excel, Word and e-mail</p>	<p>Senior administrative experience in an office/contact centre environment comparable with CIPS</p> <p>Line management experience, including recruiting, supervising, appraising, training, coaching and motivating staff</p> <p>Experience of undertaking audits on systems or processes</p> <p>Experience of using Business Intelligence Software Tools to produce management information</p> <p>Experience of producing management/business information from various sources and collating into summary reports</p>
Proven Aptitudes	<p>Very strong organisational skills</p> <p>Capacity to plan, prioritise and delegate responsibilities and tasks, to monitor and assess outcomes and to offer constructive feedback with respect to team and individual performance</p> <p>Capacity and preparedness to lead by example</p> <p>Willingness and capacity to both work on own initiative and also to take direction from management and to exercise sound judgement in determining which course</p>	<p>Capacity to develop and operate high-level data storage and retrieval systems (e.g. HR records management, customer feedback systems, etc.)</p> <p>Capacity to appraise and offer feedback to staff in one-to-one and group settings</p>

	<p>of action is appropriate in any given situation</p> <p>Sound decision making skills</p> <p>Capacity to project and maintain a calm and productive work atmosphere</p> <p>Strong self-management (including time and stress management) capacity, and ability to offer appropriate support and guidance to staff</p> <p>Excellent oral and written communication skills (including presentation of statistical data and analytical reports)</p> <p>Excellent time keeping and attendance</p>	
Demonstrable Commitments	<p>Demonstrable commitment to/understanding of:</p> <p>High-quality administrative systems and procedures, designed to underpin effective organisational (including HR and financial) management, service delivery and reporting</p> <p>Achieving a respectful and dignified team working environment</p> <p>Maintenance of the highest standards of honesty, integrity and confidentiality</p>	<p>High-quality customer service and customer care</p> <p>Continuous service evaluation and improvement</p>
Other Requirements	<p>The successful candidate will be available to work 35 hours per week, on a 7-hour x 5 days basis (Monday to Friday). Normal working hours are 9am - 5pm, with attendance at meetings and training courses outside these hours occasionally required.</p>	

Senior Administrator – Required Competencies

Competency	Definition	Indicators
Organisation & Planning (attention to detail)	Plans and prioritises effectively to meet targets. Structures and organises own work effectively in addition to planning and organising resources and people to meet objectives within agreed timescales	<ul style="list-style-type: none"> ▪ Prioritises and organises workload ▪ Schedules work within realistic timeframes ▪ Undertakes tasks in a systematic manner ▪ Minimises time wasting ▪ Consistently meets deadlines/commitments ▪ Develops administrative systems and procedures to underpin effective organisational management, service delivery and reporting
Communication Skills / Customer Focus	Communicates effectively with a wide variety of individuals both internally and externally using several methods ensuring that the message is clearly understood	<ul style="list-style-type: none"> ▪ Uses information effectively to influence and persuade others ▪ Demonstrates confidence and conviction in the information conveyed ▪ Expresses self clearly and confidently in discussions, group meetings and when making presentations
Initiative	Proactively identifies areas for improvement and develops practical suggestions for their implementation	<ul style="list-style-type: none"> ▪ Constantly learns from experience and takes the initiative to develop new skills and expertise ▪ Readily tackles new tasks ▪ Has a positive attitude/approach ▪ Minimises potential problems by anticipating and preparing for these in advance
Supervisory Skills	Consults with others and encourages individual and team involvement in appropriate aspects of work Utilises skills and resources available to achieve objectives with maximum efficiency Works with the team in a way that inspires confidence and generates commitment to action and service excellence Makes a significant contribution to the success of the team in relation to both performance and process	<ul style="list-style-type: none"> ▪ Builds effective and supportive relationships with team members ▪ Facilitates and participates in team decision making process ▪ Balances personal objectives with those of the team ▪ Trains other team members in the operation of systems and procedures and the provision of service to customers.

Teamwork	<p>Actively participates as a team member</p> <p>Maintains good working relationships with a wide range of people from different backgrounds</p> <p>Understands other people's viewpoint and has good listening skills</p>	<ul style="list-style-type: none"> ▪ Is an effective team member ▪ Makes a useful contribution to the success of the team ▪ Builds quality working relationships ▪ Balances personal objectives with those of the team ▪ A trustworthy member of the organisation, genuinely interested in the work and giving 100%
IT Skills	<p>Uses IT software to enhance efficiency in completing tasks</p>	<ul style="list-style-type: none"> ▪ Uses appropriate software packages to complete a variety of admin/accounting tasks ▪ Uses initiative in seeing potential of software to improve own work and work of organisation in general ▪ Capacity to develop and operate high level data storage and retrieval systems (e.g. HR records management, customer feedback systems) ▪ Has ability to solve routine IT problems experienced by team members
Financial Administration	<p>Oversee preparation and maintain, in cooperation with the Manager and Treasurer, of full and proper financial records of all transactions carried out on behalf of the company.</p> <p>Oversee payroll preparation; PAYE/PRSI and pension returns and banking transactions</p>	<ul style="list-style-type: none"> ▪ Accurately records the financial transactions of the Company within agreed procedures ▪ Competently uses company's accounting procedures and systems ▪ Understands when to consult with Treasurer and Manager ▪ Confidently handles payroll queries from staff

Senior Administrator – How to Apply

- A relevant application form can be accessed at: 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 if you have any special requirements in relation to completing the application form.
- **Deadline:** 5pm on Monday, 18 August 2025.
- **Please email application form to:** cips.jobs@citinfo.ie
- If you require any reasonable accommodation to your application due to your circumstances (e.g. disability), please contact the above email address and we will try and facilitate you where reasonably practicable.
- Interviews will take place in person.
- A panel of qualified candidates may be formed from which full-time, permanent, Senior Administrator posts which arise in a specified period, up to a maximum of 12 months, will be filled. Posts will be located in the CIPS offices in Blackrock, Cork.
- 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: https://www.citizensinformationboard.ie/en/data_protection/cips.html

The Citizens Information Phone Service is an equal opportunities employer.