

# **CITIZENS INFORMATION PHONE SERVICE**

Candidates for the role of  
**Administrator**

**Full Time Permanent position**

**Applicant Information Pack**

## **Administrator - Contents**

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Citizens Information Phone Service - **Page 3**

Administrator Role - Job Description - **Page 3**

Person Specification – **Page 4**

Required Competencies – **Page 5**

Terms and Conditions - **Page 6**

How to Apply - **Page 7**

## Citizens Information Phone Service

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The Citizens Information Phone Service (**CIPS**) was established in 2001 as a national **Citizens Information** call center and is located in Blackrock, Co Cork. CIPS provides free, impartial and confidential information, advice and referral services to the public.

### Administrator - Job Description

#### Purpose of the job

The primary role of the Administrator is to provide proactive, efficient and effective administrative support to the organisation and to assist CIPS in the development and maintenance of effective administrative 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 their line manager.

#### Main Duties and Responsibilities

- Preparation of financial transactions and reports e.g. payroll, pensions, PAYE/PRSI returns.
- Undertake bookkeeping responsibilities, including payments and invoicing
- Liaison with creditors, debtors and financial institutions.
- Assist in the collection and preparation of data for monthly, quarterly and annual financial returns.
- Daily administration duties of the organisation as assigned.
- Carry out administrative and clerical duties in relation to:
  - Maintaining adequate stocks of stationery and supplies
  - Ordering, auditing and maintenance of equipment
  - Ensuring upkeep of canteen/cleaning
  - Incoming and outgoing post
  - Supporting Recruitment campaigns
  - Procurement
  - Health & Safety
- Maintain HR records and files adhering to best practice guidelines around data protection and GDPR.
- Organise events and meetings, taking minutes where required.
- 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
- 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.  Processes numerical information efficiently.  Prepares payroll and bank transactions
<b>Record and database management</b>	Records and retrieves information electronically and in hard copy.  Uses and supports data collection and case 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.
<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 position is subject to satisfactory completion of a probationary period (six-month probationary period). The period of probation may be extended at the discretion of the Senior Administrator / CIPS Manager. The successful candidate will be available to work 35 hours per week on a full-time position pro-rotata if part-time. There may be a requirement to work evenings from time-to-time.

The role will be based at the CIPS office in Blackrock, Cork.

**Full-Time Salary:** Scale range of €26,411, €27,652, €28,889, €30,132, €31,372, €32,611, €33,848, €35,082, €36,323 (Max), €37,560 (LSI1), €38,803 (LSI2). Salaries pro-rata for part-time work.

**Incremental Credit:** It is expected that all new entrants to the Citizens Information Phone Service will be appointed at point one of the salary scale. However, the Citizens Information Phone Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants. 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 or not to award an incremental credit 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).

**Remote Working:** There is no immediate entitlement to remote working. Any requests for same will be considered in line with the prevailing policy and/or legislative framework.

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

- 23 days
- 24 days (upon completion of 2 years' service)
- 25 days (upon completion of 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: 5:00pm, Monday the 25<sup>th</sup> of August 2025.**
- Please email application form to: [cips.jobs@citinfo.ie](mailto: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.
- 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](https://www.citizensinformationboard.ie/en/data_protection/cips.html)

A panel of qualified candidates may be formed from which temporary/permanent, full-time/part-time Administrator posts which arise in a specified period, up to a maximum of 12 months, will be filled.

**Citizens Information Phone Service is an equal opportunities employer.**