



Receptionist/Administration Position

Organisation:	Doras Buí - Community Organization
Hours:	9.00am - 5.30pm - Full time post (Shared part-time post will be considered, if suitable applicants apply)
Reporting to:	Early Years Management
Contract:	Permanent (subject to funding)
Salary	€25,480 - €27,300
Annual Leave;	25 days
Location:	Bunratty Drive, Coolock, Dublin 17
Probationary period:	6 Months from start date

Overview of Doras Buí

Doras Buí is a community development resource centre & early years' Service, that provides high-quality supports and programmes to families living in the North-East Dublin area. We are committed to the delivery of excellent early year's services in a safe and inclusive environment where children and families are facilitated to reach their full potential". We aim to support lone parents to extend their life choices, overcome discrimination and isolation and become socially and economically independent.

Job Summary

At Doras Buí, we believe that first impressions matter. The position is front of house receptionist/administrative post. The person will need to possess excellent communication skills as the image of the service relies heavily on the ability to communicate effectively and sympathetically with a wider variety of people including parents, clients, staff and other stakeholders.

The position is responsible for a variety of reception and administration duties. As a receptionist/administrator, you will be at the forefront of our organisation, ensuring that every visitor feels welcomed and valued. Your friendly demeanour, excellent



communication skills, and attention to detail will play a crucial role in creating a positive experience for everyone who walks through our doors.

Join our team and be part of a valued addition to our workplace where collaboration, professionalism, and customer service excellence are our core values. As a receptionist/administrator, you will have the opportunity to interact with diverse individuals and contribute to the smooth functioning of our organisation.

Key responsibilities and duties:

- Complying with Health & Safety legislation by ensuring all visitors sign in. Ensure office security by following safety procedures and controlling access.
- Greet and welcome visitors at the front desk with a friendly demeanour.
- Answering the telephone in a confidential and professional manner.
- Answer and screen calls and manage emails related to the early years and programme team.
- Answer and deal with problems or direct to relevant persons.
- Keeping the notice boards in reception and around the building updated on a weekly basis
- Maintain a tidy and presentable reception area.
- Responsible for the cover of the reception area always.
- Receive, sort, and distribute daily mail and deliveries, by registering, dating, and distributing incoming mail. Stamping, recording, and posting outgoing mail.
- Keep diary for the service, schedule visitors and meetings, pro-actively send reminders and keep the team informed of any cancellations.
- Manage travel arrangements where necessary.
- Monitor and respond to early years enquiries and issue relevant early years forms.
- Assisting Child Counsellors with appointments, administration, record keeping, and text reminders to clients.
- Order office supplies, manage inventory lists and order early years equipment and weekly food shopping.

- Where possible, preparing rooms for meetings, ensuring rooms are left in a tidy manner.
- Provide administrative assistance to the early years management team, early years rooms and programme team.
- Any other duties that may be required from time to time.
- Proactively identify areas for improvements within the organization.
- Act in accordance with the Data Protection principals.

Knowledge required for position:

- Must have a good understanding and knowledge of every aspect of the service and our vision for the future.
- Ability to work independently, time manage, recognising tasks that are priority and complete them proactively.
- Think creatively and in a constructive manner.
- Knowledge of Microsoft Outlook, Word, PowerPoint & Excel.
- Computer literate.
- Ability to handle emergencies effectively.
- Ability to manage challenging clients.
- Ability to organise and maintain filing systems.
- Ability to update CRM systems.
- Excellent communication and interpersonal skills.
- Strong multitasking and stress management abilities.
- Ability to handle multiple interruptions, adjustments to priorities throughout the day.
- Ability to understand and accurately carry out oral and written instructions.
- Ability to maintain confidentiality.
- Understand and adhere to and actively implement all policies and procedures of Doras Buí
- Ability to work as part of multiple teams



- Understanding of key aspects of health and safety and child safeguarding and be part of sub-committees where possible
- To undertake training as required
- To ensure the dignity of all children and families is always upheld.

Garda Vetting is required for this position

Application Instructions: Interested candidates should submit their resume and a brief cover letter to louise.mcguirk@dorasbui.ie Please include “**Receptionist Application**” in the subject line.

Closing date for applications: Wednesday 7th August @5pm