

Administration and IT Services Officer

About Us

The Congregation of the Sisters of Mercy was established in 1831 and there are currently 1250 sisters in the Congregation. The Congregation of the Sisters of Mercy is a registered charity in Ireland and the Congregational Leadership Team (CLT) are the Trustees.

Currently we are seeking applications to fill the vacancy below from persons drawn to work in mutual collaboration and co-operation with us through our administrative structure.

Please visit our website at www.sistersofmercy.ie for more information.

Reports to:

Personal Assistant/Office Manager to Congregational Leader & Team (PA/Office Manager)

Contract type:

Permanent Full -Time after successful completion of 6 months probationary period.

Location

Congregational Leadership Team Office, Clondalkin, Dublin 22

Role Summary:

The 'Administration and IT Officer' plays a key role in supporting the administration, communication and office infrastructure for the Congregational Leadership Team (CLT). The person collaborates with Branch Teams/administration in the ongoing design and implementation of common administration services across the Congregation

Key responsibilities

In collaboration with the PA/Office Manager

- Provide administrative office support to the CLT Offices including Catherine McAuley Centre, Herbert St, Dublin.
- Maintain and support computerized systems in collaboration with the external IT Provider.
- Maintain and update computerized congregational files in collaboration with the Congregational Secretary, ensuring the safety and integrity of files (digital) through secure backups and data protection practices.
- Create digital media and graphics content and designs for internal and external communication (reports, cards, booklets, brochures, etc.) and use all relevant applications for same.
- Provide and procure day-to-day technical support to CLT Offices.
- Collaborate with the Congregational Communications Co-ordinator in the ongoing development and implementation of communications across the Congregation, including the website.
- Act as the first point of escalation for Office IT issues.
- Ensure consistent performance and availability of office IT infrastructure.
- Synchronise, maintain and update the Congregational Database regularly, facilitating access to appropriate users.
- Maintain a welcoming and organised environment within the office.

Office Administration

- General administration and organisational duties in conjunction with PA/Office Manager for the day-to-day running of the CLT Offices.
- Graphics & Design: Creation of reports, cards, booklets, brochures etc.
- Organisation of CLT mailings as required in electronic format and hard copy.
- Offer other general IT, digital and media support as deemed necessary by the CLT.
- Support to CLT Members regarding preparation for meetings (online and in-house), travel arrangements, forthcoming events etc.
- Ensure the functionality and maintenance of office equipment, especially machinery in the Resource Room.

IT System and Third-Party Providers

- Collaborate with the external IT Provider, to ensure the ongoing development, effectiveness and efficiency, of IT systems across the Congregation.
- Manage office networks, servers and user accounts ensuring optimal system performance in conjunction with external IT Service provider.
- Liaise with the external IT Service Provider to ensure updates, maintenance and security of all IT systems, including hardware and software.
- Regularly and efficiently manage the IT Provider and Service Level Agreements and performance assessment ensuring the Congregation has sufficient support
- Maintain a record of support requests and actions taken
- Act as the point of contact for certain building operations, including security and fire precautions, in liaison with other staff or service providers.

Technical Support

- Act as the first point of escalation for IT issues where necessary
- Support end-users with hardware software and network troubleshooting as appropriate, including device setups and user onboarding-offboarding.
- Maintain and upgrade hardware and software assets, applying security patches and system updates as required

Data management:

- Manage regular data backups and recovery processes, ensuring data integrity and compliance with Data Protection Policies
- In accordance with Office Policies and Procedures implement data security measures.
- Collaborate with the PA/Office Manager in revising and maintaining an appropriate (improved/modern) filing system

Organisation for In-House Meeting

- Management and preparation of Boardroom/Office for in-house meetings
- Purchase of refreshments as required

Undertake any other duties deemed appropriate.

Working Conditions:

Monday to Friday, 8.30 a.m. to 4.30 p.m. Flexibility required on occasion to address urgent matters.

Performance Standards:

Six monthly performance and development reviews will be conducted.

The post holder is expected to work proactively, showing initiative, flexibility, and self-motivation in all aspects of the role.

Qualifications:

- Recognised qualification in Office Administration.
- Expert level of MS Office 365 Applications
- Certificate/Diploma/Proficiency in cloud platforms (e.g., OneDrive, SharePoint)
- Certificate/Diploma/Proficiency in creating Digital media content and using all relevant applications for same.
- Database management.
- Data protection - Understanding of GDPR and data protection
- Experience in a not-for-profit, charity, or community organisation is desirable but not essential.
- Minimum of 3 years' experience in a similar role.

Essential Qualities:

- Confidentiality in all matters.
- Interest, ability, curiosity, openness to learn
- Excellent communication skills, both written and verbal.
- Organisational and time management skills, with the flexibility to respond to more urgent tasks.
- Proactive, flexible, and self-motivated with strong attention to detail.
- Experience with digital media and social communications, ideally in a not-for-profit, charity or community-focused organisation.
- Comfortable working independently and as part of a team.

How to Apply

Application pack available from kaitlin@hrteamservices.com. Note that reference checking will not take place without prior consultation with the applicant.

We are an equal opportunities employer and welcome applications from all suitably qualified candidates.