

## Office Administrator

### 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](http://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

### Salary Range:

€30,000 - €45,000

### Role Summary:

The Office Administrator will play a vital role in supporting the day-to-day operations of the CLT Offices by delivering high-quality administrative, organisational and systems support. Working closely with and in collaboration with the PA/Office Manager, the postholder will contribute to the smooth running of office operations, effective coordination of administrative processes and the provision of timely support to CLT Members.

A major element of the role involves the administration, maintenance and consistent application of the organisation's SharePoint environment and record-keeping systems, following the structures and instructions set by the CLT or an appointed representative. The Office Administrator will also liaise with external IT providers, arrange training, and support the ongoing upkeep of digital and paper-based information systems.

This role requires strong organisational skills, excellent attention to detail, digital competence, and the ability to maintain efficient administrative processes across the organisation.

### Job Description: Officer Administrator

1. Office Administration and Operational Support
  - Provide general administrative and organisational support alongside the PA/Office Manager to ensure smooth daily running of the CLT Offices i.e. communications, safeguarding, finance, property, archives, HR and care.
  - Prepare, format and produce organisational materials including reports, cards, booklets, brochures and other design-based documents.
  - Organise CLT mailings in both electronic and hard-copy formats, ensuring accuracy and timely distribution.
  - Provide support to CLT Members including meeting preparation, travel arrangements, and coordination for upcoming events (online and in-house).
  - Ensure functionality and maintenance of office equipment, including machinery in the Resource Room.
  - Assist the PA/Office Manager in maintaining an improved, modern filing system.

- Manage and prepare the Boardroom/meeting rooms for in-house meetings, ensuring equipment, documents and refreshments are arranged as required.

## 2. SharePoint & Records Management

*(Following instruction and governance provided by the CLT or their appointed representative)*

### a) SharePoint Structure & Governance

- Maintain the SharePoint structure, including sites, libraries and folders, in line with the architecture defined by the CLT.
- Ensure consistent application of the approved taxonomy across the six core functions: Safeguarding, HR, Finance, Archives, Care and Property.
- Administer and update documentation related to SharePoint governance, ensuring it is accurate and accessible.

### b) Naming Conventions and Records Rules

- Apply naming conventions, metadata requirements and version-control rules as instructed by the CLT or designated representative.
- Ensure the record-keeping system is followed consistently across the organisation.
- Support compliance with GDPR and internal confidentiality policies.
- Maintain document retention and disposal processes as directed.

### c) Permissions & Access Control

- Administer user permissions, applying access levels as instructed by the CLT or their representative.
- Liaise with the external IT provider regarding technical requirements, permission issues and access troubleshooting.
- Ensure secure handling of sensitive information.

### d) Training & User Support

- Arrange external SharePoint or Microsoft 365 training for staff, sisters and volunteers.
- Develop and maintain user guides, quick reference sheets and basic instruction documents where needed.
- Provide day-to-day user assistance and respond to general SharePoint queries.

### e) Data Migration and Implementation

- Coordinate with the external IT provider regarding migration of existing paper and digital records to SharePoint.
- Ensure accurate preparation of files and documentation required for migration.
- Support user adoption by helping ensure clarity, preparation and communication around migration activities.

### f) System Updates & Issue Escalation

- Monitor for user feedback or access issues and escalate concerns to the external IT provider promptly.
- Provide recommendations for improvements but not lead system development or strategic planning.

### 3. IT Systems and Third-Party Provider Administration

- Liaise with the external IT Provider to support updates, maintenance, and security for hardware and software across the Congregation.
- Administer Service Level Agreements (SLAs) and ensure documents, contracts and related information are kept up to date and accessible.
- Ensure the CLT has adequate support from external IT partners by monitoring queries and escalating issues when needed.
- Coordinate with the IT provider on any planned upgrades, maintenance or system changes.

Undertake any other duties deemed appropriate.

#### **Essential Criteria**

- A minimum of 3 years' experience in administration
- Strong organisational and administrative skills.
- High level of digital competence, particularly with Microsoft 365.
- Excellent attention to detail and accuracy.
- Ability to follow structured processes and maintain systems consistently.
- Strong written and verbal communication skills.
- Ability to build effective working relationships with internal users and external providers.
- Understanding of GDPR and confidentiality requirements.
- Proactive, dependable and able to identify and escalate problems appropriately.
- Previous experience in an administrative or office support role.
- Proficiency in Microsoft Office applications (Excel, Word, Outlook, SharePoint).

#### **Desirable Criteria**

- Experience in an administrative, religious, not-for-profit or safeguarding/governance environment
- Experience migrating data to Microsoft 365
- Understanding of records retention and archival practices

#### **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.

#### **How to Apply**

Application pack available from [kaitlin@hrteamservices.com](mailto: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.

Closing Date: **Thursday 23<sup>rd</sup> April 2026 at 5.00pm.**

