

Job Description

JOB TITLE:	Administrator	REPORTING TO:	Head of Finance & Operations
TEAM:	Operations	DATE:	March 2023
LOCATION:	Dublin	CONTRACT TYPE:	Permanent (subject to probation)
WEEKLY HOURS:	Full-time, 35 hours Monday - Friday	Salary	Scale 7

Principal Objective of the Team and Role

Team Purpose: The purpose of the Operations Team is to manage the day to day operations of the organisation (administration, office, human resources, database and GDPR) and to provide a range of supports to HRDs, including relocation through the Rest and Respite programme and the Canada Refugee Stream; and recognition through the HRD ID card. The team consists of the Head of Finance & Operations, Office Coordinator and Administrator.

Role Purpose:

Providing highly organised and efficient administrative support to ensure the efficient running of the Front Line Defenders head office including Reception, programme support (ID cards, Rest & Respite programme) and the Front Line Defenders website. This role will have the responsibility for greeting visitors, staff members and deliveries to the office in a positive and friendly manner; assisting individuals with queries on the office phone and email; support for the delivery of the organisational, logistical and administrative operations of our Head Office; Administrative support for the Rest & Respite Programme and coordinating visas for staff and fellows. The role will be responsible for producing and issuing ID cards to human rights defenders around the world and providing support for the uploading of content to the Front Line Defenders website.

Responsibilities:

The key accountabilities and associated duties include:

1. Reception

Ensuring that the reception unit of the office runs efficiently, and that all reception duties are attended to

- Acting as the first point of contact at this international and multilingual organisation, managing Reception, providing a warm welcome and information to all staff, fellows, visitors and contractors. Answering queries, both by phone and email, and dealing with all deliveries efficiently.

- Ensuring that all information gained verbally and written, is treated sensitively and confidentially communicated in an appropriate and timely manner.
- Ensuring compliance with necessary recording requirements e.g. phone system, information management systems, etc.
- Managing the distribution of Post and arranging courier bookings
- Professionally representing FLD through a variety of communication mediums.

2. Administration & Visas

Providing administrative support for mailings, visas and the Front Line Defenders website

- Supporting the hosting of the weekly staff meeting, including the provision of minutes.
- Working with the relevant staff to support large mailshot projects
- Responding to queries to Front Line Defenders through the info mailbox;
- Completing all general administration duties to include the preparation of paperwork, scanning, filing, archiving, photocopying and post.
- Issuing documentation for staff and fellow Visas for travel to Ireland including relevant support to applicants and liaising with relevant government departments;
- Maintaining excellent procedures, documentation and security protocols in visa processes;
- Uploading content to the FLD website as required.
- Other duties as and when required.

3. Human Rights Defender ID cards

Producing ID cards as a protection tool for human rights defenders at risk around the world.

- Systematically producing and issuing ID cards to human rights defenders including:
- Managing incoming requests from HRDs/ staff;
- Coordinating with relevant staff;
- Distributing ID cards to HRDs following strict security protocols;
- Tracking all details on the database and providing narrative and statistical reporting;

4. Programme Support:

Providing administrative support for the Rest & Respite Programme for Human Rights Defenders

- Coordination of contracts, payments and reports;
- Database support for recording of data;
- Logistical support for HRDs hosted in Ireland;

This job description is intended as a summary of the primary responsibilities of and qualifications for this role. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform based on requirements either now or in the future.

Key Relationships:

Internal: Head of Finance & Operations, Office Coordinator; all staff

External: service providers, contractors

Person Specification

Essential Knowledge and Skills:

- Outstanding administrative and organisational skills
- Professional and courteous manner on the phone
- An exceptionally strong 'customer service' orientation
- Ability to prioritise and manage time according to deadlines
- Excellent attention to detail
- Must be capable of working as a team player, be highly motivated, organised, enthusiastic and capable of using their initiative
- Good written communication skills

Essential Experience:

- At least two years relevant experience in an administration/ receptionist/ coordination role.
- Practical experience and understanding of working with standard office procedures and office equipment

Desirable:

- Two years in a receptionist/customer/client service role in which answering queries and responding to requests was part of the daily work
- Experience of working with people from different cultures/backgrounds.

Other requirements:

- Commitment to, and understanding of working within a voluntary organisation in an inclusive manner.
- Sound judgement and an ability to make someone on the phone (or in person) feel that they have been provided with all that they needed.
- High motivation, positive disposition and flexible attitude in response to organisational change and development

Competencies:

1. Exercising good judgement
2. Managing Security
3. Respect for the individual
4. Communication with each other
5. Adapting to Change

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