

Job Title	Receptionist
Responsible To	Business Support Manager
Location	Dublin Office
Hours	35 Hours Per Week
Overall Purpose	As part of the shared services team for FFI and our sister company Key Assets Consulting, provide a professional and comprehensive reception service in head office and to home based workers. To proactively ensure the smooth running and maintenance of the company's office on a day to day basis and provide administrative support to the Director.

Core Tasks:

- To ensure the effective organisation of the national office in its' day to day functioning.
- Provide administrative support to the FFI Director with any tasks that may be required.
- Respond to telephone calls and allocate these to staff as appropriate, ensuring professionalism at all times in responding to callers. When necessary take messages for staff members and ensure that these are passed on in a timely manner.
- Maintain a professional and welcoming reception area, maintaining sign-in procedure for both visitors and staff.
- Provide housekeeping for internal meetings/training or other events in the national office.
- Running of errands from time to time.
- Deal with incoming and outgoing mail and allocate this appropriately.
- Deal with outgoing mail and keep appropriate records.
- Arrange and liaise with couriers when necessary.
- Undertake general secretarial tasks including word processing/typing letters and reports as directed ensuring that documents are produced accurately and in the correct format.
- Undertake general administrative and reception duties including photocopying, filing and dealing with enquiries and liaising with suppliers.
- In a conscientious and thorough manner, upload documents to the FFI electronic database system.
- Track and monitor Garda Vetting requirements for the agency in relation to foster carers and their family members, support people, staff and contract workers ensuring completion in timely manner.
- Undertake administration in relation to Garda vetting renewal letters/telephone calls.
- Assist with foster carer training invitations and follow up.
- Liaise with the company's mobile telephone provider to maintain required service on behalf of agency staff and to provide support/advice to FFI staff as necessary, while ensuring a cost effective approach at all times.
- Liaise with the company's electronic toll tag provider to maintain required service on behalf of agency staff and to provide support/advice to FFI staff as necessary, while ensuring a cost effective approach at all times.
- Undertake additional specific administration tasks as directed, directly relating to the post, including the provision of administrative support in relation to social work activity.
- Support and maintain good relationships with other colleagues within Fostering First Ireland, Key Assets Consulting, the Key Assets Group of Companies and external agencies relevant to FFI.
- Ensure safe destruction of "confidential waste" across FFI and liaising with the service provider in relation to same.
- To be aware of and adhere to policies and procedures set down by FFI and our parent company, which are appropriate to the position.

- Be responsible for all external room and travel bookings for all staff members of the agency and accurately record the associated costs.
- Ensure an adequate supply of office materials and consumables to enable the effective delivery of FFI's work.
- Monitor the use of all stationery and office supplies throughout the agency.
- Maintain an accurate list of foster children, birth children and foster carers to ensure birthday cards are sent on behalf of the agency in a timely manner.
- Monitor car park arrangements for the Dublin office.
- Update when required, the agency telephone list and distribute to all staff.
- Be responsible for issuing and renewing ID cards for foster carers and staff as appropriate and maintain an accurate tracking system for this process.
- As part of the administrative team, assist with the organisation of periodic conferences, seminars and other events.
- To maintain strict confidentiality in relation to the work undertaken.
- To ensure all administrative functions are National Standards compliant and assist in preparation for inspection.
- To attend and participate in company events, team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.

Additional Duties:

Due to the nature of certain job roles, the actual hours of work may differ from the standard Monday to Friday, 9am to 5pm and you will be expected to work in a flexible way and provide additional working time where necessary when tasks not specifically covered in the job description, have to be undertaken. For some posts, such as those directly working with carers and children or young people, this may include working in the evenings or at weekends on occasions.

1. The post holder will respond sensitively and professionally to the children, young people and families who work with FFI.
2. The post holder will be expected to undertake training and development deemed necessary for the pursuance of the post.
3. The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use company electronic systems effectively.
4. The post holder will be expected to ensure that Health and Safety is observed in the course of employment.
5. The post holder will be expected to ensure and comply with Equal Opportunities Policy and Procedure in all employment practices.
6. The post holder will be expected to comply with the no smoking policy in place.
7. The post holder will be expected to work effectively as part of the FFI team.
8. The post holder will be expected to participate in the development of FFI to meet its aims and objectives.
9. The post holder will be expected to uphold and promote the professional image of FFI and the Key Assets Group at all time.
10. The post holder will be expected to adhere to the principals of the Data Protection Legislation.
11. The post holder will be expected to demonstrate that the Key Assets values are at the centre of all they do.
12. The post holder will be expected to promote and maintain positive anti-racist, anti-sexist and multicultural practices.
13. Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the Director informed of work in progress and informs the Director immediately of any child protection matter or serious complaint. Ensuring compliance with Child Protection Procedures with special reference to Children First Guidelines, Children First Act 2015 and reporting procedures.

Fostering First Ireland – Person Specification for Receptionist

Note to Applicant: *When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.*

	Shortlisting Criteria Essential (E) Desirable (D)	Evidenced
Qualification		
Level 7 or above in a related field	D	Application
Experience		
At least 3 years reception / general office experience	E	Application /Interview
To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office	E	Application /Interview
Ability to compose clear, accurate and concise reports	E	Interview
Experience of working in social services, welfare or care environment	D	Application/ Interview
Experience of maintaining database systems	E	Application / interview
Personal Skills		
You will have an enthusiastic approach to work and excellent communication skills	E	Interview
Flexibility to work under pressure and handle changing priorities and deadlines	E	Interview
Ability to communicate effectively with people at all levels	E	Interview
Work efficiently and possess good accuracy and attention to detail	E	Interview
Strong drive and energy, ambition to succeed and strong interpersonal and organisation skills	E	Interview
Ability to work under minimal supervision, to make decisions and act on own initiative	E	Interview
You will have a professional demeanour with excellent customer service skills	D	Interview
Demonstrate a willingness to learn about the agency and the environment within which it operates	D	Interview
Have an interest in making a difference in the lives of children and young people	E	Interview
Miscellaneous		
An appreciation and commitment to Health and Safety issues in the workplace	E	Interview
A commitment to Equal Opportunities in all work practices	E	Interview