



National Federation of Voluntary Service Providers

Supporting people with intellectual disability (CLG)

Job Description

Administrative Officer

Post Details

Job Title: Administrative Officer

Salary Scale: Admin Grade IV Clerical Scale*

Tenure of Employment: 2 year fixed-term contract, 4 days per week

Location: Oranmore Business Park, Oranmore, Galway. Some flexibility in relation to hybrid working.

Introduction:

The National Federation of Voluntary Service Providers Supporting People with Intellectual Disability (National Federation) is the national umbrella organisation of not-for-profit agencies providing direct supports and services to people with intellectual disability in Ireland. Across 53 organisations, our members support more than 26,000 children and adults with intellectual disabilities and their families, providing services and supports throughout the lifespan. National Federation member organisations have community presence and connection across large urban centres and small villages throughout Ireland. The National Federation Secretariat supports its member organisations in relation to strategic and operational areas relevant to the service provider's needs and requirements. (See www.fedvol.ie for further information)

Purpose of the post:

The Administrative Officer will form a key part of the National Federation Secretariat team, which is a small service focussed, outcomes-based team. The Administrative Officer will provide administrative support to the team in its work to meet our commitments and deadlines across a wide range of areas at sectoral and national level, as we represent service providers who are supporting people with intellectual disabilities. The role will include:

- Administrative support to National Federation's Sub Committees and Working Groups;
- Providing administrative support in relation to the Federation's Pension Scheme;
- Supporting the organisation of events for our members and the sector; and
- Supporting the efficient running of the Secretariat office.

Person Specification:

As a member of the National Federation team, the Administrative Officer will support our member organisations in a wide range of areas that impact the development and implementation of quality services, with the rights and needs of people with intellectual disabilities at the centre of the work undertaken. The person appointed will be required to have an understanding and respect for working according to the mission and values of the National Federation. This requires a personal commitment to the vision expressed both in words and in style of working; a friendly professional manner as a member of the team liaising with our member organisations and key stakeholders; attention to detail; and a confidential approach to all matters.

Qualifications, skills and experience required:

The appointee must have:

- Excellent written and spoken communication skills.
- Excellent Minute Taking skills.
- Excellent working knowledge of MS Office to include advanced level skills in MS Teams, Outlook (including scheduling), Word and PowerPoint and intermediate level skills in Excel.
- Ability to prioritise and handle multiple tasks simultaneously and meet deadlines.
- Strong numerical, analytical skills and attention to detail skills.
- Ability to work within a team environment and be self-motivated.
- Interpersonal skills that enable you to work with people at all levels.
- Maintaining confidentiality.
- Willingness to assume responsibility, ownership and accountability.
- Diary and Inbox Management skills.
- Experience in supporting the management of events
- Full Clean Drivers Licence which qualifies the candidate to drive on Irish roads is essential.

The following would be desirable in a candidate:

- Minimum Level 6 qualification (in Business Management, Business Administration, Secretarial Administration or in an area such as Social Science, Social Policy, Human Rights, Healthcare Administration or equivalent).
- Minimum of 3 years' experience working in Administrative Support
- Experience in graphic layout/design (e.g., for campaign materials and published reports)

Duties and Responsibilities

1. Administrative support as part of the National Federation Secretariat team.
2. Providing minutes and support to a range of National Federation Sub Committees and Working Groups.
3. Preparing documents for meetings including draft agendas, documents for circulation, collation of information packs for meetings, etc.
4. Planning, organising and attending meetings, (online, or booking and preparation of meeting venue, organising refreshments, etc).
5. Providing administrative support in relation to the National Federation Pension Scheme.
6. Fielding queries and questions from National Federation members and external stakeholders; and competently dealing with same when appropriate.
7. Supporting the development of reports, presentations and documentation (including National Federation position papers and submissions, and contributing to the Annual Report and Service Plan).
8. Managing workload to ensure that priority items are dealt with in a timely and efficient manner and that deadlines are met while ensuring that daily objectives are also progressed.
9. Managing correspondence in a timely and professional manner and preparing correspondence when required.

10. Managing correspondence of a highly confidential and sensitive nature and ensuring that appropriate confidentiality is maintained at all times.
11. Engaging in consultation with people who have lived experience of intellectual disability.
12. Recording, preparing and issuing action points and minutes in a timely and professional manner.
13. Meeting and greeting visitors to the National Federation office.
14. Supporting the maintenance of compliance records.
15. Managing and reviewing filing.
16. Supporting the team in the organisation of office systems and office management.
17. Participating in team meetings, review sessions and planning events as required.

The role of the post holder will not be limited by reference to this job description. It would be expected that the role will evolve as professional, sectoral and member organisation needs change and the post holder will be expected to demonstrate flexibility skills that will facilitate this.

Other duties

- Performing other duties that may be assigned by the Chief Executive (or designate).
- Occasional travel to other locations as required.
- Act as liaison where required and maintain good working relationships with our Board, member organisations, and key external stakeholders.
- Our member organisations support people with intellectual disabilities and autism. You will be required to contribute to providing a welcoming, inclusive and accessible environment that supports people with intellectual disabilities and autistic people to participate in the work of the Federation, respectful of the rights, equality and dignity of the person.
- As part of the environment of the National Federation and for their own self-development, the holder of this post is required to participate in on-site and/or external training as required.

PARTICULARS OF EMPLOYMENT

Clerical Officer Grade IV

1. Tenure of Employment

The post is a 2-year contract, four days week, subject to 6-month probationary period.

2. Driving Licence

A full clean driving licence which qualifies the candidate to drive on Irish roads is essential.

3. Garda Clearance / Police Clearance

Garda Clearance is a requirement for employment in the National Federation of Voluntary Service Providers. (This will be processed via the National Federation in conjunction with the successful candidate). Police Clearance is also required for candidates who have lived abroad for over six months.

4. Remuneration

*The salary for Clerical/Admin Grade IV is renumerated as per national Section 39 Pay Restoration Process, having reference to Department of Health Consolidated Scales as adjudicated by the ongoing Section 39 WRC process.

5. Hours of Work

0.8 Whole Time Equivalent (4 days per week) with a requirement to be available outside normal office hours on occasions.

6. Annual Leave

The annual leave attached to this post is 20.8 days

7. Pension Scheme

The successful candidate will become a member of the National Federation of Voluntary Service Providers' Pension & Life Assurance Scheme. This is a contributory Pension Scheme.

Informal enquiries to Alison Harnett on 091-792316/ alison.harnett@fedvol.ie

**Closing date for receipt of completed application forms together with CV to ceo@fedvol.ie
is 5pm on Friday, 27th February 2026**

**Shortlisted candidates may be required to undertake a brief writing task
during interview - Date to be confirmed.**

The National Federation of Voluntary Service Providers is an equal opportunities employer