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# Job Specification: Workplace Services Coordinator

**Term:** Full Time Fixed term 2 years subject to review

# Working Week: Monday – Friday (core hours)

Reporting Line: **CEO**

**Location**: This role has a national scope based in our new ISPCC Hub in Harbour Square, Dun Laoghaire from April 2023

**Core Purpose of the Role**

Our workplace has changed, and we now have wonderful new state of the art premises in Harbour Square, Dun Laoghaire from Spring 2023. Our new space is open to all to work, connect, have meetings, and collaborate with your colleagues. As we are working a mixture of in person and remote, we have created an exciting new role designed to **coordinate our facilities and services** for all our employees and volunteers as they work both in person in the office and with our colleagues who are working remotely.

As an integral part of the ISPCC Team **the National Workplace Services Coordinator** is a cross functional National role with a key role to play in the culture for ISPCC. They will undertake a wide variety of workplace support tasks to ensure the smooth running of our workspace **enabling our work in ISPCC for Children.** This energetic and dynamic role will lead out on **facilities and services to ISPCC nationally** e.g., contract cleaning, housekeeping and facility providers and have responsibility for ordering key supplies for our units and offices to ensure our best employee and volunteer experience, business continuity and offer the best value for money, resources and supplies.

This energetic person will be technology savvy and exhibit a high degree of agility to meet the needs of our teams working across the country, working in flexible way. You will be comfortable incorporating new and effective ways to achieve better results as well as working with a high degree of attention to detail as well. You will be highly visible, proximate to teams in our hub in Harbour Square, Dun Laoghaire and available to meet and greet, and support our ISPCC teams including volunteers in the workplace with facilities and assistance, space planning assistance, as well as understanding and fully adept with all our communication tools to facilitate the smooth running of meetings including Board Meetings and therapeutic sessions.

Based in our new state of the art ISPCC Hub in Harbour Square, Dun Laoghaire, this **primarily onsite role** presents an exciting opportunity for a highly motivated, energetic, and warm individual to join the busy team.

The following job specification is not intended to be a comprehensive list of all duties involved and consequently, the role may be required to perform other duties as appropriate to the post which may be assigned from time to time.

# Role Specification

# Supporting the CEO and organisation

* Work closely with the CEO – keeping up to date of upcoming commitments and responsibilities.
* Provision of executive and administrative support to the CEO as required.
* Setting up and coordination of meetings including any presentation packs required for meetings.
* Stocking of office supplies, printer supplies for both offices, maintenance of both office facilities.
* Sorting of post in/out in a timely and efficient manner
* Supporting the People team, welcoming new starters, projects, and activities.

# Meet and Greet

* Contactable during working hours on your headset regardless of who you are supporting, this role will be **the first point of contact for ISPCC Childline** visitors and colleagues and board members to ensure that everyone that visits ISPCC Head office in person is made feel welcome, **experience a sense of belonging and experiences one ISPCC team here for children.**
* To **coordinate** the onsite volunteer rota to cover the role in your absence.
* To **answer incoming calls and emails,** texts and in person visits in a polite and courteous manner and always represent ISPCC in a professional manner.

**Our Workplace**

* To monitor hot desking, clean desk policy, space planning & booking in system for our ISPCC team of employees and volunteers for our new ISPCC Hub in Dun Laoghaire to ensure **best use of our space.**
* To arrange fobs, and any new starter affects including identity badges and business card ordering for employees as required.
* To ensure that all **post and deliveries** incoming and outgoing are distributed appropriately and that the responsible person for any delivery (whether they are on site or working remotely) is informed promptly for collection and to ensure that all post and deliveries are conducted in accordance with the ISPCC “Cash Handling Procedures “.
* To maintain and manage and update appropriate **databases** e.g., booking in system, monitoring the ISPCC e mail account, and update the ISPCC **Contact** List with work contract numbers and ensure that this is updated monthly and shared on the ISPCC Intranet
* Effectively **handle queries** directed to the workplace coordinator role – assessing, recording, and passing on queries, ensuring that such enquiries are dealt with in a timely manner.
* **Escalate queries** and matters raised to the ISPCC Line Manager / Director so that they are dealt with appropriately.
* As the **key contact** **with the Building Manager** in Dublin attend regular site meetings, and feedback to CEO any matters arising
* As the key contact for **facilities nationally** liaise with local units on facilities, sourcing best quotes, arranging on site visits and key housekeeping matters in general.
* Support ISPCC and colleagues in **organising quotes and contractors** / linking in with building maintenance within Health and Safety guidelines for essential repairs required.
* Responsible for **ordering key supplies** nationally (e.g., stationery, housekeeping) for the offices/ units to ensure the best value for money and ensure correct recording of those on site.
* Along with the Meeting organiser, your role is to oversee that all aspects of meeting rooms including housekeeping, conference phones, AV equipment, flip charts and pens, layout, fabric, and environment are in good working order in preparation and after meetings have taken place and to address any issues arising to ensure smooth running of our meetings and space.

**Internal Communication**

* Use appropriate communication channels such as our new screens on site, MS Teams, our company intranet, and e-mail to inform employees and volunteers of key messages and key information in relation to our workplace, booking system and facilities.
* Become an **IRIS Champion** (our internal Communication tool) and consistently post on our Internal Communications portal and display screens at our locations.
* Supporting any **sustainability initiatives** - assist with championing and rolling them in our workplace.
* Support the ISPCC team with **ideas, contributions**, added input to help create a **one team culture and alignment.**
* Proactive ‘visual maintenance’ of communal floor areas, coffee points and rest rooms / showers, engaging with the relevant teams as appropriate.

**Essential Requirements**

* Minimum of 2/3 years’ experience working in a similar role ideally coming from a corporate environment
* Strong sense of purpose in line with the ISPCC Values of Courage, Empathy, Integrity, and Passion.
* Excellent Communication Skills and interpersonal skills preferably locally based.

**Person Specification:**

* An organised individual with exceptional attention to detail up to manage a diverse workflow, prioritise tasks and work to deadlines.
* Essential that the incumbent exercises professional discretion and confidentiality
* Energetic self-starter comfortable working without significant direction
* Strong relationship building ability to build and sustainable relationships across the organisation.
* Ability to anticipate needs, being one step ahead preparing well in advance for key meetings and events to support the work of ISPCC
* Ability to work on own initiative and as part of a team both with on site and remote team members
* Results orientated with a strong analytical approach and practical analytical skills.
* Creative mind able to identify opportunities and develop them to deliver maximum returns for the ISPCC.
* To be flexible, adaptable, and available to take on other tasks or duties requested by the Organisation.
* Candidates must have excellent people skills, including a pleasant phone manner
* Candidates must have good administrative skills and the ability to use Microsoft office, SharePoint, Excel, and PowerPoint.
* Candidates must be effective at time management with the ability to oversee several projects at any given time.
* Candidates must be self-motivated and can work on their own initiative as well as work as part of a team.
* Candidates must be efficient, with good organisational skills and attention to detail.
* Candidates must be flexible in their approach to work and can work calmly and well under pressure.
* A trustworthy nature as you may be handling sensitive information.

**Educational Requirements (desirable)**

* Relevant diploma or degree in Business, Management, Social Work, Psychology, Education, Hospitality Public relations, Public Relations, Communications
* Technical / Digital skill set in Excel word PowerPoint and knowledge and ability to set up screens, and communication technologies.

**Previous Experience**

* Previous experience as an executive assistant to Senior Management desirable
* Reception skills, or Customer service or equivalent experience essential

**Key Relationships/contacts (Internal)**

* CEO, People Director and People Partner, employees, volunteers, Visitors and Board Colleagues

Applications to [recruitment@ispcc.ie](mailto:recruitment@ispcc.ie) by **April 7th 2023**