



Age & Opportunity Active Programme

FitLine Administrator

Job Description

- Position:** Part-time, 20 hours per week, over five mornings Monday to Friday
- Contract:** 18 month specified purpose contract initially
- Salary:** €25,000 per annum, pro rata
- Reporting to:** Active Programme FitLine Coordinator
- Location:** Remotely initially and then based in Age & Opportunity's offices in Dublin.

Main Tasks and Responsibilities

- To provide administrative support for the FitLine initiative and for the FitLine Coordinator;
- To provide administrative support for meetings relating to FitLine;
- To provide administrative support for the recruitment of mentors and participants where required;
- To oversee and maintain the FitLine database on the CRM system;
- To generate reports from CRM system as required;
- To monitor and record requests for information regarding the FitLine initiative;

- Be familiar with and provide information on FitLine and other Age & Opportunity programmes and initiatives;
- To provide administrative support for the training of FitLine mentors;
- To attend any relevant training;
- To monitor and respond to the FitLine Freephone number;
- To follow up enquiries and requests about FitLine;
- To register new participants and maintain a database of all participants;
- To maintain a database of all mentors;
- To provide administrative support for FitLine mentor meetings/training sessions;
- To liaise with mentors in advance of weekly phone calls;
- To send weekly reminder texts to mentors;
- To provide administrative support in relation to promotional materials for FitLine;
- To generate and maintain the FitLine mentor rota and liaise with mentors re same;
- To provide administrative support for other aspects of the Active programme as required.

Other Responsibilities:

- Ensure adherence to legislation, regulations and defined quality standards on all initiatives undertaken.
- Follow the policies and procedures outlined in Age & Opportunity's Employee Handbook, Policies and Procedures Manual, Internal Financial Controls and Procedures and Safety Statement.
- Commit to the purpose of Age & Opportunity, and work within the values of the organisation.
- Participate in regular supervision with your line manager.
- Actively participate in full team meetings.
- Show reasonable flexibility in relation to hours of attendance to meet the needs of the work. Work during unsocial hours may be required.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.

- Take responsibility for operational and office administration issues such as office logistics, filing, file management and archiving data.
- Provide back-up for general organisational administrative duties, including phone answering/door answering and post on the request of the Office Manager.
- Provide hospitality for visitors as requested.
- Participate in and engage with a performance management programme.
- Identify training needs with your line manager and participate in training opportunities appropriate to the role.
- Contribute as an active member of the team, to the development and support of other initiatives within the organisation.
- Promote and represent Age & Opportunity on committees and at events as requested.
- Operate within agreed budgets seeking authorisation for expenditure and be accountable for such expenditure authorised and ensure the appropriate coding of expenses.
- Provide written reports as per deadlines requested.
- Undertake any other tasks as will from time to time be requested.

Person Specification

This person specification sets out the various criteria which are **essential** for the post and by which we will assess your application.

Education

- Leaving Certificate or equivalent standard.

Experience

- At least 2 years' administration experience.
- Experience in using a CRM system is essential. Experience in using Salesforce is desirable.

Skills

- A team player with good interpersonal skills and the ability to engage with a range of people.

- An interest in sport and fitness.
- Excellent administration skills.
- An ability to analyse information quickly and communicate in a concise and articulate manner.
- Excellent written and oral communication skills.
- Strong project management and organisational skills, as well as attention to detail.
- High level computer literacy and competency in Word, Excel and PowerPoint.
- An ability to administer a CRM system (preferably Salesforce).

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