Incorporating **Age & Opportunity active**, The National Sport and Physical Activity Programme for Older People

Age & Opportunity

Active Programme FitLine Administrator

Position:	Part-time, 16 hours per week, over 4 mornings (Monday – Thursday).
Contract:	One-year fixed term contract with an expected start date as soon as possible.
Salary:	€35,000 per annum pro-rata (€14,933 for 16 hours per week).
Reporting to:	Active Programme Manager while working closely with the FitLine Coordinator
Location:	Hybrid. This role requires working from our office in Dublin 9 two days per week. In person attendance is also required for regular meetings and training.

Background

Age & Opportunity is the national organisation working to enhance wellbeing for older people through participation in sport and physical activity, arts and creative engagement, personal development, community collaboration and active citizenship.

Our mission is to create opportunities that empower older people to enhance individual and community wellbeing through participation in physical activity and recreational sport, arts and creativity, personal development and active citizenship initiatives.

Age & Opportunity Active is the national sport and physical activity Programme for older people funded by Sport Ireland and the HSE. The Programme is designed to get us more active.

We are looking for an Administrator (part-time) for our Active Programme FitLine initiative, a free telephone support service, delivered by volunteer mentors, who encourage older people to start being physically active and maintain physical activity as part of their daily lives.

The requirements for the Active Programme FitLine Administrator are outlined below. This is an exciting opportunity to contribute to the national programme of physical activity for older people, working in a very rewarding and diverse role. For further information on Age & Opportunity and our Active Programme, visit www.ageandopportunity.ie

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Job Description

Main Tasks and Responsibilities

- Provide administrative support including the recruitment of FitLine mentors and participants.
- Interview potential mentors with the FitLine Coordinator and record accurate notes from same. Completion of reference checks, refer applicants for Garda vetting and keeping files up to date.
- Liaise with mentors about their availability to make the calls and start date, produce mentor's participant lists and ensure the mentor has received a FitLine phone and call list, in advance of starting their calls.
- Register new participants, maintain a database of all participants and liaise with participants via the phone when required and create participant lists for mentors.
- Oversee and maintain the FitLine database on Salesforce and to generate reports from same. Maintain a database of all mentors and participants on Salesforce.
- Monitor and record requests for information regarding the FitLine initiative and monitor and respond to the FitLine Freephone number. Follow up enquiries and requests about FitLine.
- Be familiar with and provide information on FitLine and other Age & Opportunity initiatives.
- Provide administrative support for the training of FitLine mentors including ensuring all mentors have completed An Introduction to Children First Training.
- Represent and promote the Active Programme FitLine initiative at external events when required.
- Attend any relevant training including mentor training which takes place a number of times a year.
- Provide administrative support in relation to promotional materials for FitLine.
- Provide administrative support for other aspects of the Active Programme as required.

Other Responsibilities:

- Ensure adherence to legislation, regulations and defined quality standards.
- Follow the policies and procedures outlined in the organisation'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 one-to-one meetings with your line manager as required.
- 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.
- Participate in and engage with a performance planning and review process.
- Identify training needs with your line manager and participate in scheduled training.
- Contribute as an active member of the Age & Opportunity team, to the development and support of other initiatives within the organisation where relevant.
- Promote and represent Age & Opportunity 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.

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- 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 required for the role.

Experience – essential

- At least 2 years' proven track record of experience in a busy administration role.

Experience – desirable

- Experience in using a CRM system, preferably Salesforce.
- Experience working with helplines is desirable.

Education – desirable

- A qualification in Administration is desirable.

Skills – essential

- A team play with excellent interpersonal skills including empathy, patience and active listening skills.
- Excellent administration skills.
- An ability to analyse information and communicate in a concise and articulate manner.
- Excellent written and oral communication skills.
- High level computer literacy and competency in Word, Excel and PowerPoint.

Remuneration and Benefits

Age & Opportunity offers the following benefits in addition to salary:

- Excellent working conditions in our Dublin office with a hybrid working model in place.
- Flexible working arrangements.
- An 8% employer's contribution to pension (subject to a minimum 4% employee contribution).
- Annual leave of 24 days (pro-rata).
- Paid Maternity / Adoptive leave after 12 months' service.
- Closure of the office on Good Friday and Christmas Eve (gift days).
- Employee Assistance and Wellbeing programme.
- Opportunity to avail of continuous professional development training specific to the role as deemed appropriate.
- Travel (bike to work scheme, tax saver commuter tickets).

To apply:

Please send your CV and cover letter to Audrey Farrell, HR Executive, at jobs@ageandopportunity.ie by 12 noon on Monday 22nd June 2026. Please put **FitLine Administrator** in the title of your email.

Interviews will be held in person in Dublin on Tuesday 7th July. No other dates can be facilitated. Shortlisting will apply. Age & Opportunity is an equal opportunities employer. Garda vetting is required for this position.

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