



## **Receptionist / Administrator: Part-time**

### **About One Family:**

One Family is Ireland's national organisation for people parenting alone, sharing parenting and those separating. Our services offer support in a family-centred way to individual families through times of change and difficulty, as well as supporting those experiencing an unplanned pregnancy. We are committed to achieving equality and respect for all families.

### **Job Purpose:**

The Receptionist / Administrator in One Family will be responsible to the Operations & Admin Manager on a daily basis and will be subject to all the Policies and Procedures of One Family.

As the foreface of the organisation, the right candidate for this part-time Receptionist / Administrator must possess strong multi-tasking, organisational and interpersonal skills. The Receptionist / Administrator of One Family is the first point of contact for any external contacts and therefore must represent the organisation in the appropriate manner. This role provides ongoing support to service users and administrative support to service providing teams within One Family.

The job description of the Receptionist / Administrator is designed in response to a strategic planning process and is subject to change in line with the overall strategic goals of the organisation.

### **Role & Responsibilities:**

- To oversee the efficient running of a number of client appointment calendars.
- Screen telephone, email and personal queries and redirect as appropriate.
- Ensure messages and information are passed on to the relevant people.
- To oversee fee payments and receipts for clients.
- To manage the petty cash, listing all expenditures and reconciling the petty cash on hand on a monthly basis.
- To manage the meeting room bookings system.
- To maintain and develop the reception area, ensuring it is presentable at all times.
- To ensure the provision of an efficient and welcoming client-centred reception service.
- To develop administration procedures and policies as appropriate.
- To be responsible for equipment associated with the role.

- To assist in maintaining the One Family database, ensuring client contact details and service attendance records are up to date.
- To support the organisation in complying with GDPR policies and procedures.
- Place purchase orders with approved suppliers, complying with procedures to maintain appropriate stock levels and controls and ensure expenditure is contained within agreed budget limits.
- To assist new staff in administration roles as required.
- To assist and respond to ICT queries or requirements from staff.
- To undertake any administrative duty as requested from time to time such as (but not limited to) mail outs, photocopying, typing etc.
- Be adaptable and flexible to changes in the working environment.
- To assist the CEO or other staff in defined and agreed areas.

#### Other

- To attend all required staff meetings, trainings and development days
- To participate in supervision and reviews with a designated person
- To undertake other areas of work where necessary or as requested by line management or the CEO.

#### **Essential Experience & Skills**

- Have an excellent telephone manner.
- Have good administration skills.
- Have good IT skills and experience particularly in the areas of Microsoft 365 – including Outlook, SharePoint, Word, Excel and Teams.
- Have a client-focussed perspective.
- Be enthusiastic and motivated.
- Be a self-starter with the ability to work in a team.
- Have good written and verbal communication skills.
- Have excellent interpersonal skills.
- Be well-organised with good attention to detail.

#### **Ideal Experience & Skills**

- Have experience in the provision of information to individuals by phone.
- Have knowledge of the issues facing one-parent families.
- Have experience of working in the Irish voluntary/community sector.
- Have experience of working with MS SharePoint and Salesforce.

#### **One Family provide a range of benefits including:**

- Employee Assistance Programme.



- Cycle to Work scheme.
- 25 days annual leave (pro-rated accordingly for part time staff).
- Additional annual leave after two years in post.
- Two staff privilege days: Christmas Eve & Good Friday.
- Company laptop.
- Company pension contribution.

### **Employment Type:**

This is a permanent part-time role, subject to a six-month probationary period. The role will be subject to all the Policies and Procedures of One Family.

The salary for this role is €22,138.42 - €24,755.23 (depending on experience) for 24 hours/week which is based on a full-time salary of €32,285.21 - €36,101.38 (depending on experience) for a 35 hour/week role.

Working hours for this position is Mondays to Fridays, from 8.45am to 2.30/2.45pm everyday including a 30-45 minute rest period. This is an office-based role. Some evening hours may be required occasionally.

### **Applicant Process:**

A cover letter, CV addressing the required competencies should be emailed to Jo Chee at [recruitment@onefamily.ie](mailto:recruitment@onefamily.ie). Your application should be marked clearly and subject as: *One Family Part-Time Receptionist Administrator*. Closing date for applications **is 12pm on Monday 23rd February 2026**.

One Family is an equal opportunities employer.

If you require any reasonable accommodation for interview, please advise us in advance. Shortlisting will apply. A panel may be formed if deemed appropriate based on numbers advertised and potential future roles.