



### Job Description of the Administrator

- To support the manager in the delivery of the services.
- Greet clients whether they phone or walk-in in a professional & empathetic manner and provide the link between clients, counsellors, and the manager.
- Communicate with clients, stakeholders, media, and the wider community over various platforms, including phone, emails, website, social media, and written correspondence.
- Managing the clients and counsellors' appointment systems.
- Supporting the promotion and fundraising activities of The Ford.
- General office management includes implementing new administration systems, using a variety of office software such as spreadsheet, emails and databases, procurement of supplies and services, and ensuring high standards of cleanliness in the offices.
- Financial bookkeeping and management of income and payments.

Required Competencies for the Ford Administration Post	
1). SKILLS AND ABILITIES	2). KNOWLEDGE
<ul style="list-style-type: none"> <li>• Internal &amp; external communications.</li> <li>• Front of office management.</li> <li>• Bookkeeping</li> <li>• IT proficiency</li> <li>• Team player.</li> </ul>	<ul style="list-style-type: none"> <li>• Reception</li> <li>• Clients with mental health concerns</li> <li>• The services offered by the Ford or similar organisations.</li> <li>• General office management</li> </ul>
3). PREVIOUS EXPERIENCE RELATED TO THE POSITION	4). RELEVANT TRAINING OR QUALIFICATIONS
<ul style="list-style-type: none"> <li>• A proven track record in office management.</li> <li>• Working with websites and social media platforms.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of three years' experience in office management and or professional qualifications</li> </ul>
5). VALUES	6). PERSONALITY
<ul style="list-style-type: none"> <li>• Integrity</li> <li>• Honesty</li> <li>• Compassion</li> <li>• Client-Centred.</li> </ul>	<ul style="list-style-type: none"> <li>• Open to change</li> <li>• Engaging</li> <li>• Open communication style</li> </ul>

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