

Athletics Ireland Job Opportunity

Office Receptionist, Registrations & Garda Vetting Administrator

Position Overview

This position combines the responsibilities of an Office Receptionist with those of a Registrations Assistant. In addition, one day a week will be spent on Garda Vetting for our Juvenile Club Network.

The role provides essential administrative support to the in-situ staff at the head office of Athletics Ireland, in Northwood, Santry, the remote staff team, the general membership, and the public. The successful candidate will be the first point of contact for visitors and callers, while also facilitating efficient and accurate daily management of athlete and club registrations. The role requires excellent interpersonal skills, strong organisational abilities, and a strong attention to detail. Confidentiality is critical for Garda Vetting. In this role you act as a gatekeeper of sensitive information, and discretion is a core part of the job.

Main Responsibilities

Reception Duties:

- Serve as the primary point of contact for visitors, members, and stakeholders at Athletics Ireland headquarters, Northwood, Santry.
- Manage incoming telephone calls, direct enquiries and deliveries to appropriate staff.
- Take messages as required and ensure they are passed on to the relevant parties as required.
- Handle incoming and outgoing correspondence, including post, email, and courier deliveries.
- Maintain the reception area to ensure it is always welcoming and presentable.
- Coordinate meeting room bookings and support set-up for meetings and events.
- Ensure the kitchen supplies are well stocked
- Sourcing and ordering office stationery as required

Registrations Assistant Duties:

- Process athlete, club, and event queries in accordance with Athletics Ireland protocols.
- Update and maintain accurate membership records using the organisation's database systems.
- Assist with the maintenance of up-to-date FAQs for clubs and members.
- Maintain and update Standard Operating Procedures for the department as required.
- Liaise with the second level support of the Registrations strategic partner that provides the membership database to ensure that any systemic issues are resolved and updated in a timely fashion.
- Respond to registration queries via phone and email, providing clear and helpful information.

General Administrative Support:

- Provide support to staff and volunteers when they work in or visit the office at Northwood.
- Assist Office Manager ordering supplies, data entry, report generation, and the compilation of statistics as required.
- Contribute to the smooth running of the office by undertaking other duties as assigned by management.

Garda Vetting Role:

- Adhere to SLA for opening and processing Garda Vetting Applications
- Forms are reviewed in line with Garda National Vetting Bureau requirements & full training will be provided
- Validated applications are submitted to the Garda Vetting Portal and recorded in the organisation's internal tracking system
- Incomplete or in accurate forms will be returned to the sender by post

Personal Specification

- Previous experience in a receptionist or administrative role is desirable but not essential.
- Excellent verbal and written communication skills.
- Strong IT skills, including proficiency in Microsoft Office (Word, Excel, Outlook).
- Familiarity with membership databases or CRM systems desirable but not essential as full training will be provided.
- Ability to handle confidential information with discretion.
- Proven organisational skills and attention to detail.
- Ability to work effectively both independently and as part of a team.
- Interest in athletics or experience in a sporting environment – desirable but not essential.

Remuneration and Location

- The package will include a salary commensurate with qualifications and experience.
- Position Tenure: 1 year fixed-term full-time contract, six month probation period applies.
- Location: Athletics Ireland Head Office at 19 Northwood Court, Santry, Dublin 9.
- Appointment will be made subject to satisfactory Garda Vetting and suitable reference checks.
- Athletics Ireland is an Equal Opportunities Employer

Hours of work

Monday to Friday, 37.5 hours per week, 9am to 5.30pm.

Salary band: Band 1 (29,931 to 41,718 per annum).

Our benefits include:

Paid Maternity, Paternity leave

Family friendly policies

Sick pay scheme

Education assistance

Employee Assistance Programme

Bike to work scheme

How to Apply

Interested candidates are invited to submit a CV and cover letter outlining their suitability for the role to kieronstout@athleticsireland.ie.

Please include "Office Receptionist and Registrations Assistant Application" in the subject line. The closing date for applications will be **Friday 24th of April at 5pm.**