

Reception Administrator for the Irish Writers Centre

9 June 2025

ABOUT THE ROLE

JOB TITLE: Reception Administrator

CONTRACT: Full time, permanent, with six-month probation period.

SALARY: €30k p.a.

REPORTING TO: Deputy Chief Executive Officer

LOCATION: Location: Irish Writers Centre, 19 Parnell Square, Dublin 1, D01 E102. Please note the post-holder will need to be Dublin-based to carry out the duties of this position.

ABOUT THE IRISH WRITERS CENTRE

Founded in 1991, the Irish Writers Centre is Ireland's leading resource and development organisation for writers. Our vision is to support the life of the writer as they illuminate our lives with their ideas and words.

Our creative writing Academy delivers a year-round programme of 150+ creative writing courses, masterclasses and seminars, online and in person. In addition, we run a National Mentoring Programme and administer a range of development opportunities for writers including residencies, competitions and bursaries.

We operate on an all-island basis and are a membership organisation and a registered charity.

RECEPTION ADMINISTRATOR

Role Summary

The Reception Administrator will ensure the daily smooth running of the Irish Writers Centre reception and front of house duties. It is a customer service role with responsibilities for reception duties, management of office spaces and administrative support. The Reception Administrator coordinates office and facilities management including ensuring all building supplies are monitored and replenished efficiently.

As well as strong administrative, organisational skills and communication skills, this role requires empathy and understanding of the needs of the professional, emerging and beginner writers and organisations that are supported by the Irish Writers Centre.

A collaborative approach is also required to those individuals, stakeholders and organisations that are supported by the Irish Writers Centre including Board of Directors, Funders, Cultural Partners, Media, etc.

As a member of a small hard-working, team, the role is a key ambassadorial role for the Irish Writers Centre

The Reception Administrator reports the Deputy Chief Executive Officer

Duties and Responsibilities

Reception Duties:

- Being the first point of contact for customer service including managing all reception duties including phone and e-mail enquiries, meet and greet writers and other users of the building and visitors to the building.

Administrative Support:

- Scheduling the freelance panel/staffing to ensure that adequate cover is in place for the building as we also operate outside of normal office hours.
- Assist with a variety of administrative tasks such as developing and managing venue hire bookings, writer room allocations, course processing, document preparation, managing calendars, handling emails and SharePoint archiving / filing systems as well as desk research as required.

Office Management:

- Ensuring the reception area and meeting rooms are well-maintained and presentable, handling incoming and outgoing post/deliveries, and overseeing general office maintenance.

Building Management:

- Ensuring that Health & Safety procedures are being followed by all staff and building users
- Liaison with building and IT service providers where necessary
- Office management including ensuring all stationery and building supplies are replenished
- Maintenance of office communications systems

Communication:

- As lead customer service, communicate with visitors, staff, and external stakeholders, providing clear and helpful information.

Scheduling:

- Scheduling meetings, managing diaries, and coordinating room bookings.

Record Keeping and Petty Cash:

- Maintaining accurate records and files, and ensuring compliance with relevant regulations and procedures.
- Managing and balancing the petty cash float, lodgments to the bank and invoicing in relation to the use of the building

Problem Solving:

- Addressing and resolving customer issues or inquiries in a timely and professional manner.

Team Management & Work Practice

- Ensure that the activities linked to this role are delivered to the highest standard and that deadlines and targets are met.
- Work with the Irish Writers Centre team to identify opportunities to engage with new audiences, while increasing engagement with existing audiences

WHO WE ARE LOOKING FOR:

The successful candidate will have:

- A passion for and experience in working in a customer service environment
- Flexibility in relation to tasks and willingness to switch between delivery, administrative and other duties according to the needs of the organisation
- Ability to work in a dynamic and fast paced environment
- Attention to detail
- Resourcefulness and initiative
- An outstanding command of English.
- Excellent communication, writing and IT skills (with a high level proficiency in Microsoft Word, Excel, PowerPoint and familiarity with Eventbrite planning)
- The ability to work collaboratively with a small team in order to meet organisational objectives.
- Strong interpersonal skills together with the ability to integrate with team and all external writers, readers and stakeholders
- The ability to work autonomously and effectively manage your own work programme.

- As a member of a small hard-working team the post-holder must be willing and able to work flexibly.

Due to the nature of this role, weekly working hours may vary to meet the operational needs of the organisation.

TERMS AND CONDITIONS:

The normal place of work will be in person at the Irish Writers Centre, 19 Parnell Square, Dublin 1.

The role is full time Monday to Friday. Normal hours of work will be between 9.30am and 5.30pm, however, due to the nature of the role the post holder will be required to work some evenings and weekends in order to fulfil the role successfully. Time off in lieu will be given for hours worked outside of the normal schedule.

The normal hours of work will be 35 hours per week. The working day will comprise of an 8 hour shift with one hour for lunch, or equivalent. The salary is paid in arrears by bank transfer on a monthly basis.

Irish Writers Centre is committed to ensuring that equality and diversity are at the heart of what we do and actively welcome applications from all sections of the community.

The Irish Writers Centre, is currently housed in 19 Parnell Square, Dublin 1 which is a Georgian building and is not suitable for those with mobility impairments.

The Application Process

The application will comprise of:

- A cover letter which concisely outlines the key skills and qualities which you will bring to the role of Reception Administrator relating how your experience has prepared you for the key challenges of this role and how your skills and experience will enhance the IWC's ambitions as the national flagship organisation for writers.
- A Curriculum Vitae, including the names and contact details of two referees (email and mobile number. Referees will only be contacted in the case of final shortlisted candidates.)

Applications, by email only, should be submitted to the attention of Teerth Chungth, Deputy CEO at management@irishwriterscentre.ie with **Application for Reception Administrator** in the subject line. *It is essential that both of the above stated documents are collated into a single word or pdf attachment*

Deadline for applications is **Sunday 6 July 2025**. (Late applications not accepted.)

Interviews for this position will take place in person on **Monday 21 and Tuesday 22 July**. Applicants selected for interview will be expected to be available on these dates.

Selection

Interview candidates will be selected on the basis of their suitability for the role, in line with the stated criteria above.

The Irish Writers Centre is registered with the Charities Regulatory Authority in the Republic of Ireland. Our Charity Registration number is CHY 19738. Our registered address is: Irish Writers Centre, 19 Parnell Square, Dublin 1, D01 E102.