

**We're  
Hiring**

# **Join Sage Advocacy**

Home

Nursing Home

Hospital

**JOIN US**

**AND MAKE**

**A DIFFERENCE**



## **Job & Person Guide Administrator**

Publication Date 31 July

**At A Glance...**  
**Nine things to know about the role**



**Contract**

**This appointment is for a three-year period**



**Place of Work**

The successful candidate will work primarily from Sage Advocacy's National Office



**Reporting To**

Operation & Governance (Assistant CEO), working closely with colleagues in the Operations Team, Management Team and the National Office.



**Working Hours**

Working hours, including provision for lunchbreaks, will generally average 40 per week over a four weekly period



**Salary**

**The salary range is €45,000 - €50,000**



**Probationary Period**

A probation period of six months will apply during which time there will be three reviews



**Benefits**

**25 days annual leave; public holidays; plus 5% contribution to a PRSA scheme following completion of probation**



**Application Deadline**

12pm, Friday 18 August.  
recruitment@sageadvocacy.ie  
Put job title in subject line



**Application Requirements**

**Curriculum Vitae (no more than four pages) and detailed cover letter (one to two pages in length)**



## About Sage Advocacy

Sage Advocacy is the National Advocacy Service for Older People and is publicly funded through the HSE. It also supports vulnerable adults and healthcare patients in certain situations where no other service is able to assist.

Sage provided information, support and advocacy services to almost 5,000 people in 2022 and our work on behalf of clients is independent of family, service provider or systems interests. Our team of experienced advocates is available right across the Republic of Ireland in all settings: homes, day centres, respite facilities, congregated care settings/nursing homes, hospitals, hostels, hospices and in the process of transition between them.

Our services are free of charge and confidential. Sage Advocacy ensures that a person's voice is heard, that their wishes are taken into account and that they are assisted, in whatever ways necessary, to be involved in decisions that affect them.

The motto of Sage Advocacy is '**Nothing about you / without you**'. Sage Advocacy's approach is to collaborate where possible and to challenge where necessary. It has a strong focus on achieving social impact by identifying and addressing underlying systemic issues raised through individual case work. Responsibility for the overall development and governance of the service rests with the Board of Trustees of Sage Advocacy clg | CRO #610824 | RCN #20162221 | CHY #22308.

Recruitment for this role is part of the next phase of development of Sage Advocacy's services in the context of the commencement of the Assisted Decision Making (Capacity) Acts and the establishment of the Decision Support Service, planned legislation on adult safeguarding and protection of liberties in places of care, the strengthening of support and advocacy services for survivors of institutional abuse and the emergence of Regional Health Authorities, as proposed by Sláintecare.

## Working With Us

### Purpose of the Post

**The primary purpose of the Administrator is:**

● **The primary purpose of the Administrator is to contribute to the smooth and efficient running of the organisation. The Administrator provides administrative support to the CEO, Management Team and staff. The Administrator provides support in areas related to Human Resources / People Management, Finance, Project Management, Health & Safety, Office & Facilities Management and Events Management.**

### Reporting Relationship

**The Administrator will report to Operation & Governance (Assistant CEO), working closely with colleagues in the Operations Team, Management Team and the National Office.**

**Key Relationships:** Sage Advocacy colleagues in regional and central roles including Regional Advocates, Regional Managers, Legal Advisers, Management Team and members of any work groups established by the Management Team or the Board.



## Job & Person Guide

### Administrator

#### Principal Duties and Responsibilities

##### HUMAN RESOURCES/PEOPLE MANAGEMENT

- Assisting with the recruitment process of staff (advertising the post, processing applications and arranging interviews).
- Provide HR support for staff (annual leave, toil, maternity leave & queries re policies).
- Supporting people joining the organisation and being inducted into their role.
- Supporting people leaving the organisation and ensuring that their knowledge and perspectives are shared in an objective way with colleagues.
- Updating internal HR and data management systems to ensure staff files are maintained efficiently, appropriately and are up to date.
- Supporting the operation of the HR database (HRLocker).
- Ensuring staff records are maintained in accordance with GDPR and Data Retention Schedules.
- Tracking staff sick leave in line with Sick Leave Policy.
- Supporting systematic destruction of personnel files/information in accordance with GDPR.
- Addressing staff issues which may arise from time to time with support from the Operations & Governance (Assistant CEO) and Legal Advisers where necessary.

##### ADMINISTRATION

- Providing administrative support for the CEO, Management Team and staff.
- Providing administrative support to Standing Committees of the Board.
- Using ICT as efficiently as possible to capture and support all aspects of the organisation.
- Liaising with suppliers /potential suppliers (sourcing quotes, negotiating rates, sourcing new suppliers).
- Organising meetings and related venues, accommodation and documentation.
- Event management for events and conferences.
- Reviewing and updating the Operations Manual.
- Providing project management support to the Management Team.

##### OFFICE & FACILITY MANAGEMENT

- Assisting with managing and anticipating issues regarding the management of the National Office including landlord relations, building and services with support from the Operations & Governance (Assistant CEO).
- Overseeing use of 'hot desking' and room usage.
- Ensuring adequacy of office supplies and orderly storage of same.
- Acting as designated Health & Safety Officer.
- Acting as designated Fire Warden.
- Supporting with procurement and supplier quotation requests for facility related activities.

##### FINANCIAL

- Making necessary authorised payments online within financial control limits.
- Recording any changes in the payroll and payment status of staff.
- Supporting the financial management of the organisation.

##### HEALTH & SAFETY

- Supporting the administration of Health & Safety policies.
- Ensuring health and safety documentation is up-to-date and filed appropriately for all staff and in accordance with data retention guidelines.

##### RESOURCE MANAGEMENT

- Maintaining and updating the IT systems and the Salesforce CRM system as required.
- Supporting with administration tasks at regional and national level to ensure the effective delivery and management of Sage Advocacy services.

##### OTHER DUTIES

- Participating in Sage Advocacy National meetings.
- Participating in Sage Advocacy's support and supervision, and performance review mechanisms.
- Other duties as may be necessary as identified by the Operations & Governance (Assistant CEO).

#### OTHER REQUIREMENTS RELEVANT TO THE POST

- The successful candidate will work primarily from Sage Advocacy's National Office.



# Job & Person Guide

## Administrator

### Skills, Competencies, Attributes and Knowledge

#### KNOWLEDGE

##### The Administrator should have:

- Good knowledge and understanding of Human Resources.
- Good ICT skills, be able to maintain records and use the Sage Advocacy data recording/management systems.
- Good knowledge and understanding of the GDPR.
- Good understanding and appreciation of the importance of independent advocacy and of the policy and legal frameworks within which Sage Advocacy operates.
- Understanding of 'lean' systems and an ability to reflect on and contribute to ongoing improvements in the effective working of the organisation.

#### COMMUNICATION

- The Administrator should have excellent communication and inter-personal skills, including organising and networking and be able to communicate well with a wide range of people in writing, in person and on the phone.

#### RELATIONSHIPS

##### The Administrator must:

- Have good experience of team and group working. The Administrator should be able to give direction and feedback, and be able to build and maintain good working relationships with a wide range of colleagues in a fair and impartial way.
- Be able to collaborate, negotiate and agree plans with others.
- Be able to take guidance and manage their time and energy according to workload and priority. They should apply the criteria for seeking input, for managing/prioritising issues.

#### PROMOTION OF THE SERVICE AND CAPACITY-BUILDING

##### The Administrator should:

- Have initiative and be able to identify and take opportunities to enhance the quality of Sage Advocacy's work.
- Be able to offer support to staff around the country who are working in isolation and who rely heavily on an effective and efficient response from the National Office to their needs.
- Be able to liaise with major stakeholders.

#### ESSENTIAL CRITERIA

- A third-level qualification in Human Resources etc. or equivalent professional experience.
- Excellent IT literacy including use of CRM and Microsoft Office.
- A track record of strong communication skills.
- A commitment to the values and principles of Sage Advocacy, in particular, "**Nothing About You/Without You**".

#### DESIRABLE CRITERIA

- Knowledge of employment legislation and data protection regulations.
- Experience in using HR systems and knowledge of HRLocker an advantage.
- Understanding and appreciation of quality improvement approaches and lean systems.



# Job & Person Guide Administrator



## Sage Advocacy staff are expected to:



Be approachable, friendly and easy to talk to; non-judgemental; sensitive to others; involving and inclusive



Be respectful of people, their privacy and of their relationships with family members/social networks



Be self-aware and assured without being arrogant or egotistic



Value individual autonomy, self-determination and personal empowerment



Be proactive and willing to take initiative regarding raising advocacy awareness among health and social care services personnel



Be vigilant, attentive to instances of poor quality and standards and the status of vulnerable adults, older people and healthcare patients



Be open to self-review, to receiving feedback and accepting support, supervision and mentoring



Be independent and free from any conflicts of interest



Be compassionate as well as passionate about enabling vulnerable adults, older people and healthcare patients to have their voice heard



Be curious, creative and innovative and flexible, open to exploring different ways of doing things and problem solving while understanding the wider context and possible implications of different approaches



Be resilient and able to handle challenging people and situations including those involving people who have experienced considerable trauma in early life, have been suddenly bereaved or are experiencing complex grieving and people who are survivors of institutional abuse.



# Job & Person Guide Administrator



## Terms and Conditions of Employment

This appointment is for a three year period. A six months probationary period will apply with performance reviews every two months within the probation period. Support and mentoring will be provided thereafter to complement ongoing performance reviews.

The salary range is €45,000 - €50,000 per year with a 5% contribution to a PRSA scheme following successful completion of probation. Annual leave is 25 days.

## Key Dates & Requirements



### Application Deadline

**12pm, Friday 18 August.**  
*recruitment@sageadvocacy.ie*  
**Put job title in subject line.**



### Application Requirements

Curriculum Vitae (no more than four pages) and detailed cover letter (one to two pages in length)



### Interview/Shortlisting

**Initial interviews will be online during the week starting 28 August**

### DATA PROTECTION AND PRIVACY

● Sage Advocacy's full Data Protection and Privacy Statement can be viewed online at [www.sageadvocacy.ie/data-protection-privacy-statement](http://www.sageadvocacy.ie/data-protection-privacy-statement).

### MORE INFORMATION

● You can contact Sage Advocacy at 24-26 Upper Ormond Quay, Dublin D07 DAV9 [info@sageadvocacy.ie](mailto:info@sageadvocacy.ie) | 01-5367330

If you have a query about a specific issue relating to this job please email [recruitment@sageadvocacy.ie](mailto:recruitment@sageadvocacy.ie) with your email and mobile details and we will do our best to respond to you as quickly as possible.