Job Title	Business Support *Administrator* (full-time)
Reporting To	Head of Operational Support
Status	Full time – permanent, subject to funding
Expected Start Date	February 2027
Salary	€32,000 pa (prorated in year one)
Place of Work	Gaisce HQ at Ratra House in the Phoenix Park, Dublin 8.
Hours of Work and Working Hours	Hours of work are 35 hours per week, excluding lunch. Normal working hours are between 9am and 5pm Monday to Friday with occasional weekend and evening work. Flexibility is required, at peak periods. **On-site attendance is a necessary part of this hands-on role; however, some hybrid working maybe offered during off peak periods. The candidate must be based in or within a commutable distance of Dublin.**
Benefits	• 25 days annual leave (increases after year one (26) and year three (27) • Single Public Sector Pension scheme (mandatory) • Training and Development opportunities • Staff team building days • Wellbeing Hour once a week • Bike to Work Scheme (T&Cs apply)
Probationary Period	6 months
Application Deadline	The application deadline Sunday 3rd January 2027. Late applications will not be accepted. First round Interviews will take place (via Zoom) in early January 2027.
Queries and submission of your application	The completed application form must be submitted by email (considered your digital signature) to recruitment@gaisce.ie **(Subject Line: 'Business Support Administrator')** *CVs, incorrect forms, or additional documents will not be considered.* *Queries can be sent to Louise Place, Head of Operational Support via recruitment@gaisce.ie*

About Gaisce

Gaisce – The President's Award is Ireland's National Youth Award. It is a direct challenge from the President of Ireland, Catherine Connolly, to encourage young people to realise their potential through a proven Positive Youth Development Programme that provides structure, support, and certification for non-formal learning experiences for young people aged 14 to 25. The Award inspires young people to flourish through challenge, engage with their communities, build self-belief and skills, embrace adventure and wellbeing, and be recognised for their achievements.

The Gaisce programme has three progressive Award Levels -Bronze, Silver, and Gold. For each Award, participants must undertake Challenge Area activities including Personal Skill, Community Involvement, Physical Recreation, and an Adventure Journey, with each Award level requiring a greater level of time

and commitment. The Award is non-competitive and is led by each participant's own choices and initiative. The Gaisce programme is delivered nationally by President's Award Leaders (PALs) in Gaisce Award Partner (GAP) organisations including secondary schools, third level institutions, second chance and further education services, youth services, disability organisations, sporting organisations, uniformed organisations, youth justice, prison and probation services, organisations working with young refugees and asylum seekers, and more.

Gaisce – The President's Award was established in 1985 to mark the UN's International Year of Youth and was launched in Áras an Uachtaráin by President, Dr. Patrick J. Hillery, Gaisce's founding patron. Since then, the patronage has passed from President to President, reflecting a shared and enduring commitment to recognising and supporting young people.

The Business Support Team

The Business Support Team provides valuable services, enabling work processes to operate seamlessly and decision-makers to focus on value-added tasks and responsibilities. Administrative roles include day-to-day tasks that keep an organisation running smoothly and efficiently. Key functions of this department include HR, Finance, Governance, GDPR, Facilities Management, Data Protection, ITC Systems, Company and Charity Compliance.

Whilst each member of the Gaisce team has well-defined core responsibilities, the team is very close knit, and we work collaboratively to ensure the overall successful achievement of Gaisce's Strategic Plan and shared goals. In practice, this will mean the post holder connecting and collaborating with other members of the wider Gaisce team in carrying out some of their functions.

Wellbeing is also especially important to us in Gaisce, so we plan fun staff away days to see how we are doing, coffee mornings for non-work chats, and other relevant sessions to support each other. Professional Development for staff is also a priority within the means of the organisation.

Everything we do is driven by our core values: Empowerment, Inclusion and Equality, Respect, and Excellence. We are committed to ensuring these core values are embedded across all areas of our work, and in our practice and processes. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion/belief system, socio-economic background, or sexual orientation.

The post holder (Business Support *Administrator*) is the supportive hands-on force driving each of these areas, and we're currently seeking someone stellar to assist and support the Head of Operational Support to ensure the smooth distribution of awards, running the Gaisce office at Ratra House and supporting PALs and GAPs to deliver the Gaisce programme.

The ideal professional for the role is a flexible problem solver with superb communication skills with a detail-oriented mindset.

They should have prior experience thriving in an administrative capacity in an office environment or equivalent. Multitasking and the unique ability to deftly handle the unexpected are essential qualities to bring to the position.

Principal Responsibilities of Business Support *Administrator*

Main Duties and Responsibilities

- Manage the daily processing, preparation & distribution of over 29,000 Gaisce awards annually (full training including manual handling will be provided)
- Monitoring, ordering, and replenishing of office, marketing, and kitchen supplies.
  Liaise with service contractors visiting Ratra House and surrounding area to maintain the building to a high standard.
- Assist in quarterly Stock take & Reconciliation of Award stock.
- Assist in reconciling award payments, bookkeeping support and maintaining petty cash receipts.
- Maintain an appropriate knowledge of the programmes you are supporting, with the ability to communicate effectively.
- Manage and signpost queries daily (calls and emails) from PALs, GAPs and young people taking part in the Gaisce award.
- Upskill in the use and management of Salesforce CRM (full training will be provided) and maintaining integrity of data.
- Raise support tickets with ITC providers including testing of data and flows.
- Provide support to Operations Team and Communication teams in preparation for award ceremonies and events.
- Support the President Award Leader (PAL) application review process (reference checks, garda vetting, prepare monthly mailouts. Garda Vetting Clerk status will be provided.
- Preparation of board room for events, meetings, and training.
- Attend regular meetings with Team(s).
- Other admin duties and provision of cover as required by the Head of Operational Support

Qualifications, Skills and Experience

Essential:

- Administrative qualification and/or similar practical experience (minimum 2 years) in a busy office environment.
- Accuracy and attention to detail
- Demonstrate strong administration and organisation skills.
- Can prioritise workload and multitask.
- Self-confident and ability to innovate within the realm of the Administration team.
- Demonstrate a strong sense of initiative and problem solving and can lead when the opportunity arises.
- Accountable and responsible
- Excellent verbal and written communication skills with proficient typing skills
- Efficiency across MS Office suite (Excel, Outlook, PowerPoint, SharePoint, Word), Adobe.
- Understanding of Safeguarding/Child protection

Desirable:

- Experience working with high volume of data & keeping accurate records is highly advantageous.
- Experience in short-listing and reviewing applications is desirable.
- Understanding of the Gaisce Award programme
- Previous experience or knowledge of the community and voluntary organisation or charity sector.

- Competence in Salesforce CRM (or equivalent database systems)
- Experience in Finance administration
- Previous experience working in the youth/education sector or engaging with a young audience.
- Experience of volunteer engagement

Personal Attributes:

- Flexible and calm under pressure
- Can work in team or own initiative.
- Enthusiastic, motivated, and positive attitude
- Friendly demeanour
- Commitment to empowering young people to fulfil their potential.

The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time.

All staff members are required to obtain Garda vetting as a condition of their initial and continued employment.

Gaisce – The President's Award is an Equal Opportunities Employer.

All documentation received by Gaisce – The President's Award will be processed in accordance with the relevant applicable data protection legislation. The information will only be used in the processing of job applications and for ongoing administrative purposes with job candidates.

Due to the volume to applications, we can only provide feedback to those selected for interview.

Gaisce advertises these roles on reputable online websites and is not responsible for misleading information found on other online recruitment websites.