

# Job Description



<b>Job Title:</b> Client Services Administrator	<b>Department:</b> Client Services	<b>Reports to:</b> Client Services Team Lead
<b>Hours:</b> 37.5 hours per week	<b>Location:</b> National Headquarters and Training Centre, Model Farm Road, Cork	<b>Contract Term:</b> 12-month contract

## Purpose of Role

Working closely with the Client Services Team Lead, the Client Services Administrator supports the delivery of our client programmes by assisting with administration and coordination across all stages of the application process. This role acts as the first point of contact for clients across all programmes and aftercare services, ensuring a responsive and supportive experience. The position also includes providing advocacy support to clients, as required.

To be successful in this role, you will be a highly capable and self-motivated administrator with strong organisational and prioritisation skills, along with excellent customer service and people-focused communication abilities.

## Key Responsibilities

- Act as point of contact to our clients for all programmes and aftercare services.
- Process and support our clients throughout all application stages.
- Provide advocacy support to our clients who wish to raise concerns about services, access or other relevant areas.
- Maintain client and training records enabling accurate report writing.
- Coordinate with our technical team to ensure client support and application timeframes are adhered to.
- Coordinate the delivery of aftercare support to clients across all programmes.
- Advocate to third parties' local authorities, government and public sector bodies in relation to policies, planning, and legislation.
- Manage all email and phone calls along with any other communication in relation to client services (including enquiries and applications), and other areas.
- Capture monthly, quarterly and annual reports on activity and issues under advocacy and client supports.
- Conduct aftercare phone calls, capturing feedback and completing relevant actions.
- Organise client information and dog equipment maintenance to include: ordering, records, stock-taking, postage and preparation of Guide Dog and Assistance Dog class packs, including all relevant paperwork and equipment packs.
- Undertake and develop advocacy training and information for clients and third parties.
- Support our Client Consultative Committee meetings as secretary and follow up actions, and work plan updates.
- Support client communications and social media updates under guidance of the Communications team.
- Participate proactively in the evaluation and implementation of SOP's and key processes within Client Services.
- Support aftercare delivery and dog training by managing car rentals and fleet rostering.

In addition to these key accountabilities, you may also have ownership for one or more key processes. If you are required to take ownership of a key process, this will be communicated to you via your manager and/or the performance management framework. You may be required to be on call, outside of normal business hours.

All employees are expected to comply with Irish Guide Dogs for the Blind terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies, etc. and any relevant external regulations.

**Values and Behaviours**

IGDB places great emphasis on how people get the job done. For example, we need people who are passionate about enabling people who are vision-impaired and families of children with autism to lead better lives and become more mobile and independent. Employees are expected to achieve these standards to fully meet the expectations of their role.

Values and behaviours	Description
Respect	Treats Clients, Colleagues and Volunteers with equal respect. Is open-minded and tolerant of different views.
Teamwork	Supports a team environment which promotes wellbeing and maximises personal effectiveness. Communicates clearly and effectively with others. Strives to be supportive, consistent, and professional with Clients, Colleagues and Volunteers.
Optimism	Is solution-focused and looks to bring a positive attitude to challenges. Celebrates wins and encourages others to do the same. Does not fear failure – believes we can all learn lessons for the next time together.
Conscientiousness	Takes pride in what is done and how it is done. Always presents a professional and capable manner in all tasks that are completed. Has a clarity of purpose, sets a good example for others. Is accountable for what is done and takes ownership for achievement.
Integrity	Leads by example. Is fair and consistent when working with Clients, Colleagues and Volunteers. Takes ownership of achievements and responsibility for failure.
Excellence	Strives to continuously improve own performance.

**Person Specification**

**Essential**

- Excellent administration and computer skills across the Microsoft 365 platform.
- Comfortable conducting sensitive or challenging conversations with clients or third parties.
- Experience handling a high volume of inbound or outbound client calls.
- Proven ability to manage varied workload and prioritise tasks.
- Comfortable completing tasks or concurrent projects independently, within a group or cross-departmental environment.

- Proactive with a continuous improvement mindset aimed at supporting our clients.
- Comfortable challenging third-party organisations to ensure client rights are supported.
- Excellent verbal, written, presentation and communication skills.

**Desirable**

- Relevant degree qualification in the related field of business administration, advocacy or communications.
- Relevant work experience, ideally at least three years' experience in advocacy and /or communications.
- Evidence of continued professional development to enhance knowledge and experience relevant to the role.

**Special Conditions**

- Full clean driving licence essential.
- Must be eligible to work in Ireland and EU.
- Subject to full Garda vetting.

To apply, please send the below information to [Recruitment@GuideDogs.ie](mailto:Recruitment@GuideDogs.ie)

- Up-to-date CV
- Cover letter highlighting your specific areas of interest and skill sets

**The closing date for applications is 23.01.2026.**

**Irish Guide Dogs for the Blind is an equal opportunity employer.**