

Job Description

Job Title:	Client Services Administrator
Department/Team:	Client Services
Location:	National Headquarters and Training Centre, Model Farm Road, Cork
Reports to:	Client Services Team Lead
Hours of Work:	37.5 hours per week

PURPOSE OF ROLE:

The Client Services Administrator is the point of contact for all training programmes, aftercare services and follow-up tasks, as well as providing administration support to the Client Services Team Lead and the Technical Training Team. The role involves client engagement and has key responsibility for the effective maintenance of client and training records.

	Key Accountabilities
1	Provide administration support to the Client Services Team to include organisation, co-ordination, planning and effective record-keeping of all aftercare for both Guide Dog and Assistance Dogs' teams.
2	Work collaboratively to schedule client aftercare and hubs nationwide.
3	Conduct monthly Guide Dog and Assistance Dog related aftercare phone calls, capturing feedback and completing relevant actions.
4	Manage all email and phone calls for Guide Dog and Assistance Dog services including enquiries, applications, issues and following through until resolved.
5	Liaise with nationwide Volunteers and related stakeholders in relation to all key activities such as temporary boarding and support as required.
6	Organise outgoing/incoming post and follow up communication in relation to client applications.
7	Ensure compliance with all regulatory requirements, particularly implementation of the Irish Guide Dog for the Blind's Safeguarding and Child Protection policy and supporting procedures.

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8	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.
9	Proactive participation in the evaluation and implementation of SOP's and key processes within Client Services.
10	Responsible for the organisation and supply of Puppy Raisers and Guide Dog and Assistance Dog class photos.
11	Complete a broad range of administrative tasks to support the delivery of Client Services goals. This includes coordinating meetings and minute taking, assisting with projects and compiling reports within agreed timelines.
12	Undertake any other tasks as may be deemed reasonable and appropriate.

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 persons 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 in order to fully meet the expectations of their role.

We value an environment that fosters high quality service, innovation, trust and respect. We are all leaders and responsible for the delivery of positive outcomes and progress for our Clients, Volunteers and Employees equally. We act with unwavering integrity and always seek to do the right thing. The following values are the basis for who we are, what we do and how we do it.

Values and behaviours	Description
Respect	Treats Clients, Colleagues and Volunteers with equal respect. Is open-minded and tolerant of different views.

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Teamwork	<p>Supports a team environment which promotes wellbeing and maximises personal effectiveness.</p> <p>Communicates clearly and effectively with others.</p> <p>Strives to be supportive, consistent and professional with Clients, Colleagues and Volunteers.</p>
Optimism	<p>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.</p>
Conscientiousness	<p>Takes pride in what is done and how it is done.</p> <p>Always presents a professional and capable manner in all tasks that are completed.</p> <p>Has a clarity of purpose, sets a good example for others.</p> <p>Is accountable for what is done and takes ownership for achievement.</p>
Integrity	<p>Leads by example.</p> <p>Is fair and consistent when working with Clients, Colleagues and Volunteers. Takes ownership of achievements and responsibility for failure.</p>
Excellence	<p>Strives to continuously improve own performance.</p>

PERSON SPECIFICATION

Factor	Essential	Desirable
Job specific skills	<p>Very strong interpersonal skills and ability to nurture client relationships in a fast-paced environment.</p> <p>Strong team player and excellent communication skills.</p> <p>Competency in Microsoft Office with great attention to detail and follow through.</p>	
Previous relevant experience	<p>Three years of experience in a comparable role.</p> <p>Proven track record for consistently meeting and exceeding goals and delivering a superior level of job performance.</p>	<p>Experience of CRM systems.</p>



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Qualifications/Training		Recognised qualification relevant to the role.
Other requirements	Full Garda vetted. Must be eligible to work in Ireland.	

To apply, please send the below information to recruitment@guidedogs.ie

- Up to date CV
- Cover letter

The closing date for applications is 4th January 2022.

Irish Guide Dogs for the Blind is an equal opportunities employer