

Job Description:

Job Title:	Administrator - National Physiotherapy Programmes and Mid-West Region
Location:	MS Ireland - Springfield Retail Development, Old Singland Road. Limerick V94P237
Role purpose:	The main purpose of this position is to support the work of the Exercise and Physiotherapy department and the Mid West services team and building.
Reports to:	Exercise and Physiotherapy Coordinator
Contract Type:	Permanent
Hours	35 hours per week

Key Duties to Include:

1. To carry out building *reception* duties to include dealing with telephone calls and visitors and to keep records in relation to same; ensuring that those who make contact MS Ireland are dealt with in a professional and courteous manner at all times.
2. To carry out general *building administrative* duties to include opening and closing, key-holding, coordinating cleaning and maintenance, room booking management, photocopying, filing, correspondence, post and typing, ensuring that the building runs at all times in a smooth and efficient manner.
3. To develop and maintain *accurate databases* and computer records to ensure that client information is collated, continually updated and reports can be produced in an accurate and timely fashion. This includes but is not limited to lists of participants in classes, schedules, reminders and links to evaluations and quality improvement tools.
4. To assist with the management of the regional office *budget*; accurately input financial data (invoices, expenses etc.) be able to provide an analysis of same
5. Assist the Physiotherapy Co-ordinator and regional team with the production of reports, service level agreements and any other duties as requested.
6. To manage the *procurement* of office supplies and stationery; to ensure that office staff have the resources necessary to carry out their roles.

7. To manage new physiotherapy cases and book appointments for participants.
8. To coordinate the collection and analysis of satisfaction/experience survey data.
9. To report to National Office regarding all human resource and administrative matters to include, monthly summary sheets, ensuring that all information is forwarded, kept up to date and accurate.
10. To update the Website regarding upcoming events and programmes.
11. Where requires, assist the team with information and public awareness functions to include preparation of PowerPoint presentations, providing administrative support at meetings/information days, organisation of internal meetings, recording of minutes and distribution of key information; on occasion this may involve attending weekend seminars.
12. To maintain complete confidentiality regarding clients of the region and other information when required.
13. To adhere to all policies and procedures of the organisation.

Person Specification

Qualifications and Experience

The ideal candidate will have at least three years' experience in a similar role and educated to leaving certificate or equivalent level.

A team player with excellent communication skills and knowledge and experience of the disability sector are a distinct advantage.

Skills

- Excellent IT skills to include competency in MS Word, Excel and PowerPoint and use of a CRM, (Salesforce CRM is desirable but not essential)
- Excellent organisational and administrative skills.
- Excellent communication skills and telephone manner.
- Excellent interpersonal skills
- Good knowledge of all social media platforms.
- Willingness to adopt new softwares and technologies as they occur.
- Typing/data entry skills essential.
- To have empathy for people with a disability.
- To understand the General Data Protection Regulations

The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs.

Applications to include CV and covering letter, by email to

recruitment@ms-society.ie

Please ensure you identify your email by stating Administrator in the subject bar.

Closing date: 16th August 2024

MS Ireland is an equal opportunities employer