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**Programmes & Administrative Assistant**

**About Voluntary Service International (VSI)**

VSI’s mission is to promote a culture of peace, social justice and sustainable development through organizing and supporting volunteering projects, both in Ireland and internationally, and through global citizenship education programmes. VSI is the Irish branch of Service Civil International (SCI), a worldwide volunteer-based peace movement founded in 1920. VSI was founded in 1965 and our office is in Dublin city centre.

VSI’s vision is a world of peace, social justice and sustainable development, where all people live together with mutual respect.

Read more here: [www.vsi.ie](http://www.vsi.ie)

**The Job**

VSI are hiring a Programmes & Administration Assistant, this is an exciting opportunity to join our team in an international peace and solidarity NGO. The post holder will support delivery of our national and international volunteering and global citizenship education programmes, and support our members and volunteers. The post holder will work closely with our Programmes Coordinator and the small staff team.

The successful candidate will be responsible for supporting volunteers and participants at all stages of their involvement with VSI and for providing administrative support to the team members.

**Role & Responsibilities**

**Programmes:**

* Support volunteers including providing info on our projects and programmes, delivering pre-departure training, providing support during volunteer projects, evaluation and follow-up with volunteers
* Liaise with partner organisations in Ireland and internationally
* Prepare documents, for example volunteer information sheets and agreements
* Process volunteer applications
* Maintain participant and project records
* Write reports and meet regularly with our Programmes Coordinator

**Events (online and in-person):**

* Assist at events both on-line and in-person, tasks include booking venues and caterers, processing registration forms, maintaining attendee lists and sign-in sheets, attending events and providing support to staff and volunteer teams, helping to set-up and clear events, setting-up zoom meetings

**Marketing & Communications:**

* Create and publish social media posts and post volunteer opportunities on databases and platforms
* Maintain the VSI website
* Layout and mail newsletters and other communications

**Admin:**

* Respond to enquiries via email, phone and social media and maintain email accounts
* Record and maintain data in Microsoft apps and Salesforce CRM
* Filing (digital and physical)
* Provide administrative support to the team as required

**Other:**

* Provide support during events such as the AGM and a range of other meetings.
* Member support including responding to queries from members and sending out info and notices
* Attend staff meetings and participate in performance management processes as required
* Write weekly reports and other reports as required, maintenance of records and files
* Contribute to the general activities and needs of the organisation including preparation and support of the AGM, dealing with visitors to the office in-person, maintaining clean and tidy physical office environment

**Person specification**

Essential:

* Experience and understanding of working with standard office-based software and office equipment
* Customer service experience for example responding to queries and providing info
* English writing, composition, and literacy skills
* Highly organised individual with ability to manage own time
* Good communication skills

Desirable:

* Good administrative and organisational skills
* Professional, courteous and confident manner
* Good attention to detail
* Experience of undertaking a wide range of administrative tasks

**Terms & Conditions**

* Part-time, 15 hours per week, over 5 or 4 days with flexibility.
* Salary €975 per month.
* Location: Hybrid/Dublin, mostly remote working, must attend meetings in the office subject to needs. This arrangement is flexible and adaptable and will be discussed with the successful candidate. The post holder must be available to travel nationally.
* The post holder must be available to work occasional weekends and evenings (time off in-lieu provided) and must have access to a reliable internet connection for remote working.
* Will work closely with the Programmes Coordinator.
* Training will be provided.

Enquiries to [admin@vsi.ie](mailto:admin@vsi.ie)

**VSI is an equal opportunity employer.**

**www.vsi.ie**

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