

JOB DESCRIPTION

Job Title	:	Senior PA/Admin Officer
Grade	:	Clerical Officer Grade V
Reporting to	:	Assistant Director of Industrial Relations
Accountable to	:	Director of Industrial Relations
Date	:	July 2024

The Senior PA/Admin Officer has overall supervisory responsibility for the efficient, effective, and smooth running of our Galway and Limerick Offices. This includes the administrative services i.e. prioritisation and delegation of work/tasks, to ensure work is completed accurately and within a realistic timeframe.

This role also involves the provision of reception and all administrative services including cross cover in the absence of other admin staff.

Essential skills required for this position are:

- ❖ Ability to effectively supervise and to manage the functions of a regional office, and the PAs within the team, in conjunction with the Assistant Director of Industrial Relations.
- ❖ Ability to multitask in an often-pressurised busy regional office and to lead the work as part of a team to provide high standard of supports to nurses and midwives.
- ❖ Ability to be flexible and to work as part of a team to provide cross-cover for the other Admin staff.
- ❖ Ability to act on one's own initiative with a polite, assertive, and professional approach.
- ❖ Ability to always maintain confidentiality.
- ❖ Excellent communication and interpersonal skills, both internally and externally, with staff and members.
- ❖ Excellent organisational and time management skills i.e. ability to prioritise workloads during busy periods; ability to delegate work appropriately.
- ❖ Proficiency in MS Office Applications i.e. Word, Excel, Outlook, PowerPoint.
- ❖ Excellent/accurate typing skills – audio/copy typing of general correspondence, reports, submissions, ballots, newsletters, etc.

Duties include:

- ❖ Supervision and delegation of all work within the PA team and where necessary in consultation with the Assistant Director of Industrial Relations.
- ❖ Prioritisation and coordination of all contacts from members by phone, email, and drop-in to regional offices.
- ❖ Ability to elicit all facts required to assist members, relevant documentation, and advise on correct initial steps to be taken or requirement to refer to the Industrial Relations Team.
- ❖ Meet and greet individuals and groups of members/visitors who come to the office for meetings, courses, or training.
- ❖ Management of the caseload for the Regions consisting of the health services both public and private sectors on behalf of the Industrial Relations Team. Includes significant interactions with the HSE, Senior Nurse Management, HR Managers, TUSLA, Workplace Relations Commission and Labour Court.
- ❖ Support and guide members through the initial industrial relations procedures in liaison with and on behalf of the Industrial Relations Team.
- ❖ Provide information and assistance to members related to all aspects of industrial relations, national and local agreements.
- ❖ Attendance at information, organising, recruitment, or balloting events as required.
- ❖ Monitor monthly membership reports/data analysis and mapping of regional membership and identification of trends for targeted recruitment and retention initiatives on behalf of the Industrial Relations Team.
- ❖ Developing an excellent working knowledge of the organisation's membership database, SILVERBEAR.
- ❖ Utilising the SILVERBEAR system to its full potential e.g.
 1. Maintaining up-to-date diaries, for Industrial Relations Officers, via SILVERBEAR.
 2. Creating mail merges via SILVERBEAR.
 3. Issue management, specific to a member or group of members, via SILVERBEAR.Ongoing training in SILVERBEAR will be provided internally.
- ❖ Maintaining diary for officers and ensuring weekly schedule is available.
- ❖ Establishing and maintaining an up-to-date database of all relevant key players.
- ❖ Maintain an accurate and efficient filing system (hard and soft copies) including archiving of closed files.

- ❖ Ensuring the timely presentation of Officers reports e.g. Executive Council reports, submissions etc.
- ❖ Preparing presentations and training packs for Recruitment training events.
- ❖ Preparing notifications and relevant material for Hospital visits/walkabouts.
- ❖ Booking external meetings, training sessions and hospital walkabouts and liaising with venues regarding requirements for same.
- ❖ Ability to deal appropriately with media calls or enquiries and referring to the relevant official or Media Office.
- ❖ Assist with the collation and sending out of large circulars.
- ❖ Research duties as required.

Office Administration

- ❖ Responding to requests from the General Secretary, Deputy General Secretary, Director of Industrial Relations, or other delegated staff for information regarding the members in the regions or any other matter relating to the affairs of the Organisation in the West and North-West Region and the Mid-West Region.
- ❖ Collection of daily Trolley Watch and Ward Watch figures and transmission of these in the agreed format to the Media Department.
- ❖ Co-operating with the further development and roll out of the complete SILVERBEAR system including issue management, SMS, mail merge and email.
- ❖ Monitoring the INMO website daily for the purposes of ensuring the accuracy of regional news and updating where necessary.

General Office Support

- ❖ Ensuring adequate office supplies to meet the needs of the office.
- ❖ Ensuring the cleaning of the office is of a high standard.
- ❖ Liaising with office services and suppliers where the need arises.
- ❖ Notifying Head Office of deficiencies in equipment or premises and action required.
- ❖ Maintaining a safe place of work in compliance with the INMO Health & Safety statement.
- ❖ Participating in annual stock take.
- ❖ Other duties that may be assigned from time to time by the Assistant Director of Industrial Relations or Director of Industrial Relations.