

Marino Institute of Education (MIE)

Inspired by the Christian vision, Marino Institute of Education (MIE) is a teaching, learning and research community committed to promoting inclusion and excellence in education. MIE is an associated college of Trinity College Dublin, The University of Dublin and offers undergraduate and postgraduate programmes in education, including initial teacher education programmes.

The Governing Body invites applications from suitably qualified persons for the position of

Receptionist

GENERAL JOB DESCRIPTION

Duties and General Terms & Conditions of Employment

1 CANDIDATE PROFILE AND SCOPE OF THE POSITION

Marino Institute of Education (MIE) wishes to appoint a Receptionist working Monday to Friday from 8.30am to 5.00pm daily.

The receptionist is the first point of contact in MIE and is essential for the delivery of a high standard of customer service. At this time, the Institute seeks to appoint a person who will attend to all reception duties and support staff across all areas of the Institute.

Essential Qualifications & Skills (i.e. those, without which, a candidate would not be able to do the job. Applications that have not clearly demonstrated that candidates possess the essential requirements will not be shortlisted):

In order to be considered for this post, applicants will require:

- Relevant reception experience
- A comprehensive knowledge of the Microsoft Office suite
- Excellent communication skills, both oral and written, and a professional manner
- Excellent customer service and interpersonal skills along with the ability to work as part of a team
- Ability to deal with confidential matters
- The ability to multi-task and to work confidently on own initiative to resolve issues
- A high standard of accuracy with attention to detail
- Flexibility and a positive attitude towards change
- Knowledge of GDPR and health & safety regulations would be an advantage

- Experience of working in a Higher Education environment an advantage

Inniúlacht sa Ghaeilge inmhianaithe – competence in Irish is desirable.

Candidates must clearly indicate in their applications how they meet each of these pre-requisites.

2. JOB DESCRIPTION

Reporting Relationship

The appointee is required to carry out the duties attached to the post, under the general direction of the Lead in Education Office, to whom she/he reports, and to whom he/she is responsible for the performance of these duties in the first instance. The appointee will report through the CFO and VP Professional Services to the Institute President and/or such other MIE officers as the President may designate from time to time.

The reporting relationship may be subject to periodic review, in line with service needs and developments in the Institute.

Duties and Responsibilities

The duties include the following:

- Acting as the first point of contact for visitors to the Institute, and greeting them in a positive, professional and friendly manner
- Responding to student queries
- Managing a busy switchboard and directing queries to the appropriate person
- Monitoring and procurement of stationery office consumables
- Processing incoming/outgoing post and dealing with courier deliveries.
- Ordering taxis
- Taking credit card payments
- Keeping adequate records for handover to evening staff and notifying the appropriate contact person of any urgent issues
- Responsibility for holding building keys.
- Assist with other functions and activities in the Education Office area.

It should be noted that in each work area/department within the Institute, the appointee must work as part of a team. Although duties pertaining to the post are broadly defined under the various headings as listed, the list of duties is not exhaustive. The appointee will be required to function in a flexible and collegial manner. MIE retains the right to assign new duties and/or to re-assign staff to other areas of the Institute, in response to service needs.

3. APPLICATION, SELECTION PROCESS AND OTHER GENERAL INFORMATION.

Method of Selection for Recommendation

A shortlisting of applicants will occur which will be based on the applicant's qualifications, suitability and relevant work experience as detailed in the application. It is the responsibility of the applicant to

ensure that all relevant information is included in their application and that they clearly identify how they meet the specified candidate criteria.

Interview will be by interview panel consisting of not fewer than 3 persons, and will comprise of the most suitable and qualified people to assess applicants in the discipline. All appointments to employment at MIE are made by the Governing Body. The interview panel's recommendations for appointment of successful applicants for all posts will be submitted to the MIE Governing Body for their consideration and decision.

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

Probationary Period

The appointment is subject to satisfactory completion of a 4-month probationary period. The probationary period may be extended at the discretion of the Institute but will not in any case exceed 6 months. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of employment during the probationary period will be at the discretion of the Institute. An abridged version of the disciplinary procedure will apply to employees on probation.

Garda Vetting

All successful applicants may be required to participate in Garda vetting. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the Institute's requirements in this regard will be excluded from consideration for appointment.

Salary

The current annual salary scale; €25,750 - €40,000.

Making of Applications

Application by Cover letter and CV only (no special application forms are supplied), preferably by email to careers@mie.ie or by post to:

The Human Resources Office
Marino Institute of Education
Griffith Avenue
Dublin 9.

Completed applications must be received by 5.00pm on Friday 3rd May 2024. Late applications will not be accepted.

The Institute will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

The Marino Institute of Education is an equal opportunities employer.