

Education & Training Administrator

Family Carers Ireland (FCI) is the national charity supporting family carers across the country who dedicate their lives to caring for loved ones such as children or adults with physical or intellectual disabilities, frail older people, those with palliative care needs or those living with chronic illnesses or addiction. We provide a range of supports and services for family carers nationally from our local support centres.



Hybrid/Remote | 37 hours per week | Full-time

JOB SUMMARY

The remit of the National Programme and Events team is to develop and deliver national events and programme resources to support community-based carer support teams and make a real difference to the lives of family carers.

This team will manage delivery of national events (Carer of the Year Awards, National Carers Week, Respite Weekends) and will coordinate national programmes such as Training and Volunteer development. It will manage delivery of development projects such as Caring Pathways and will be responsible for developing new programme resources for activity and support groups through such projects and other initiatives. Part of its role will be to 'mainstream' these programmes to Community Supports as much as possible to create capacity for new development projects

It will also facilitate carer support champion groups in areas such as fundraising, volunteering and the portal to enable more effective collaboration between carer support and communications/policy team members.

The Education & Training Administrator will report to the Support Manager, Education & Training. The successful candidate will provide administrative support to the team of three staff who create, facilitate and deliver education and training courses, workshops and other information to family carers on-line and in person.

Supporting the advertisement of training courses and dealing with correspondence by email or through phone calls will be a key part of this job, as will booking tutors and recording spend of budgets.

ROLE CRITERIA

The following qualifications, skills and experience are required for this role:

- Minimum Leaving cert (or equivalent) and pursued further studies in Office Administration.
- At least two (2) years' administrative experience working in a busy environment.
- Excellent IT Skills- mainly Microsoft 365, SharePoint, MS Word, Excel, Outlook, and experience setting up video calls through platforms like Zoom, MS Teams.
- Effective time management skills and organisation skills with the ability to manage multiple activities and keep stakeholders informed.
- Excellent customer service and communication skills, both written and spoken, are required as this role will liaise with internal staff and external bodies. An ability to work well with others and an aptitude for prioritising tasks are a requirement of the job.
- Experience of working remotely with good access to broadband.
- Flexibility in attitude and approach to the job and a willingness to help others.
- A strong work ethic with excellent attention to detail.
- The ability to work autonomously and within a team.
- Fluency in English (written and verbal).
- Full drivers licence with access to own car.

Terms & Conditions: Permanent, full-time role (37 hours per week Monday to Friday). The Administrator's contracted work location will either be centre based or remote (working from home) depending on the geographical area. Flexibility to travel to meetings as required is essential. We recommend prospective candidates to contact us on the email address below for a copy of the full job description or details regarding the terms and conditions of the role if they wish.

Application Process: Applicants are invited to submit their up-to date CV and cover letter demonstrating how they meet the above criteria to recruitment@familycarers.ie no later than **15th June 2025**.

