



Longford Town Suburbs Project CLG



#CES-2283686



COUNTY LONGFORD SPORTS & LEIS , The  
Mall, Templemichael Glebe, Co. Longford, N39  
KP30



No of positions : 1



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



15/10/2024



26/11/2024

## How to register your interest

To register your interest, take note of the scheme reference number and then:

- [Sign in](#) using your MyGovID account

( Search using the scheme reference number and submit your details )

or

Contact a case officer in your [local Intreo Office](#)



Open your camera app & point here to view this ad online



## Receptionist/Trainee Information Officer

### Application Details

Eligibility to participate on CE is generally linked to those who are 21 years or over and in receipt of a qualifying social welfare payment for 1 year or more or 18 years and over for certain disadvantaged groups. Your eligibility will have to be verified by the Department.

You can register your interest by selecting the 'Register your interest' button or you can contact an Employment Personal Advisor (EPA) in your local Intreo Centre.

### Job Description

#### Duties

This is a developmental opportunity, no experience necessary. Accredited training will be provided to support your career.

The sponsoring group for this scheme is Longford Town Suburbs CLG but the sub sponsor is North Longford Citizens Information Centre where the participant will be based.

#### Purpose of the Role:

The provision of information, advice and advocacy services to members of the public and assisting the Development Manager.

This role is initially focused on reception duties followed by information provision in the Longford Citizens Information Centre as part of North Leinster Citizens Information Service.

#### Duties include:

Ensure the day-to-day reception duties are carried out in a professional manner.

At all times, ensure that clients are dealt with sensitively and in a non-judgmental manner.

Respond to queries from members of the public in line with the North Leinster Citizens Information Service guidelines by dealing directly with clients and signposting to the appropriate person/service.

Answering phone, recording messages and ensure all staff/volunteers receive their messages.

Ensure the reception has an adequate stock of the publications, information leaflets, application forms etc.

Recording client queries on electronic 'Oyster' system.

Deal with office post (in & out) and make sure all post received/sent is logged on the appropriate online platform.

Ensure that visitors sign into the local office sign-in book.

Carry out a range of clerical and administrative duties as required.

On a daily basis check for tea/coffee/milk etc., get in petty cash if necessary.

Regular checking of the Longford calendar for meetings/set up boardroom etc if required.

Manage the queue at reception and monitor waiting times in line with North Leinster Citizens Information procedures.

Be mindful of Health & Safety Issues- Processes and policy will form part of induction.

Desirable Knowledge, Skills and Experience:

Organisation, administrative, IT, communication, and time management skills.

Knowledge of using Microsoft Word, Excel and Outlook 365.

An understanding of the issues around the provision of, and access to information advice and advocacy services.

Basic knowledge and understanding of how the Social Welfare, housing, health, and income systems operate.

Good communication skills, both orally and in writing.

Ability to work on own initiative and as part of a team.

Ability to undertake organisation policy.

Successful Candidate:

Be committed to the provision of free, confidential, impartial, local, and independent Information, advice, and advocacy.

Committed to undertaking and attending trainings provided by North Leinster Citizens Information Service.

Be flexible to changing days/shifts, if necessary, from time to time.

If you are interested in this position, please contact Annemarie Campbell Community Employment Supervisor on 086 3497101 or [annemarie.campbell@longfordtownsuburbs.ie](mailto:annemarie.campbell@longfordtownsuburbs.ie)

A video on CE can be seen in the "What's Going On" section of the Jobs Ireland website, at the end of the homepage.

- **Sector:** information and communication