



Company Details Confidential



#JOB-2434874



Tourist SOS, O'Connell St Garda S, 13A

O'Connell Street, Dublin 1, D01 EF98



No of positions : 1



Paid Position



37.5 hours per week



34000.00 Euro Annually



19/02/2026



04/03/2026

## How to apply

### Application Method :

Please apply to the vacancy by the following means:

Email : [hr@touristsos.ie](mailto:hr@touristsos.ie)



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



## Support and Information Officer

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

The role provides direct support and practical assistance to international visitors experiencing crime while ensuring that information provided to tourists and partner organisations remains accurate and up to date.

This role offers the opportunity to make a real difference to visitors at a difficult moment while working within a small, dedicated and supportive team.

#### Main Duties and Responsibilities

- Provide support and practical assistance to international visitors experiencing crime or trauma, in person, by phone and by email.
- Maintain accurate records to ensure quality service provision.
- Develop and maintain positive working relationships with stakeholders including Gardaí, embassies and tourism partners.
- Assist in maintaining accurate and up-to-date information within Salesforce for the benefit of service users.
- Assist in identifying opportunities to improve and develop services.
- Assist in compiling statistics and reports for presentations, board meetings and funding requirements.
- Provide feedback to management on information gaps and service issues.
- Contribute to operational and procedural development.
- Provide mentoring and support to new staff and volunteers.
- Assist with promotion and awareness of the service where appropriate.

#### General Responsibilities

- Ensure compliance with organisational policies and regulatory requirements.
- Observe all health and safety procedures.
- Maintain strict confidentiality when handling sensitive or personal information.
- Ensure duties are carried out in a manner consistent with organisational values and policies.

- Ensure information is maintained in accordance with GDPR requirements.
- Attend meetings and training as required.
- Undertake other duties appropriate to the role.
- Skills and Experience Required
- Minimum two years' experience in a busy office or customer support environment.
- Knowledge of the criminal justice system and the impact of crime is desirable.
- Understanding of confidentiality requirements and GDPR compliance.
- Ability to communicate professionally and sensitively with a wide range of individuals and organisations.
- Ability to demonstrate empathy and provide assistance calmly and patiently.
- Ability to work independently, prioritise tasks and manage competing demands.
- Strong organisational and administrative skills with excellent attention to detail.
- Good judgement and initiative in delivering practical solutions.
- Strong IT skills including Microsoft Office 365 and CRM systems such as Salesforce.
- A foreign language is desirable but not essential.

#### Terms and Conditions

The role reports to the Service Manager and is full time (37.5 hours per week). The service operates seven days per week and weekend work is required.

The role is office-based in Garda stations on O'Connell Street and Pearse Street.

Please send a CV and cover letter outlining why you feel you are suitable for the role to [hr@touristsos.ie](mailto:hr@touristsos.ie) by 2pm Wednesday 4th March 2026.

- **Sector:** other service activities

#### **Career Level**

- Experienced [Non-Managerial]