



Business in the Community Ireland



#WPEP-2451276

BUS IN THE COMM IRELAND, Phibsborough



Tower, Phibsborough Road, Dublin 7, D07

XH2D



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



03/06/2026



29/07/2026

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Administrative Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

The successful participant will gain experience and be trained in various administrative and office support tasks (and will be valuable in any future office administration role), including:

- Assisting with Employment Programmes participant enquiries and referrals via phone, email, and WhatsApp, and recording queries promptly.
- Assisting the team to conduct follow up contact with participants to complete feedback forms and to record job/ training outcomes.
- Helping to enter data into the company's CRM system and making sure records are correct.
- Scanning paper copies of participant files and uploading to CRM
- Maintaining accurate IT equipment records and helping with package deliveries.
- Assisting with ensuring GDPR compliance requirements are met.
- Other administrative tasks as required

Role Description

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

Formal Training:

- WPEP QQI Work Experience Module
- BITCI Induction and Onboarding
- GDPR

- Health and Safety Induction Training
- Safe TALK for Frontline Workers (and similar mental health-related training)
- IT Applications used by BITCI
- Employment programme-specific technical courses from BITCI learning hub

Informal Training:

- Telephone and email etiquette
- Data Entry
- Task Prioritisation

This is a great opportunity to get real life training and experience in an office environment. This role would suit individuals who have a keen interest in working with people from diverse educational and personal backgrounds, are empathetic and supportive and want to develop their interpersonal and administrative skills. Participants will be offered excellent in-house training and learning opportunities. This organisation promotes a flexible and inclusive work ethos.

- This vacancy is suitable for Remote/Blended working
- **Sector:** administrative and support service activities

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0