



PICES (CE Scheme) / Southside Partnership

DLR



#CES-2454277



Marina House, Marina View, Clarence Street,

Dun Laoghaire, Co. Dublin, A96 P6P7



No of positions : 1



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



19/06/2026



31/07/2026

How to register your interest

To register your interest, take note of the scheme reference number and contact an Employment Personal Advisor (EPA) in your [local Intreo Office](#)



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Reception & Administration Assistant - Citizen's Information Centre Dun Laoghaire

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.

To register your interest 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.

Purpose Of The Position:

To provide Reception cover & administrative assistance to the Information Providers.

Hours: 19.5 hours per week.

Responsible To:

Citizen's Information Service Development Manager & the PICES Supervisor.

Main Duties and Responsibilities:

The following is not an exhaustive list of the duties associated with the post but is intended for the guidance of the person assigned to the job.

- Provide reception cover & carry out all associated administrative duties.
- First point of contact / meet & greet clients & visitors in an appropriate manner.
- Phone answering dealing with client queries / pass on details to the relevant Information Officer's.

- Use the Citizen's Information Phone Service, (CIPS) helpline to assist client queries & refer where required to a more appropriate organisation relating to the information / service they may need.
- Support the collation of statistics relating to the number of calls / types of callers / queries raised by clients.
- Provide administrative assistance to the Information Officer's as required which may include:
 - photocopying
 - form filing
 - scanning documents
 - locating forms / information booklets etc.
 - following up with minor queries, i.e. ringing service providers such as Electric Ireland, Bord Gais etc.
- File maintenance & storage of all hard / soft copy files in line with GDPR requirements.
- Ensure the centre has an adequate stock of publications, information leaflets, application forms on display at all times.
- Attend training & team meetings as required.
- Other relevant duties as assigned from time to time.

Candidate Requirements:

- Pleasant, friendly, have a welcoming manner, excellent communication & interpersonal skills.
- Enjoy interacting with people.
- Previous reception & administrative experience an advantage.
- Good IT skills including basic competency with MS Office Suite / email / databases etc. would be beneficial.
- Commitment to confidentiality, respect for clients & adhere to current GDPR regulations.
- Attention to detail, good organisational & time management skills.
- Ability to work on their own initiative & as part of a team.
- Full training will be provided to assist the successful candidate to settle into the role.

For further information contact Tim Reidy, PICES Supervisor on 087 3689573 or email:

tim.reidy@sspship.ie

- **Sector:** administrative and support service activities