

2026

# Women's Aid Recruitment Pack

## National Helpline Administrator

Women's  Aid



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## Summary

Women's Aid is seeking an experienced, dynamic and motivated Administrator to join our National Helpline Department in 2026.

### **National Helpline Administrator (Ref: NFHADMIN6.2026):**

- **Contract:** The contract offered is **PERMANENT** and this role is based on a 35-hour week. Core working hours are ordinarily between 9am to 5pm Monday to Friday in Wilton Place. Flexibility may be required.
- **Location:** Primarily in Women's Aid Head Office in Dublin 2.
- **Salary:** This role sits on the Women's Aid Clerical Officer Pay Band and the rate offered is Admin salary range €29,206 -€43,566.
- **Reports:** To the Head of National Helpline Services.
- **Benefits:** Read on to learn about our additional attractive employee benefits.

### **The Purpose of the Role:**

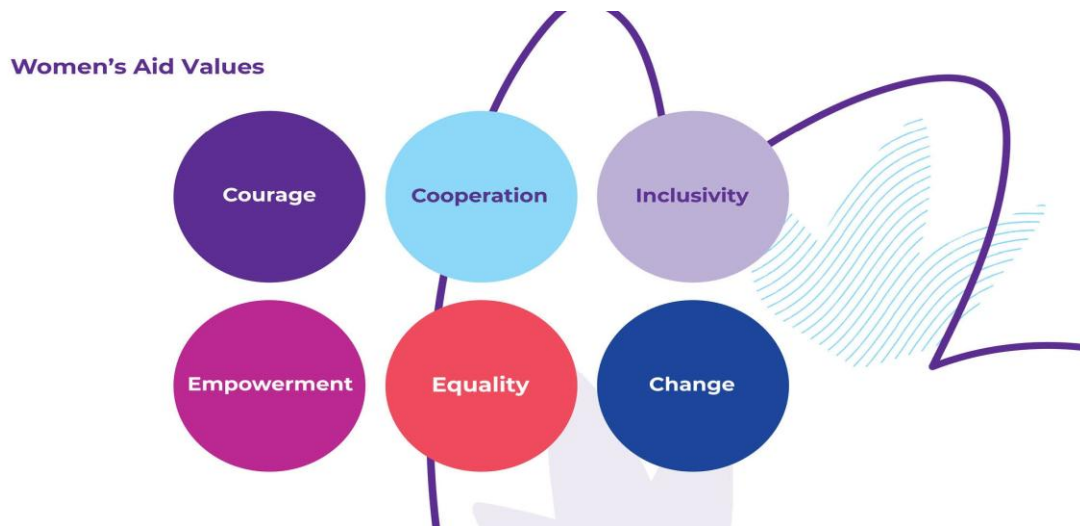
The role of the National Helpline Administrator is to provide administrative support to the frontline services for women impacted by domestic abuse provided by the Helpline Department.

The National Helpline Service offers supports to women subjected to domestic abuse through its 24-hour National Freephone Helpline, Instant Message Support Service (IMSS), Helpline Email, and Text Service.

## **About Women's Aid**

Women's Aid is a national, feminist organisation working to prevent and address the impact of domestic violence and abuse, including coercive control. We do this by advocating, influencing, training, and campaigning for effective responses to reduce the scale and impacts of domestic abuse on women and children and providing high quality, specialised, integrated, support services.

## Women's Aid Values



To achieve our purpose and vision of zero tolerance of domestic abuse and all forms of violence against women Women's Aid:

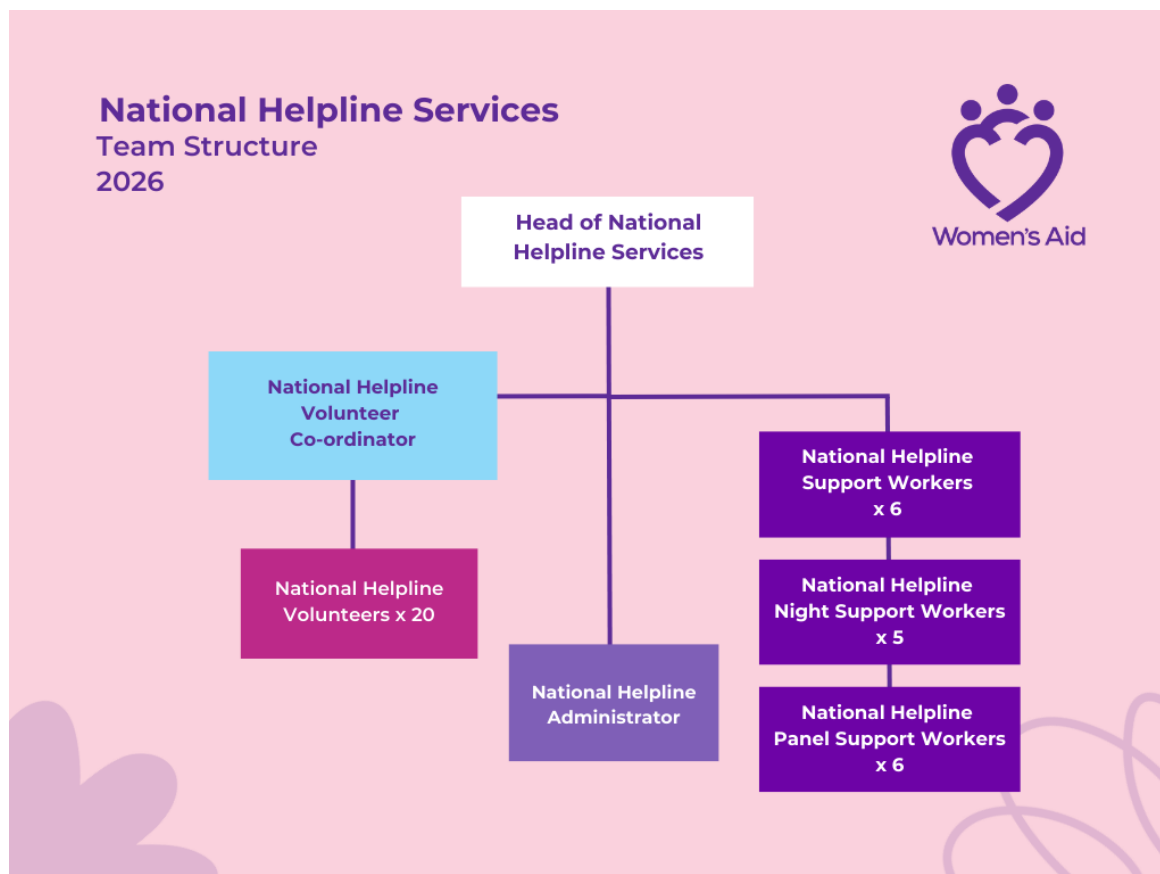
- Acts with **courage** to boldly challenge patriarchal systems, structures, and attitudes in all aspect of our work.
- Works in **co-operation** to share knowledge, skills, and expertise to achieve shared goals and improve responses to domestic violence and abuse.
- Strives to embed **inclusivity**, diversity, and accessibility across all our work.
- Supports the **empowerment** of women to exercise agency on their own behalf as a right, whatever their circumstances.
- Believes that achieving **equality** in status, rights and opportunities for all women is essential to address the causes and consequences of domestic violence and abuse.
- Works to achieve positive **change** for everyone through a combination of individual, community-based and social action.

Our vision is an equal Ireland with zero tolerance of all forms of violence against women, including domestic abuse. For more information read our [current Strategic Plan](#).

## About the Helpline Team

The National Freephone Helpline (1800 341 900) operates 24/7. It provides essential support services to women experiencing intimate partner abuse/violence. We also offer supports through our Instant Message Support Service, and Email, we also have a Language Line support service to enable us reach out and request an interpreter to support a caller when English is not her first language, for more information about these range of services see link here, <https://www.womensaid.ie/get-help/>

## National Helpline Team Structure



## Benefits of Working with Women's Aid

- **Annual Leave:** Annual leave entitlement is 25 days per annum pro rata.
- **Privilege Days:** Good Friday and Christmas Eve, with a Privilege Day Substitution Policy in place to acknowledge the potential diversity of religious beliefs and practices within the workforce.
- **Pension:** Women's Aid operates a contributory pension scheme which all employees may join in the organisation. We also operate the pension autoenrollment scheme.
- **Maternity Leave:** Women's Aid will pay full salary (less Social Welfare benefits) for the period of the 26 weeks paid leave (subject to 1+ year service).
- **Parents' Leave:** 9 weeks' leave topped up to full salary during the first 2 years of a child's life, or in the case of adoption, within 2 years of the placement of the child with the family for eligible employees.
- **Employee Assistance Programme:** Women's Aid provides an extensive employee assistance programme.
- **Death in Service Benefit:** Available for all employees to the value of 2 years' salary.
- **Trade Union Membership:** The staff of Women's Aid has an option of joining the recognised representative Trade Union Forsa.
- **Training Allowance:** Annual allowance for staff members to undertake training to enhance skills and expertise (subject to budget availability).
- **Travel Supports:** Bike-to-work schemes and tax saver commuter tickets.
- We also offer a range of other supports, including paid leave for employees experiencing **menopause, problematic periods** or subject to **domestic abuse**.
- **Equality and Diversity:** Women's Aid is committed to the promotion of equal opportunities and cultural diversity.

## **Lived experience**

While lived experience as a survivor of domestic abuse is not a requirement for any role in Women's Aid, we welcome applications from people with lived experience of domestic abuse and violence. Women's Aid will not ask anyone to disclose experiences of abuse, nor ask intrusive questions of those who do.

## **Duties and Responsibilities**

### **Main duties:**

- Manage the day-to-day administration of the NFH department including (but not limited to): dealing with all general queries relating to the NFH, Microsoft Teams, monitoring/manage incoming helpline emails, invoices, etc.; ordering stationery; arranging calendar appointments; creating infographic resources for the team; photocopying and distributing materials, as required.
- To provide effective IT and technical support for both new volunteers and new employees with 'onboarding' to our internal systems.
- To support the NFH team and volunteers with any technical issues arising within the NFH operating systems and be the primary Department point of contact for any IT issues in the first instance.
- Gather supplementary data on a quarterly basis (review/research particular trends or specific issues that may be presented through the Helpline database for the NFH, as required).
- Coordinating and attending internal and external meetings, including taking minutes, and store/distribute and/or file related paperwork in an efficient and timely manner.
- To ensure required materials/documents/practice and training resources are available and accessible for the NFH volunteers and staff and are updated, distributed or uploaded to our contact center platform Genesys, Microsoft Teams, OneDrive and/or SharePoint.
- Maintenance and updating of the NFH national information resource pack (update details of internal and external services changes, adding new

services information as required etc.) and update the NFH staff and volunteers, and systems with the relevant changes.

- Collate the monthly relief panel staff hours for the Head of the NFH to sign off and submission to the Finance Department for payroll.
- To maintain filing and process systems in line with GDPR and practice/policy guidelines.
- To support the Head of the NFH in ensuring all health and safety and data protection processes and requirements are upheld.
- Filing/storing internal paperwork both hardcopy and softcopy, where required.
- Act as the primary support for the staff in their efficient and correct usage of the organisation's HR system (HR Locker) to ensure all Department information is accurate and kept up to date.
- To be the main contact in the recruitment processes of new staff (e.g. posting advertisements, receiving applications, managing standard replies to candidates, arranging individual interview dates and venues where necessary).
- To support the National Volunteer Coordinator with the overall volunteer program, maintaining the volunteer roster, responding to volunteer enquiries, managing standard replies to interested volunteers, updating the database of potential volunteers, arranging volunteer interviews when required and communicating with volunteers via email and Padlet.
- Collaboratively organize the annual volunteer appreciation event.
- Support the recruitment and eLearning processes of new volunteers.
- To provide support to the Head of the NFH Service with the day-to-day smooth operation of the NFH department.
- To attend regular one-to-one supervision meetings with the Head of the NFH Service.
- Ability to prioritize important work, plan own workload and manage time effectively, and follow through on tasks assigned.
- To always maintain strict confidentiality.

## **Other Duties**

- Support the organisations 'reception' leave cover (in conjunction with other department administrators) which includes, being front of house person, dealing with callers to the building, answering the reception phone/call transfer/taking messages, responding to phone messages and reception/info emails and recording post daily.
- To attend quarterly organisational meetings and take minutes when required.
- Organise department team events and external staff training, when required.
- Use Canva, PowerPoint, and Word to support the development of high-quality professional reports, presentations, and infographics where needed.
- Perform other duties as appropriate to the post as may be assigned from time to time by the Head of the NFH Service, commensurate with the responsibility of the post.
- Always promote the overall aims and values of Women's Aid.
- To work as part of a dynamic team, a degree of flexibility will be required.

## **Statistical Entry and Reporting**

- To assist in inputting data, as required, and collate statistics (monthly, quarterly and annually) for Board reports, annual report, funding reports and funding applications and as required by the Head of NFH Service.
- To assist in the general monitoring of the functioning of the Helpline Database (Power BI) and report any issues promptly to the Head of NFH Service/IT support.

## **Competencies and Skills**

### **Essential**

- Excellent administration and organisational skills, with a keen eye for detail.
- A minimum of 3-5 years' experience in creating, developing and maintaining office systems and procedures.

- A minimum of 3-5 years' information management/communication skills and experience, and proficient use of IT required i.e. MS Office suite, e.g. Word, Excel, PowerPoint, MS Teams, SharePoint, Microsoft Forms.
- Excellent knowledge and experience of working with various databases. Database entry skills and excellent technical knowledge and ability using these systems. A working knowledge of the Genesys platform and Microsoft Power BI will be a distinct advantage.
- Excellent knowledge and experience of statistical entry, reporting and processing data.
- Excellent verbal and written communication skills.

## **Desirable**

- Comfortable handling, reviewing and interpreting statistical data.
- Familiarity with HR Locker or similar HR administration systems.
- Excellent interpersonal skills through working with members of the public.
- Excellent ability to work as part of a team and on own initiative, while knowing when to escalate important issues to the Head of NFH Services in a timely manner.
- Commitment to the elimination of gender inequality and an interest in the work of Women's Aid.

## **How to Apply**

**Submit your interest by completing the application form.**

**Application Form:** Application forms, clearly referencing the following in the subject line: **NFADMIN6.2026** should be sent by email only to Isabelle Griffin at: [isabelle.griffin@womensaid.ie](mailto:isabelle.griffin@womensaid.ie)

Please note that only application forms are accepted. CVs will not be considered.

**Closing date:** 12pm noon on Tuesday 7th July 2026.

**Interview schedule:**

Successful shortlisted candidates will be invited to first round interviews. It is anticipated that first round interviews will be held on 13<sup>th</sup> July online via Zoom.

**Additional information**

**Right to work in Ireland:** All applicants must have the right to live and work in paid employment in Ireland for a period of at least two years from the date closing date for applications. Verification of this right will be required by Women's Aid.

**Personal Identification:** It is employer policy to seek personal identification of all employees in the form of a recognised form of photo identification (e.g. passport, drivers' licence or public services card).

*Women's Aid is committed to the promotion of equal opportunities and cultural diversity.*