

Job Title: Centre Coordinator & Services Executive, Full Time, Permanent

Reports to: Services Manager

Manages: ARC House Eccles St.

If you are interested in applying for this role please email helen.halpin@hrduo.com

Core purpose(s): To support the Services Manager in the smooth running of Eccles Street Centre, and support the overall management of the Services Function within ARC, including Marketing, Communications, Services Development and Client Relationship Management

Principle duties and responsibilities:

- Greet clients in a professional manner, coordinate client service activity in the centre and provide cover where required to ARC drop in centres
- Work closely with Services Manager to plan, develop and maintain both current and new services, courses and programmes based on client needs and requests
- Update the monthly services brochure and disseminate to hospital and medical professionals and upload to website & social media
- Develop Services Content for Social Media, Website, Client Newsletters & Other Marketing Supports
- Provide support with client research and market research
- Support with reporting and Management Information requests
- Administration support to CEO and Service Manager
- Client database - administrator for the CRM system, Maintain our main client database, entering and amending when necessary all client information
- Liaise with other centre coordinators/managers, Services and Fundraising & Communications team members across the organisation

Qualifications or experience required for the role:

- At least 2-3 years experience gained in a similar environment.
- Proven initiative and demonstrated ability to develop, drive and deliver ideas to plan
- Strong knowledge of MS Office Suite and social media platforms
- Fluent English with strong communication skills, both written and oral
- Motivated and energetic self-starter who takes initiative
- Ability to multi-task and balance multiple projects
- Excellent attention to detail

Desirable:

- 3rd level qualification or relevant experience.
- Database (e.g. Salesforce) and website management experience
- Graphic design, video production and/or digital photography skills an advantage
- Background and/or experience in a charitable organisation