

Role Specification

Title:	Clerical Officer
Grade:	Grade 11
Unit:	Various Units
Reporting to:	Dependent on Role
Location:	SOLAS Block 1, Castleforbes House, Castleforbes Road, Dublin 1
Reference No:	643

Closing Date for applications is *Wednesday, 23 September 2026 at 12.00pm (Noon)*

Role Summary:

The Clerical Officer provides efficient clerical and administrative support within SOLAS, handling varied tasks across different units. The role delivers strong customer service to internal and external stakeholders and works collaboratively to achieve team goals and deliver quality service.

Key Tasks/Responsibilities:

The successful candidate will:

- Provide a high level of clerical services using Microsoft Office products and in-house computerised systems.
- Act as a first point of contact for face-to-face, telephone and written communication with customers both internally and externally, on general or unit-based queries.
- Roster duties on dedicated call-centre lines where necessary.
- Prepare and issue correspondence for internal and external use.
- Maintain all necessary records - including electronic back-ups which are related to the unit.
- Support the checking, processing, editing, filing and retrieving information both electronically and manually.
- Validate, reconcile and process payment of invoices and accounts in line with relevant procurement procedures.
- Schedule and organise meetings and events including diary management.
- Liaise with other units within SOLAS in pursuit of information to ensure the smooth running of the unit.
- Ensure a high level of customer service.
- Compile stock takes, ordering of equipment and office supplies.
- Undertake projects and collation of data for the work of the unit.
- Assist in the maintenance and improvement of Quality Systems.
- Carry out any other duties/project work which may be specified from time to time.

Requirements:

Essential:

- NFQ/QQI Level 4 standard of education is the minimum standard required and/or relevant work experience
- Minimum of 2 years relevant administration experience.
- Previous experience in a call-centre or client relationship management environment, such as retail or hospitality.
- Previous experience with data entry or maintenance of numerical databases/spreadsheets
- Ability to take direction/ follow instruction and be flexible in their approach to work by organising and prioritising work effectively.
- Ability to work on their own initiative, in an independent environment.
- Ability to organise, plan, schedule and follow-up in a timely manner.
- Ability to multi-task and prioritise tasks within a busy work environment.
- Good communication skills, and able to respond to queries in a confident manner, both written and verbal.
- Good numerical abilities and attention to detail.
- Highly motivated to make a positive contribution to the provision of SOLAS services.
- Appropriate ICT skills, e.g. proficiency in Word, Excel, Access, PowerPoint, Outlook, Teams or other relevant systems.
- Ability to work independently and as part of a team.

Desirable:

- Experience in financial, procurement, HR, data or CRM systems or databases
- Experience working in a deadline driven environment.
- Knowledge of SOLAS and its services, and/or the Further Education sector.
- Basic web maintenance experience.
- Basic report writing skills.
- Evidence of self-development.