



## Corporate Services Officer

### Job description and person specification

#### Salary & Benefits

- **Annual Salary:** €30,000 – €40,000, commensurate with experience
- **Contract Type:** Permanent (subject to ongoing funding)
- **Leave Entitlement:**
  - 29 days per year (inclusive of annual leave, 4 company days and 1 wellbeing day)
  - Public holidays
- **Pension:** Defined contribution pension scheme with employer contribution of 5%
- **Working Arrangements:** Hybrid working available
- **Wellbeing Support:** Access to an Employee Assistance Programme (EAP)

#### Reporting & Location

- **Reporting to:** Head of Operations
- **Office Location:** Carmichael House, 4 Brunswick Street Nth, Dublin, D07 RHA8
- **Working Arrangements:** Full Time

#### Role Purpose

The Corporate Services Officer provides administrative, operational, and corporate services support across the organisation. The role supports the effective day-to-day functioning of MHR, including facilities, IT and systems coordination, compliance, finance administration, and project coordination.

Working closely with the Head of Operations, CEO, and wider team, the post-holder supports strong organisational systems, information flow, and compliance with statutory and funding requirements.

#### Key Responsibilities

##### 1. Governance, Compliance & Policy Support

- Provide administrative and secretariat support to governance structures, including Board and committee meetings
- Support AGM preparation, documentation, and follow-up actions
- Assist with compliance activities, including the preparation and submission of lobbying returns in line with statutory requirements
- Maintain governance and compliance registers, records, and supporting documentation
- Support the updating, maintenance, and implementation of organisational policies, procedures, and process documentation

##### 2. Corporate Administration, Facilities & IT Coordination

- Coordinate and organise meetings, events, and internal forums, both online and in person

- Prepare and circulate agendas, papers, and documentation in advance, and minute meetings where required
- Manage day-to-day office and facilities administration, including IT, telecommunications, health and safety coordination, office supplies, mail, and equipment, liaising with external providers as required
- Manage systems for processing telephone and email enquiries
- Arrange travel and accommodation for staff, Board members, volunteers and associated personnel when required.
- Provide administrative support to the Head of Operations and CEO as needed.

### **3. Systems, Information & Records Management**

- Maintain organisational information systems, including CRM (Salesforce), Dropbox, and electronic filing systems
- Coordinate system access, user permissions, and basic user support, escalating technical issues as appropriate
- Ensure accurate data entry, document control, version management, and record-keeping
- Support consistent use of organisational systems, templates, and tools
- Collate and process data to support internal monitoring, KPIs, and external reporting
- Assist with the preparation of reports, documents, and presentations

### **3. Finance Administration**

- Process invoices, expenses, and payments in line with organisational procedures
- Manage invoice preparation and tracking to support timely payment and reporting
- Prepare and reconcile membership fees and related income
- Provide administrative finance support for projects, events, training, and workshops
- Issue invoices and receipts for training, workshops, and services provided
- Assist with the administration and organisation of fundraising and income-generating activities

### **5. Project & Operational Support**

- Provide administrative and coordination support across the lifecycle of MHR projects
- Assist with project task plans, trackers, and follow-up actions
- Support teams in monitoring project budgets, tracking actual and forecast costs
- Maintain project documentation and support the development of project tools and resources

### **6. Monitoring, Reporting & Organisational Projects**

- Collate reports and information for the Senior Leadership Team (SLT)
- Provide administrative support to organisational initiatives and cross-team projects

### **7. General Responsibilities – Supporting Strategic Goals**

- Contribute to the delivery of MHR's overall strategic objectives
- Ensure all work aligns with data protection (GDPR), equality, diversity, and anti-discriminatory practices
- Participate in relevant training and development opportunities as agreed with the Head of Operations
- Undertake other reasonable duties as assigned by the Head of Operations and/or CEO
- Maintain awareness of Health, Safety, and Welfare risks in the workplace and report concerns appropriately

## **Requirements**

### **Essential**

- Relevant Third Level qualification (e.g., Degree) or equivalent
- 1- 2 years' experience in a similar role, preferably in the not-for-profit sector

- Strong communication and interpersonal skills, with experience engaging effectively at multiple levels within an organisation
- Exceptional verbal and written communication skills
- Excellent organisational skills, with the ability to prioritise tasks, meet deadlines, and maintain a high standard of work
- Strong attention to detail and results-oriented approach
- Self-motivated, proactive, and able to work independently on own initiative, while contributing effectively as part of a team
- Ability to represent the organisation professionally in internal and external interactions
- Experience working independently and collaboratively within an organisational or corporate services environment
- Awareness of confidentiality, data protection, and compliance requirements (e.g., GDPR)

#### **Desirable**

- Experience with Salesforce or similar CRM system
- Familiarity with project management tools and approaches
- Understanding of finance and governance procedures within the not-for-profit sector

#### **Terms and conditions:**

- This is a permanent contract, subject to ongoing funding and satisfactory completion of a probationary period.
- 37 hours per week, full-time, Monday to Friday

#### **Application process:**

- Please submit a CV and cover letter by email to [info@mentalhealthreform.ie](mailto:info@mentalhealthreform.ie) by 5.00 pm on **Friday 30 January 2026**. In your cover letter, please clearly explain how you meet the person specification and core responsibilities of the role
- Requests for additional information can be sent to [info@mentalhealthreform.ie](mailto:info@mentalhealthreform.ie)

#### **Selection process:**

The selection process will include:

- Shortlisting of candidates
- Competitive interview
- Reference check

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