

Job Role Specification

The Role: Quality Administrator (Part time)

Role Summary:

The purpose of the Quality Administrator role is to support the HR/Quality Manager in the timely, effective, and efficient delivery of the Quality Management system and associated functions throughout the organisation of ALDP. As a Quality Administrator with ALDP, the role will include providing support in Quality activities and quality documentation, as well as supporting the HR/Quality Manager in the development, implementation, and maintenance of the ALDP Quality Management System (QMS).

Reports to: The Quality Administrator will report directly to the HR & Quality Manager.

Role responsibilities (include, but not limited to):

The following outlines some of the key responsibilities of the role, and these may be expanded or refined from time to time to meet the business needs of the organisation.

- Provide guidance and support to colleagues in the implementation and maintenance of the QMS.
- Under the guidance of the HR/Quality Manager, develop and maintain a plan to continually review, update and develop new policies and procedures across the Ana Liffey.
- Communicate, monitor and report on the development of the Ana Liffey QMS in line with agreed plan.
- Coordinate the programme of QMS review activities, in line with the review schedule as delegated by the HR/Quality Manager.
- Provide support for quality systems and compliance assessment.
- Assist in the onboarding of new team members in matters relating to quality.
- Report on metrics and KPIs ensuring the correct information is available for management reviews.
- Undertake administrative tasks, as required, related to quality in a secure and confidential manner and in line with quality policies as outlined in the Quality management system.
- Engage with colleagues across the organisation to ensure collaboration and client-centredness underpin quality activities.
- Support the creation, population and formatting of documentation and reports for internal and external stakeholders.

- Oversee facilitate and contribute to quantitative and qualitative data gathering for internal and external quality processes as required.
- Oversee and facilitate the compilation of quality reports to support internal quality processes to meet external requirements, as appropriate.
- Under the guidance of the HR & Quality Manager, administer the Client Management System; including maintaining data accuracy, troubleshooting technical issues, and providing user support to ensure efficient utilisation by all relevant staff.
- Provide support and administration for internal and external quality events including reviews, validations, and audits.
- Ensure that agreed financial records are maintained to agreed policy guidelines and shared with the Finance/Facilities team.
- Act to uphold and embed a culture that supports quality and enhancement across all aspects of the organisation.
- Perform any other reasonable duties assigned by the HR & Quality Manager.

These duties are a general guide to the responsibilities of the Quality Administrator. They are indicative of the role and above should not be seen as either definitive or restrictive. The Quality Administrator may be required to undertake other duties commensurate with the post.

Person Requirements:

- Relevant third level qualification. (Essential)
- 2 years proven experience in a similar role. (Desirable)
- Excellent IT/IS skills and working knowledge of Microsoft outlook, word, excel and database experience. (Essential)
- A candidate for and any person holding this position must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. (Essential)

Knowledge, skills & competencies:

- Excellent administrative, organisational and time management skills with the ability to prioritise their work and meet strict deadlines.
- Proven track record of working effectively within a quality framework and in line with processes and procedures.
- Ability to meet deadlines.
- Exceptional communication and interpersonal skills, with a proactive approach to engaging with others.
- Clear evidence of self-motivation, with an ability to work under pressure in a constantly changing work environment.
- Knowledge of health and safety legislation.



Working Base:

The base location for this role will be in one of ALDP established buildings. The Quality Administrator will be expected to travel to other ALDP site locations for in person meetings and to engage with other team members.

Regarding requests for remote working, Ana Liffey works in line with the Work Life Balance and Miscellaneous Provisions Act 2023.

Avoiding and managing aggression and violence:

Whilst the organisation takes every step possible to ensure the safety of its staff, it is important to be clear that due to the nature of the work carried out at the Ana Liffey Drug Project, it is possible that you will experience aggression in the work place from the people who use our services and there is a risk that you may be verbally or physically assaulted. You will receive training in how to avoid and manage these situations. However, in the unfortunate event of an assault taking place, the organisation will provide appropriate support to assist you to overcome this.

Terms:

HOURS: 35 hours a week between Monday to Friday 9.30am -5.30pm.

SALARY: €18,673

CONTRACT: Contract of indefinite period.

Benefits:

As set out in contract

Note: All other terms and conditions are as set out in the contract of employment.