

JOB DESCRIPTION	
<b>Job Title:</b> Office Administrator – Dublin Diocesan Pilgrimages to Lourdes	<b>Job Holder:</b> Vacant
<b>Job Location:</b> The Pilgrimage Office, 51, Home Farm Road, Drumcondra, Dublin D09 W5W4	
<b>Reports to:</b> Director of Dublin Diocesan Pilgrimages to Lourdes	
<b>Salary Range:</b> 44k – 48k based on experience	

JOB PURPOSE: Briefly describe the overall purpose or function of the job
The Office Administrator <b>reports to the Pilgrimage Director</b> and plays a pivotal role in supporting the Dublin Diocesan Pilgrimages to Lourdes by providing comprehensive administrative assistance. This position involves managing databases, handling communications, and ensuring the smooth execution of pilgrimage events.

<b>General Administrative Duties</b>	<ul style="list-style-type: none"> <li>• Provide secretarial support to key stakeholders, including the Pilgrimage Director, Director of Nursing, Chief Medical Officer, and Volunteer Council.</li> <li>• Manage general communication, responding to emails, phone calls, and in-person inquiries.</li> <li>• Prepare and distribute all communication' (including emails/newsletters to all pilgrimage stakeholders)</li> <li>• Design and print pilgrim application forms, medical report forms, nursing assessment forms and other forms associated with the medical record keeping for the medical/nursing team.</li> <li>• Deal with telephone and emails from pilgrim applicants, volunteers, priests of the Diocese, and parish organisers along with face to face callers to the Pilgrimage Office.</li> <li>• Preparing mail-outs and information/fundraising resource packs for all the parishes of Dublin Diocese and liaising with Vicars Forane regarding the distribution of same through the deaneries.</li> <li>• Attending pilgrimage committee meetings (and fundraising committee meetings as required), taking and distributing minutes as well as organising refreshments and other logistics.</li> <li>• Prepare and make lodgements to the bank on a daily basis as maybe necessary.</li> <li>• Providing information, practical advice and reassurance where required to all prospective pilgrims and promoting the Diocesan Pilgrimage to Lourdes at all times in a professional and respectful manner.</li> <li>• Preparation of information, statistics, etc., for various meetings which the Director will have throughout the year with the Archbishop, the Moderator, the General Manager other diocesan offices and with travel agents, airport personnel etc</li> <li>• Providing support secretarial services to the Pilgrimage Director for his involvement with the Dublin Diocesan Children's Pilgrimage and United Irish Pilgrimages to Lourdes (UIPL).</li> </ul>
<b>Event Coordination:</b>	<ul style="list-style-type: none"> <li>• Coordinate travel arrangements for pilgrimage activities held outside of Lourdes, including booking venues, managing refreshments, and overseeing mass-related logistics.</li> <li>• Assist in the planning and execution of special projects that may arise, ensuring their successful implementation.</li> </ul>

<b>Financial Responsibilities</b>	<ul style="list-style-type: none"> <li>• Handle financial transactions, including issuing receipts, managing payments, and preparing accounts for audit.</li> <li>• Issue receipts and acknowledgement letters for fares, Associate Parish Offerings, Donations, Bequests, Helper's Subs, Schools' t-shirt fees, and all other monies received through the Pilgrimage Office</li> <li>• Ensure that in accordance with the agreed Finance Policies of the Pilgrimage being a signatory on the main Pilgrimage current account and issuing payments both electronically and manually for all invoices for purchases made for and by the Pilgrimage, both in Dublin and in Lourdes</li> <li>• Issue payments both electronically and manually for all invoices related to pilgrimage expenses.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Liaise with stakeholders, including priests, parish organizers, and Vicars Forane, to ensure effective communication.</li> <li>• Collaborate with the diocesan communication team to maintain the pilgrimage website and social media platforms.</li> <li>• Coordinate with parish representatives for mail-outs and fundraising resource pack distribution.</li> <li>• Manage and communicate with each School Group intending to travel on the Pilgrimage with regards to confirmation of names, registration and logistics listed below. Prepare a full list of all detail relating to Schools registrations and provide this to the relevant person on the Helpers Council</li> <li>• Manage and communicate with the Deaf Pilgrim Group intending to travel and pass on details to the Helpers Council of any members of the Group who wish to become Helpers</li> <li>• Be responsible for all general communications from the Pilgrimages to stakeholders. This shall include providing information, practical advice and reassurance where required to all prospective pilgrims and promoting the Diocesan Pilgrimage to Lourdes at all times in a professional and respectful manner/</li> <li>• Support of the Liturgy Group with regards to the production of missalettes, ordering of items required and communication with the various sections as required</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Manage bookings for Child and Vulnerable Adult Training for all volunteers.</li> <li>• Validate documentation and process Garda Vetting invitations as the Pilgrimage Director's nominated person.</li> </ul> <p>Ensure compliance with GDPR legislation and liaise with relevant service providers.</p>
<b>Database Management</b>	<ul style="list-style-type: none"> <li>• Maintain a centralized database for pilgrim applicants, volunteers, and related records, ensuring compliance with GDPR regulations.</li> <li>• Oversee the design and update of application forms, medical reports, and other documentation associated with medical record-keeping for the nursing/medical teams.</li> <li>• Maintain and up-date a highly confidential specialised database for over 200 sick pilgrim applicants' personal details.</li> <li>• Maintain and up-date a comprehensive database detailing information for all of the Dublin Diocesan Pilgrimage volunteers including chaplains, medical and nursing professionals.</li> </ul>
<b>Travel</b>	<ul style="list-style-type: none"> <li>• Travel to Lourdes for planning meetings in February (and at other times if deemed necessary) each year and provide on-site administrative support during the Diocesan Pilgrimage in September.</li> <li>• Liaise with travel agency staff to book flights and accommodations for sick pilgrims, nurses, doctors, chaplains, school groups, and carer volunteers. Meticulously examine and agree on final invoices.</li> <li>• Ensure all pilgrims have required documentation and assist those without valid documentation in the application process.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain inventory of armbands, medals, ties, etc. Order new stock when required and manage payments, etc.</li> </ul>
<b>Supporting the Director</b>	<ul style="list-style-type: none"> <li>• Responsible for timely preparation and distribution of Pilgrimage &amp; Fundraising Committee agendas, minutes, and papers, ensuring efficient coordination of committee activities.</li> <li>• Collaborate with the Director in the creation of the annual report, calendar of events and operating plan, ensuring accurate and timely documentation.</li> <li>• Assist the Director in their role by providing administrative support for their strategic planning and decision making processes.</li> <li>• Issue sick pilgrim application forms, medical report forms, nursing assessment cards and other forms associated with the medical record keeping for the medical/nursing team, and providing secretarial support to the Pilgrimage Director, Director of Nursing and the Chief Medical Officer</li> </ul>

The above contains the main outline of duties. However, it is inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Staff members are therefore required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of a staff member's job, the Job Description will be amended to reflect this.

<b>JOBHOLDER ENTRY REQUIREMENTS:</b> <i>Identify the essential knowledge, skills and behaviours required.</i>	
<b>Knowledge (Education &amp; Related Experience):</b>	
<ul style="list-style-type: none"> <li>• Proven administrative experience, preferably in a similar event coordination role.</li> <li>• Excellent organizational, communication, and multitasking skills.</li> <li>• Ability to handle confidential information with discretion.</li> <li>• Familiarity with financial processes and database management.</li> <li>• Flexibility to travel and work evenings/weekends as required.</li> </ul>	
<b>Key Behaviours:</b>	
<ul style="list-style-type: none"> <li>• Supportive of the mission of the Dublin Diocesan Pilgrimage to Lourdes</li> <li>• Exceptional empathy when dealing with sick and vulnerable pilgrims</li> <li>• Strong organisational skills</li> <li>• Ability to travel</li> <li>• Excellent customer service skills</li> <li>• Good written and verbal communication skills</li> </ul>	

<b>KEY RELATIONSHIPS</b>	
<u>Internal</u> Director of the Dublin Diocesan Pilgrimage to Lourdes Chief Medical Officer Director of Nursing Diocesan Office Staff members Senior Clergy and priests of the Diocese	<u>External</u> Pilgrims and their family members