

WorkEqual is seeking to hire a Client Coordinator.

The Client Coordinator has primary responsibility for coordinating and supporting individuals who seek the support of WorkEqual's Services. They are the main contact point supporting the relationship between WorkEqual, our volunteers and our clients. This ensures we deliver an interactive, managed experience throughout the client journey with us, from initial contact, bespoke employment planning, to our follow up and impact assessment. The person in this role also develops strong and ongoing relationships with our partners, volunteers, industry stakeholders and the entire WorkEqual team.

As the first point of contact for enquiries and onboarded clients, this is an important role within the organisation. The Client Coordinator represents the ethos of WorkEqual upholding our strong reputation as a reliable, professional, empathetic and person-centred service.

Reporting Relationship

The Client Coordinator will report to two Senior Managers and engage with internal working arrangements such as weekly team meetings and relevant subcommittees.

Standard Duties of the Post

Duties will involve, but are not limited to:

Managing the access to our services:

- Coordinating and assisting clients on our WorkAbility Project
- Dealing with online and phone queries about our services
- Scheduling clients and volunteers for the appropriate service requested
- Maintaining our clients' data in full compliance with GDPR and facilitating ongoing communication with our clients.
- Dealing with queries from referral agencies and/or other queries re delivery of our services
- Welcoming clients and supporting them in planning their journey to employment through motivational interviewing and guiding an asset audit of their skills and strengths.

Coordinating Resources:

- Together with the COO liaising with our WorkAbility Project Partner
- Managing the availability of our volunteers in line with the demand for our services
- Managing the booking of the physical resources e.g. the boutique and consultation space.
- Managing booking of online meetings where the additional support is required by volunteers or clients.
- Working with volunteers to keep up-to-date with clothing needs and stock levels.
- Ensuring the premises is always welcoming and clean for our clients.



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Organisational Responsibilities:

- Providing feedback to the team about scheduling and management of resources, the experience of clients and flagging any issues.
- Coordinating the planning, delivery, and evaluation of WorkEqual's workshops, events, and campaigns, in collaboration with the project lead and the rest of the team.
- Collecting and helping to analyse feedback and data from clients and participants of WorkEqual's activities. Produce reports and recommendations for innovation.
- Maintaining all records and databases.
- Helping recruit and support volunteers and companies to take part in the programme. Liaising with volunteers for the promotion, engagement, and delivery.
- Monitoring clients progress with information, guidance, and support on WorkEqual's resources, career's portal, workshops, events, and platforms.

Person Specification

- Relevant third level qualification or equivalent with proven capability and experience in an administrative role.
- Strong communication and interpersonal skills combined with sound judgment are required to facilitate work with a wide range of individuals and groups.
- Demonstrated capability and sensitivity to manage key relationships as the role involves a high degree of interaction and collaboration with key stakeholders.
- Self-starter with high motivation and the ability to work flexibly on own initiative and as part of a team to achieve goals within agreed timeframes.
- Ability to manage time and prioritise with an ability to be flexible in the approach to work.
- Proven organisational capability and high levels of personal effectiveness. The person is expected to handle a varied and diverse workload to meet deadlines while ensuring accuracy, timeliness, and meticulous attention to detail.
- Strong IT capability, particularly strong in MS Excel, Word & Office 365 skills, and the ability to work efficiently with multiple platforms e.g. Teams, Zoom, Google Meet and Mailchimp.

Essential

- Educated to degree level or equivalent experience.
- Experience in a comparable role, or office environment.
- Excellent organisational and inter-personal skills with skilful attention to detail.

Please contact info@WorkEqual.ie for more information or to submit an application.

Applications need to include a CV and cover letter.

Deadline for application is 9am on Monday 22nd April 2024.



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