Spraoi agus Spórt

Service Administration & Compliance Officer

Spraoi
Connecting Communities

Job Description and Candidate Information

Location	Carndonagh, Co. Donegal
Hours	25–30 hours per week, Monday to Friday
Salary	€30,000–€32,000 pro rata depending on experience
Reports to	Services Manager – Children, Family & Community Services
Closing date	Thursday, 22nd October 2026

Our mission
Our mission is to provide affordable and inclusive opportunities, activities and experiences that are aligned to the needs of the community.

What we do
From our vibrant child & family hub to our disability-focused programmes, we create spaces where people feel valued, connected, and empowered. Our work is rooted in compassion, collaboration, and a commitment to making a real difference in everyday lives.

Role purpose

To provide administrative support across Children, Family & Community Services and take responsibility for HIVE administration, NCS and other childcare funding schemes, bookings, attendance records and associated reporting.

The postholder will manage Enrolmy records for all NCS-funded activities, ensuring booking and attendance information is accurate, consistent across systems and maintained for funding returns, invoicing and compliance checks. Working closely with the Services Manager, programme teams and Finance, they will help services run smoothly and provide clear, helpful support to families.

Key Responsibilities

1. Provide day-to-day administrative support to the Services Manager and programme teams across Children, Family & Community Services.

2. Manage all HIVE administration, including service details, calendars, fee lists, parent statements, user permissions and scheme updates.

3. Administer NCS bookings and registrations, submit weekly attendance returns and monitor associated payments.

4. Ensure Enrolmy bookings and attendance records are accurate for all NCS-funded activities, checking these against HIVE and resolving discrepancies.

5. Prepare attendance, occupancy, financial and compliance reports for Children, Family & Community Services to support the Services Manager.

6. Liaise with families regarding bookings, funding information, registration documents and attendance queries.

7. Work with programme teams to ensure attendance is recorded promptly and accurately, following up missing or incomplete information.

8. Prepare attendance, occupancy, financial and compliance reports for Children, Family & Community Services to support the Services Manager.

9. Generate and check activity invoices, monitor outstanding balances, follow up with families on overdue payments and liaise with Finance to resolve payment queries.

10. Prepare regular revenue reports showing income by service and activity, payments received and outstanding balances, checking figures against Enrolmy and liaising with Finance where required.

11. Maintain audit-ready documentation and coordinate administrative requirements for inspections, service registrations and changes with the Services Manager.

12. Coordinate schedules, programme communications and administrative arrangements for holiday programmes, workshops and special events.

13. Maintain staff training profiles and records, track required training and renewal dates, coordinate bookings and support the organisation and delivery of staff training. Provide guidance to staff on HIVE, Enrolmy, booking and attendance procedures.

14. Maintain organised databases, digital files and administrative records, handling personal and confidential information in accordance with organisational policies and data protection requirements.

15. Undertake other reasonable duties appropriate to the role, as required by the Services Manager, to support the effective delivery of Children, Family & Community Services.

What you will bring

- Proven administrative experience, ideally in a community, childcare or non-profit setting.
- Strong organisational skills and the ability to manage multiple priorities and meet deadlines.
- Excellent written and verbal communication skills, with a warm, approachable manner.
- Proficiency in Microsoft Office and confidence in learning new systems.
- Strong attention to detail when maintaining records, checking information and preparing reports.
- Confidence working with figures, invoices and payment records.
- A proactive approach to resolving queries and improving administrative processes.
- The ability to work independently and collaboratively with colleagues.
- An understanding of confidentiality and the importance of handling personal information carefully.
- A commitment to supporting children, families and inclusive community services.

Experience with HIVE, NCS administration, Enrolmy or other childcare funding systems would be an advantage.

Why work with us

- Make a practical contribution to services that support children, families and communities.
- Be part of a supportive, friendly team.
- Access ongoing training and professional development opportunities.
- Help strengthen the systems and processes that support our growing organisation.

How to apply

Please send your CV and a short note outlining your suitability for the role to hr@spraoiagussport.ie.

Closing date: 22 October 2026