



Job Title:	IHF Volunteer Programme Administrator (Patient Services Department)
Job Status:	Permanent Full-Time
Location:	Rathmines (Hybrid)
Report to:	IHF National Volunteer Manager (NVM) Patient Services Department

The Irish Heart Foundation is a community of people who fight to protect the cardiovascular health of everyone in Ireland. Together we are working to eliminate preventable death and disability from heart disease and stroke, and to support and care for those living with these life-changing conditions. We work to achieve this by:

- Caring for and speaking out for people in the community living with heart conditions and stroke, and their families.
- Innovating and leading in health promotion and prevention to change health behaviours and reduce cardiovascular risk.
- Building a nation of lifesavers through CPR training.
- Campaigning and advocating for policies that support people to live healthier lives.
- Information provision.

Our team currently is over 120 employees and up to 150 volunteers working towards the Foundation's vision of a future where no hearts are broken by preventable heart disease.

The Role

Our Volunteer Programme is a key part of the Advocacy and Patient Support Department. Reporting to the National Volunteer Manager, you will play an essential role in delivering high-quality administrative support to ensure the smooth operation of the volunteer programme.

Volunteer numbers have grown significantly as part of our Patient Support Strategy 2023–2025. Looking ahead, in 2026 we will build a new volunteer strategy aligned with the IHF Strategy 2025–2028, focusing on retention and succession planning for key volunteer roles. This will enable us to continue delivering critical supports to those who need them most.

As Volunteer Programme Administrator, you will provide high-quality administrative support to ensure the smooth and efficient operation of the programme. Working closely with the Volunteer Programme Coordinator, you will manage the end-to-end volunteer onboarding process, maintain accurate records, and ensure compliance with vetting, training, and data protection requirements. Your role is key to creating a positive volunteer experience and supporting volunteers throughout their journey with us.

Key Responsibilities:**Volunteer Programme Administration – Under the supervision of the National Volunteer Manager:**

- Manage the end-to-end volunteer onboarding process, including recruitment, screening, Garda vetting, and reference checks, ensuring compliance with policies and timelines.
- Respond promptly to high volumes of volunteer enquiries and maintain accurate records on the CRM system in line with GDPR requirements.
- Act as the main point of contact for volunteers, providing guidance and support throughout their onboarding journey.
- Liaise with Volunteer Centres and escalate queries to NVM.
- Create and update volunteer profiles on the CRM, tracking progress effectively.
- Conduct informal telephone interviews to assess suitability.
- Manage the volunteer inbox and assign queries to the appropriate team members.
- Prepare data for monthly reports and assist with additional reporting.
- Coordinate communications for recognition events, wellbeing sessions, and training; provide support at in-person events.
- Coordinate photo collection and manage consent documentation for volunteers at events, ensuring compliance with data protection guidelines.
- Contribute and support volunteer retention initiatives.
- Supporting the production of our volunteer quarterly newsletter using Canva.
- Support process improvements and quality initiatives, including Investing in Volunteers accreditation.
- Contribute to continuous process improvement and quality initiatives, including progress toward Investing in Volunteers Quality Mark accreditation.

Training Administration – Under the supervision of the Volunteer training manager.

- Ensure vetting and training compliance for all active volunteers including HSELand and external courses
- Ensure all volunteers are registered on Irish Heart Learn (Learning Management System), monitor progress and provide additional support to volunteers who may have accessibility needs.
- Maintain accurate compliance documentation and records in relation to volunteer training
- Support administration of external online and in person training courses for volunteers
- Main accurate records and assist with reporting needs.

Some flexibility is required at time to support other work such as:

- Inter-departmental projects
- Assist Patient Support Services with admin, surveys, calendar of events, event support (e.g. registration desk at conferences and information days)
- Ad hoc Reception cover
- Occasionally assist with other events, e.g. Board meetings, PSS team meetings

The above is a guide to the nature of the work required. It is not exhaustive. Job descriptions are reviewed on a regular basis in line with business needs.

Skills and Experience Required

We are seeking an organised, detail-oriented professional who:

- has Minimum 2 years proven Administration experience in an office environment
- experience working with Volunteers is desirable
- third-level qualification in a relevant field is desirable but not essential
- has a proven track record of monitoring records and compliance documentation.
- demonstrates excellent IT and administrative skills, with high proficiency in Microsoft Office Suite (Teams, SharePoint, Outlook, Excel, Word) and Canva.
- has experience using CRM systems, learning management software, or patient management databases (distinct advantage).
- possesses fluent English and outstanding communication skills, both written and spoken
- can prioritise multiple deadlines in a fast-paced environment while maintaining accuracy and compliance.
- shows flexibility, strong interpersonal skills, and a passion for supporting volunteers and enhancing their experience.
- always represents the organisation in a professional and people-focused manner.

Benefits of working with Irish Heart Foundation:

Flexible working with our hybrid working model, our team enjoy more flexibility working from home and our Head office location in Rathmines, 2 days per week in Rathmines Mondays & Thursdays for this role flexibility will be required on occasion.

We provide benefits to help you protect your health and financial security; and give you peace of mind.

- Pension scheme with employer contributions, from day 1 of service
- Life assurance of 4 times base salary with immediate effect
- Income continuance/disability benefit, at no cost to you from day 1 of service
- Paid Maternity leave
- Company sick pay
- Company health checks
- Generous annual leave policy including additional company days
- Bike to Work Scheme, Travel Saver Tickets, Excellent public transport links
- Employee Assistance Programme (EAP)
- A wonderful office we are proud of with excellent working, kitchen and changing facilities
- Events organised by social club and Health and Well-being Committee
- CPR Training for all employees
- Ongoing Training and Development initiatives to help you grow your career with us

Details of Role and Application process

This is a full-time role, Monday to Friday. The role is based in the Irish Heart Foundation's offices in Rathmines, Dublin. To apply please provide an up-to-date curriculum vitae and cover letter outlining how you suit the post by email to Klara O'Malley, HR Manager.

Email: hr@irishheart.ie

The closing date for this position is 17th December 2025

Interviews will be conducted in January 2026

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a strict no smoking policy.

Please be advised the IHF retains all candidate data for a period of 12 months after which it is deleted. Should you wish to have your details deleted earlier than this please contact HR directly to request us to do so.

Please find IHF Privacy Policy <https://irishheart.ie/privacy-policy/>

If you have any accommodation needs throughout the recruitment process, please contact HR@irishheart.ie

RCN: 20008376 | CRO: 23434