

Job Title:	Receptionist
Location:	Irish Heart Foundation, Rathmines Road Lower, Dublin 6
Job Status:	Permanent, full-time (9am - 5pm Mon-Thurs & 9am - 4pm on Fridays)
Report to:	HR Manager

The Irish Heart Foundation is Ireland's national charity dedicated to fighting heart disease and stroke. Every hour someone in Ireland suffers a stroke and every day hundreds of people are diagnosed with heart conditions. The lives of these people are often cut tragically short. Many are left with disabilities. Almost 10,000 people die from heart conditions and stroke every year in Ireland making cardiovascular disease one of the nation's biggest killers. We work to turn this around – support people to live healthy lives and avoid cardiovascular disease, but also to support people living with heart conditions and stroke.

Our support services have grown rapidly in recent years in response to massive unmet needs among stroke survivors and people living with heart conditions. Their purpose is to enable everyone affected by cardiovascular disease to live the fullest and healthiest lives possible..

Our team currently is approx. 140 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

As a Receptionist at the Irish Heart Foundation, you will play a crucial role in creating a positive and welcoming environment for all employees and visitors. This position involves managing the front desk, handling inquiries, and providing administrative support to various departments within the organization. The Receptionist will be the first point of contact for anyone entering the premises, representing the organization with professionalism, empathy, and a commitment to the charity's mission.

Key Responsibilities

- Manage front of house reception area and welcome all visitors, employees and volunteers to the premises in a professional and welcoming manner.
- Operate the IHF switchboard directing or taking messages where appropriate
- Receiving and sorting daily mail and deliveries

- Assisting the stores and facilities manager with any ad-hoc duties which may arise
- Management of onsite meeting room bookings
- Ordering taxis, couriers and booking travel arrangements
- Update appointment calendars and schedule meetings/appointments when necessary
- Assisting with coordination of onsite and offsite events
- Assist all departments on admin work if required.
- Manage/organise reception cover and training as required
- Keep Reception policies and procedures up to date
- Consistently uphold high Health & Safety standards at the reception area, ensuring a safe and welcoming environment for employees, volunteers and visitors
- Support the IHF Health and Safety Policies and Procedures as requested

Skills and Experience Required

- Minimum 2 years experience in a similar role
- Minimum 2 years administration experience
- Strong communication skills, verbal and written
- Ability to interact compassionately with patients, volunteers, donors, and the general public
- Ability to multi-task and solve problems as they arise
- Proven computer skills: outlook, MS office and experience of working on CRM database is desirable
- Experience following and implementing Health & Safety procedures is desirable
- Excellent organisational skills

The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs.

Benefits of working with Irish Heart Foundation:

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 and Paternity leave
- Company sick pay
- Company health checks
- Generous annual leave policy including additional company days and service 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 full-time 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

Closing date: 18th of February 2026

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a no smoking or vaping policy. Employees are not permitted to smoke whilst undertaking any duties on behalf of the Foundation.

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