

Management Support Officer , Management Support Team- Health Services Staffs Credit Union 17th October 2025

Position:	Management Support Officer
Contract:	Permanent Full Time 35 Hours
Reporting To:	Management Support Executive
Location:	High Street Dublin 8
Remuneration:	Entry Level Salary Range €31,748 to €36,520 Experienced Level Salary Range €38,259 to €49,146 Both depending on relevant experience & qualifications* Annual Leave 24 days Occupational Pension Scheme

The Health Services Staffs Credit Union is once again hiring as we continue to be a front leader in the Credit Union sector. Health Service Staffs Credit Union (HSSCU) is one of the largest credit unions, currently with the largest loan book in the country. If you would like to join an organisation that is dedicated to delivering the best possible service to over 70,000 members, offering a wide range of financial products and services to at competitive rates and attractive terms, look no further than the HSSCU.

We have a brand new role within our Management Support Team. This team provides support to the leadership team, in particular the COO and CEO, carrying out administrative duties, planning and preparing meetings, event planning and other governance matters. The successful candidate will report directly to the Management Support Executive

The contracted hours for this post are 35 hours per week: Monday to Friday 9am to 5pm. Given the nature of the role flexibility on hours maybe needed from time to time.

Role Description:

This position will have a variety of duties including;

- Assist in ensuring that all staff and management meetings are arranged, and any associated documentation is provided in a timely manner
- Assist in ensuring that all board and committee meetings are arranged, and associated documentation is provided in a timely manner
- Meeting administrative preparation, including;
 - Keeping a schedule of meetings
 - Preparing meeting presentations
 - Notifying the attendees of the meeting
 - Providing attendees with meeting documentation in advance of meetings
 - Setup of meeting room and / or
 - Taking minutes for meetings as required including Management Meetings
- Assist in the management of the CEO / COO's Diaries
- Assist in the preparation of COO board reports
- Assist in administering other governance matters
 - Ensure all committees submit their minutes for recording and filing
 - Ensuring required registers are completed
 - Gather information and reports to support Central Bank audits
 - Other governance duties that may arise from time to time
- Assist with the ongoing support to volunteers of HSSCU
 - Assisting volunteers with queries
 - Co-ordinating supports required for volunteers to fulfil their responsibilities

- Training: Booking directors onto courses update the Learning & Development Coordinator
- Assist in the organisation of events in conjunction with the Leadership team, business development manager and marketing manager
- Booking and managing events for management and volunteers such as the WOCCU Annual Conference, ILCU & CUDA conferences and other similar events
- Filing / typing and other administrative duties
- Administering HSSCUs Educational Bursary
- Uniform renewal projects
- Other duties assigned to you by the Management Support Officer
- Helping to keep our office running efficiently and effectively
- Other one-off tasks and projects as may arise from time to time
- Work with other members of the Management support team to cover for absences and working on adhoc projects.
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient Credit Union.

Persons Specification

- The successful candidate will be a motivated individual, with excellent communication and interpersonal skills, with demonstrated abilities:
- Ability and confidence to communicate and influence people effectively both orally and in writing
- Ability to work under own initiative with minimal direction
- Ability to work to deadlines and targets, can prioritise tasks under pressure
- Willingness to take on new tasks and projects
- High level of discretion and professionalism.
- Commitment to high standards
- Ability to work with and be part of a team
- Responsible and conscientious

(A full job description is available on request – email)

Skills & Competency Requirements

Competency	Level
Member Relationship Management	Strong
Communication and influencing	Strong
Teamwork and collaboration	Strong
Planning and priority setting	Strong
Problem solving and decision making	Good
Results focus	Strong
IT, digital and social media	Good

Requirements

- Minium leaving certificate or Feetac level 5 qualification
- Excellent organizational and time-management skills.
- Strong written and verbal communication abilities.
- 1 to 2 years' experience in a similar role would be an advantage.
- Minute Taking experience an advantage.
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Familiarity with collaboration tools such as Microsoft Teams, SharePoint, and other digital platforms.

Please apply with a cover letter and full CV to the HRD Manager, by emailing recruit@hsscu.ie by 3pm Monday 3rd November 2025 , with the reference in the subject line of Management Support Officer

Please note interviews are expected to be held 5th or 6th November 2025.

We encourage applications from candidates with different backgrounds, experiences, and perspectives as it strengthens us, as individuals and as an organization. We are committed to positively supporting candidates with disabilities. If we can make any reasonable accommodations for you in the recruitment process to give you the opportunity to perform to your best, please email recruit@hsscu.ie or 01 6456908. Any information that you provide will be used only for the purposes of providing relevant support and will have no bearing on how your application will be viewed.

Health Services Staffs Credit Union is an equal opportunities employer, canvassing will disqualify. If you would like a copy of our Recruitment Privacy Statement, please request same by e-mailing recruit@hsscu.ie.