

Office Administration / Business

Every organisation requires clerical and administrative staff to deal with office procedures and to ensure that their business runs effectively and smoothly.

Most employees in this area of work are office-based and spend a lot of their time sitting at a desk, using a computer and a telephone. Their main role is to provide administrative and secretarial support to managers and other professionals. You can expect to work 35+ hours a week but there are often opportunities for part-time, temporary and job sharing options within this area.

Although there are no set entry requirements for many of the roles within this area, employers tend to look for a qualification or proficiency in Microsoft Office Applications in particular Word, Excel and Outlook. A qualification in accounts/book-keeping or payroll is often asked for depending on the nature of the role.

Employment Trends in this area:

There is ongoing demand for skilled and trained clerical staff in all sectors of the Irish economy. The experience you gain from administrative work provides you with a keen understanding of how a business is run. Workers in this area are likely to develop skills that can be used in other kinds of organisations.

Occupations in Demand:

Employers indicate that there is a shortage of workers in the following occupations in this sector at the moment.

- Accounting Technician
- Bookkeeper / Financial Administrator
- Credit Controllers
- Database Administrator
- Freight Forwarder / Clerk

Source:

Types of jobs within this Sector:

- Secretary
- Medical Secretary
- Front Office Staff
- Receptionists
- Clerical Officers
- Clerical Assistants
- Administrative Assistant
- Administrator
- Personal Assistants (PA)
- Book-keeper / Accounts Assistant
- Customer Service Representative
- Office Manager
- Office Assistant

The day to day work of someone in a clerical / administration role involves tasks such as answering the phone, typing and word processing, chasing up accounts, organising and filing data, addressing the needs of senior staff, briefing clients and sometimes the general public.

Salaries within this sector vary depending on role and area you are working in but they range from €18,000 - €25,000 (Source: irishjobs.ie)

Personal Qualities looked for:

- Ability to work to deadlines
- Good spoken and written communication skills
- Strong Organisational skills
- Good computer skills and good knowledge of IT packages
- Accurate / Attention to Detail
- Problem solving and numeric skills
- Able to work well with others
- Friendly and pleasant manner
- Reliable
- Ability to work on own initiative

Education Routes – up to QQI Level 5 in Clare

Institute	Course	QQI Level	Duration
Back to Education Initiative (BTEI)	Business Administration	Level 5	1 – 2 years, part-time
CABES -Workplace Basic Education	Preparation for work in Reception / Administration	Level 3	6 hours a week for 42 weeks
Congress Information and Opportunities Centre (CIOC)	General Office Skills	Level 4	8 weeks
Ennis College of Further Education	Business Studies	Level 5	1 year Full-time
Ennis College of Further Education	Office Administration / Medical Secretary	Level 5	1 year Full time
Shannon Training Centre	Medical Administration	Level 5	45 weeks Full time
Shannon Training Centre	Reception and Clerical Skills	Level 5	16 weeks
St John Bosco Community College, Kildysart	Business Studies	Level 5	1 year Full time
VTOS Ennis / Kilrush / Scariiff	Business Administration / Business Studies	Level 5	2 years Full-time
VTOS Kilrush	eBusiness	Level 5	2 years Full-time
Mary Immaculate Secondary School, Lisdoonvarna	Business Studies	Level 5	1 year Full time
Kilrush Community School	Business Administration	Level 5	1 year Full-time

Progression Options - QQI Level 6

Institute	Course	QQI Level	Duration
Limerick College of Further Education	• Advanced Certificate in Administration	Level 6	1 year Full time
	• Advanced Certificate in Business	Level 6	
Ennis College of Further Education	Accounting Technician	IATI Certification	2 years

For comprehensive list of courses use the course search engine qualifax:

www.qualifax.ie



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