

Job Description

Snr. Administrator/ Office Manager



Ireland's leading ISO consultants

We help organisations achieve
and maintain their ISO Certifications.

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Dublin, D12 C8C7

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Job Title – Senior Administrator/ Office Manager

An exciting opportunity for a Senior Administrator/Office Manager to join CGBC – Ireland's leading ISO Consultancy!

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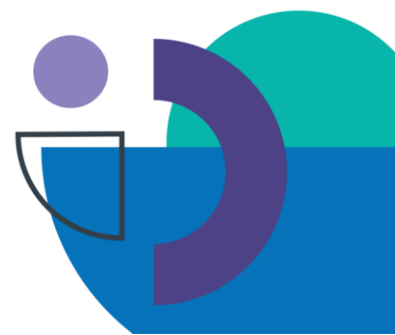
Established in 2009, CGBC is Ireland's leading ISO Consultancy, delivering ISO business management systems, ISO sustainability services and ISO auditing services, across Ireland and within all industry sectors – encompassing, quality, environmental, health and safety, energy and information security systems. For more information see www.cgbusinessconsulting.ie/

The Snr. Administrator/ Office Manager supports the day-to-day business processes and team at CGBC. This is a very important role within our company – suitable to a task orientated leader, with a heavy emphasis on structure, planning and schedules, to ensure that we get things done.

Full training provided. Candidate will be a self-starter, with full autonomy for the role. This role is on site. A knowledge of ISO standards is desirable but not required.

Duties & Responsibilities:**Project/ Client Support**

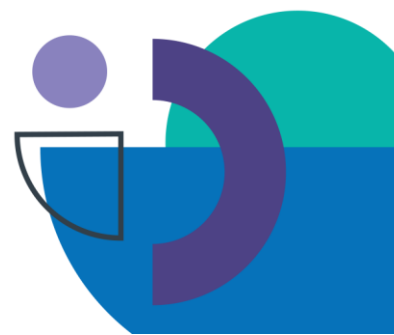
- Support the Ops Manager and ISO project managers to deliver projects efficiently and within timelines and budget by managing tasks required to support project delivery, project scope, timelines, project activities, budgets and resourcing.
- Client management, ensuring that all queries are directed to the correct function and responded to on time
- Working with ISO project managers to ensure project deadlines are met
- Collaborate with and support other CGBC ISO Consultants and the wider CGBC team.
- Onboarding new clients and projects to project management software/ database
- Managing incoming email/ phone queries relating to projects
- Scheduling/ diary management of new and ongoing project activities through Microsoft Outlook.
- Responsible for the monthly audit schedule – booking clients through Outlook
- Support the sales team on sales calls and updating project database
- Structured delivery of projects in line with good governance and best practice.
- Contribute to Project and process improvements.
- Support the coordination and drafting of policy and procedure documents



- Assist ISO teams in the preparation and maintenance of technical records and preparation of key review presentations / reports
- Responsible for ensuring that all time sheets and expenses are uploaded to PM database to reflect the true cost of each project.
- Responsible for project closure and invoicing
- Support the senior management team with the up-to-date project and financial reporting
- Documenting and following up on important actions and decisions internal and external
- Contribute to the achievement of key performance indicators and performance measures for overall business function.
- Liaising with third party consultants when necessary.
- Support internal ISO management system – liaising with lead ISO team members – ensuring documentation is in order ahead of annual audits.
- Ability to communicate effectively at all levels internally and externally.

Day to Day Business Operations

- Work directly with the Ops Manager and senior management team to ensure the efficient and smooth running of the office, to achieve overall business goals to ensure alignment across the business
- Familiarity with general, overall day to day business operations
- Focused understanding of customer satisfaction, customer complaints, corrective action, and preventative measures.
- Manage incoming calls & light reception/ admin duties
- Manage canteen and facilities requirements (this is not exhaustive but a responsibility of the role)
- Responsible for ordering and maintaining office supplies
- Responsible for ordering and maintaining PPE Equipment
- Support IT requirements and equipment ordering
- Manage office space, oversee desk allocation and workplace planning requirements for all departments. Ensures that all employees have an appropriate environment to undertake their duties.
- Organise and maintain data in spreadsheets, generate reports when necessary
- Supporting the team in all administration requirements
- Other ad-hoc admin duties as required.
- Ensure that the Operations Manager of CGBC is kept informed of all activities and key issues through regular emails/reports and contacts.
- Carry out research & administrative support to strategic internal projects where required



Financial Operations

- Accurate Invoicing of all completed projects, on time
- Managing financial supporting reports
- Managing credit control including escalations to management
- Logging all supplier payments to accounting system
- Liaising with CFO regarding all payments
- Liaising with third party consultants re: invoicing
- Liaising with ISO team regarding expense management
- Managing credit card controls
- Other ad-hoc financial duties

Skills & qualities

- A strong background in business operations.
- Experience/qualification in process management.
- Experience/ qualification in project management.
- Meticulous attention to detail and accuracy.
- Structure and task orientated.
- Excellent communication and interpersonal skills.
- Confident manner with clients.
- Confident exercising own judgement and make decisions to prioritise, challenge, negotiate and influence.
- Excellent report writing skills.
- Excellent analysis and problem-solving skills.
- Excellent planning and organising skills.
- Passionate about helping clients achieve ISO certification.
- Professional, collaborative, and confident in working with subject matter experts.
- Fluent in English with excellent communication skills – written and verbal.
- Organised, efficient and hard-working with strong time and project management skills.
- Good working knowledge of excel, word and PowerPoint.

Job Details

Deadline: Jan 31st 2023

Salary: DOE

Job Type: Permanent with 6-month probation period

Schedule: Mon – Fri 09:00am to 17:30pm

To apply please email your CV to Hello@CGBC.ie

