



Operations Support Assistant

Here at the Advertising Standards Authority of Ireland (ASAI), we're all about fostering trust in advertising and, particularly, setting, applying and monitoring ad standards. As a well-established Advertising Regulator, we look to protect the general public and vulnerable groups in society from the impact of potentially harmful advertising.

Our reach brings engagement with a really diverse range of stakeholders across the private and public sectors. Our work is similar to activities undertaken by our European and international contemporaries, a network that we liaise closely with as part of ensuring a high functioning regulatory framework exists in Ireland.

We have recently started out on implementing new ways of working, with ambitious plans for ASAI's future. With this comes revisiting a lot of our work practices and building new technology infrastructures to help support our plans, efficiencies and capacity to manage increasing work demands as the dynamic world of advertising continues to evolve. Our internal activities include imminent changes to our brand look and feel and making changes to our website to enhance the experience as users navigate the information and services we provide.

Together with our new plans for further development, we are creating a new role to join our team as Operations Support Assistant, reporting to the Senior Services Manager. Our plan is that, as we develop new ways of working, the demands of the role will change and evolve so that the person in this role can continue to add value and develop their working skills over time. This administrative role is varied to enhance success in our operations and organisational impact as we embark on a new journey and chapter at ASAI.

The Role

We are looking for an experienced, organised and self-motivated Operations Support Assistant to support the daily operations of our Company.

The ideal candidate will have relevant experience in the day-to-day business of the Operations function with responsibilities to include:

- Manage the ad complaints registration function in line with agreed timelines/key performance indicators and initiate the complaints process with stakeholders before handing off to the complaints investigation team
- Sort new complaints and distribute them across the team in accordance with priority types
- Support the ASAI team on service delivery through handling delegated work including case reminders and the likes of quick turnaround desktop research
- Assist with collation of documentation and internal processes in preparing papers for submission to the ASAI independent Complaints Committee
- Run month-end complaints exceptions/errors report on the case management system and reconcile statistical errors to improve the robustness of our large volume of data

- Manage the organisations main email box and respond to/re-distribute emails across the ASAI team
- Populate spreadsheets using data from various reports which will form the basis for ASAI team members to report on
- Assist at times in sorting and saving ASAI media coverage that we identify from various sources and processes
- Spend a very valuable portion of your day logging detailed and newly received complaint data (so that we can effectively manage advertising complaints, build a rich profile of information and later turn data into really useful metrics to share with media outlets and in our published Annual Reports) using our case management system
- Work to reach individual and team goals
- Manage aspects of facilities management (stationary, supplies etc)
- Support the Executive Management Team with appropriate administration on some parts of their work with tasks that they can delegate
- Being the friendly and professional first point of contact when welcoming visitors and answering phones and responding to inquiries keeping records of key points and concisely summarising details
- Provide accurate guidance to callers on how we or another appropriate Body may assist with their inquiry
- Manage parts of the hospitality function (room set up, refreshments etc)
- Responsibility for mailing requirements including going to Post Office as required

The Candidate:

You are likely to be suited to this position if you share the following key role skills and attributes:

- Preferably - but not necessarily have 2 plus years' experience in similar Operations role
- You are a well organised and self-motivated person
- Detail-oriented with strong analytical and good problem-solving skills
- Use Business English fluently and have excellent written and verbal communication skills
- You thrive in a busy environment
- Have lots of hands-on experience in organisational and operations effectiveness
- Strong Organisational and administrative skills
- Multi-tasking and time-management skills, with the ability to prioritise tasks
- Like the concept of working in a Regulation & Compliance environment, which is underpinned by external and internal standards, and would share in our team's passion and pride working in that field
- Proficiency in Microsoft platforms and data management software
- Ideally hold a third level qualification such as in the areas of Business, Administration, Operations or related field

Our vacancy presents the possibility for you to join us in a full-time permanent position, requiring some flexibility around hours worked, on a 37.5 hour week, in a hybrid working environment that blends workplace and remote working. A competitive salary and benefits package is on offer for this position.

ASAI is an equal opportunities employer. Canvassing will disqualify.