

**Job Title:** Assistant Executive/Administrator  
**Grade:** Level C  
**Reporting To:** Deputy Credit Reviewer, Credit Review  
**Location:** East Point, Dublin  
**Salary:** €25,751  
**Job Reference:** EI.057.22E  
**Closing Date:** 11<sup>th</sup> July 2022

***The successful candidate will be appointed on a permanent Level C contract and will be seconded from Enterprise Ireland to Credit Review for an initial period of two years. Credit Review is currently located in Enterprise Ireland's East Point office.***

### **Role Purpose**

Credit Review was established in March 2010 to ensure that the credit system is operating effectively for small and medium-sized enterprises and farm businesses. The Credit Review Office provides an independent, impartial credit review process to ensure that credit is not refused, reduced or withdrawn from viable businesses with valid credit propositions. The Assistant Executive/Administrator will support Credit Review delivering its service to SME's and farm businesses by providing a comprehensive helpline, administrative and secretarial support service to the Credit Reviewers, Banks and SME/Farm applicants.

The successful candidate will work closely with the Head and Deputy Head of Credit Review and the team of external Credit Reviewers and will be responsible for delivering a diverse range of client focused information provision, administration and secretarial activities.

The team is small, flexible and customer focussed, and works collaboratively to support the needs of the business owners that use the service. The nature of the work is personalised and specialist, with key deadlines for service provision. Full training will be provided in all aspects of the role as outlined below.

### **Key Deliverables**

#### **Support the delivery of Credit Review Office - Public Services**

- Operate the helpline and act as the main contact point for all enquiries. Provide appropriate responses to detailed queries, responding to complex calls in a professional, clear and consistent manner.
- Determine the eligibility of applicants based on assessment of key determinants against the eligibility criteria (SI 127 2010).
- Provide information and guidance on other government supports available to SME's seeking credit and develop a knowledge of the SME and Farm markets and how they are financed.
- Engage and interact with a diverse range of internal and external stakeholders, including political representatives and Department of Finance and Department of Jobs, Enterprise and Innovation.
- Monitor and maintain specific mailboxes on a regular basis and respond to written and online queries.

#### **Support the delivery of Credit Review Office - Review Services**

- Coordinate, assemble and organise delivery of highly confidential documentation (including personal information) between applicants, reviewers and banks.
- Maintain a strong working relationship with the Internal Appeals unit within each of the four banks to ensure timely delivery of reviews.
- Ensure all documentation, records and personal information are stored and transmitted securely and encrypted/protected as appropriate to comply with relevant data protection regulations
- Allocate cases to the panel of reviewers, schedule responses and assist with balancing work loads to ensure optimum case response times.
- Prepare and produce data/information reports at regular intervals, which can be requested by the Department of Finance and Minister for Finance.

- Provide an administrative support service to the team including scheduling and managing diary and appointments, taking meeting notes, telephone answering and organising one-to-one/team meetings.
- Provide up to date tracking of work in progress of all cases during the review process and maintain a record of the cases and the bank and borrower responses following case completion.
- Input into the weekly Credit Review report to the Department of Finance.
- Draft response letters/emails to support credit review process.
- Provide general administration support to Credit Review to ensure effective delivery of the Offices' activities and metrics including data/information collation, database maintenance and the set-up and maintenance of files and records management.
- Identify opportunities for process improvement and system efficiencies and provide support for continuous improvement initiatives.

### **Support governance and compliance requirements of Credit Review Office**

- Provide administrative support to the Office in order to fulfil its public sector governance requirements – including internal audit, Ombudsman, Data Protection and PQ's.
- Collate information and data, draft responses to information requests and ensure all records are maintained in an appropriate manner.

### **Support marketing and awareness campaigns**

- Support content provision for online and print publications (content created by Credit Review management team).
- Upload approved content/posts to social media channels.
- Maintain and update approved content to CreditReview.ie website.

### **Support financial administration activities**

- Process and record all financial transactions (lodgements, payments and invoicing) in conjunction with Enterprise Ireland's Finance and banking team.

### **Functional Competencies (Key Skills & Knowledge)**

- Demonstrated evidence of excellent administration, coordination and organisational skills and experience in a customer/client service environment is essential.
- Strong communication skills with an ability to engage and interact effectively in a business environment through both oral and written communications is essential.
- Broad understanding of Credit Review role and services and an awareness of credit issues and credit supports available to SMEs.
- Sound judgement, professionalism, confidentiality and discretion.
- Ability to work confidently on own initiative and take decisive actions on tasks as required.
- Ability to impart information in a clear, methodical and accurate way.
- Experience in collecting and processing complex confidential and time-sensitive information demonstrating high levels of accuracy and attention to detail.
- Demonstrated evidence of robust computer literacy and typing/keyboard skills (i.e. MS Office skills including Outlook, Word, Excel and Powerpoint) coupled with an ability to learn new technologies as required.
- Demonstrated ability to prioritise tasks and manage work efficiently to strict deadlines.
- Strong interpersonal skills and ability to positively contribute to the work of the team.
- Willingness to take on other key projects as may be assigned from time to time.
- Experience of working in a regulatory environment is desirable.
- A third level qualification in a business discipline is desirable.

### **Behavioural Competencies**

#### **Results Focused**

The ability to be outcome and results focused with regard to business priorities and organisational goals, monitoring progress and adjusting approach ensuring delivery against the appropriate timescales.

**Innovation and Risk-Taking**

Actively encourages new ideas, experimentation and measured risk-taking, while always being on the look out for opportunities to continuously improve business processes and efficiencies within Enterprise Ireland and client organisations.

**Problem Solving and Decision-Making**

The ability to be decisive and take tough decisions about clients, people and costs to deliver sustainable results, using the analysis of information and situations to make logical and sound decisions.

**Client Focused**

The ability to provide an excellent client service focusing on client needs and building and maintaining effective personal and business relationships to advance clients' objectives and EI strategy.

**Communicating with Impact to Influence Others**

Communicates in a manner that will persuade, convince and influence their own staff and others, both internally and externally, in order to motivate, inspire or encourage them to follow a particular course of action.

**Teamworking**

Co-operates with colleagues, shares information and respects the opinions and values of staff members. Understands the skills, experience and knowledge of staff members and maximises how these can be utilised to the benefit of the department, the organisation and the client.

**Embracing & Leading Change**

Understands the business agenda of Enterprise Ireland and embraces changes for area of responsibility and for external and internal clients.

**Acting / Leading with Integrity**

Communicates the EI purpose, values and approach, acting genuinely and with integrity, in a manner that builds trust and engages and motivates others

**Networking**

Establishes and maintains mutually beneficial relationships with colleagues and other networks for the purpose of sharing information.

**Developing Yourself & Others**

Creates an environment that enables you and others to excel in terms of job performance.

---

**Salary Scale:****€25,751 to €50,133 per annum contributory superannuation**

Rising to €53,416 by long service increments

**€24,544 to €47,746 per annum non-contributory superannuation**

Rising to €50,838 by long service increments

Candidates should note that entry will be at the minimum point of the relevant scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government Policy

---

**Application and Selection Process**

The selection process may include short-listing of candidates. The selection criteria will be based on the requirements of the position. It is therefore important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position. This should be contained in a short document (template attached - maximum 2 pages) accompanying your CV.

Applicants should note that, for shortlisting purposes in particular, clear evidence of the functional competency requirements listed as essential in this specification must be demonstrated as part of the supporting document accompanying your CV.

To apply for the position, send a detailed CV and a completed supporting document quoting reference number **EI.057.22E** to [megan.murray@osborne.ie](mailto:megan.murray@osborne.ie) to be received on or before **Monday, 11<sup>th</sup> July 2022**, or phone Megan Murray in Osborne Recruitment on 01 638 4400.

**ISSUED BY THE HR DEPARTMENT, ENTERPRISE IRELAND ON THURSDAY 22<sup>nd</sup> JUNE 2022**