



BERKA

Solutions

Berka Solutions Ltd

Job Description – FM Compliance Admin

Company Info

Berka Solutions Ltd is a privately-owned consultancy firm.

Our vision is to build a solutions based business that delivers real and tangible results for clients using non-complex continuous improvement methods in areas of engineering, facilities, life science, operations and management across Ireland and Europe.

Our processes are strongly based in continuous improvement methodologies and face to face coaching and mentoring in a collaborative style with clearly defined inputs and desired outputs.

Our business objectives are structured in five key areas

- Relationship – All relationships will be based on integrity, honesty, trust, engagement and development.
- Solutions Delivery – All operations of the business will be focused on continuous improvement with the ambition to solve business problems.
- Commercial success – All operations must be based on sound commercial principles.
- Compliance – Our service will meet and exceed compliance requirements and be structured in clear policies and procedure in an open and transparent manner.

Innovation – Change is constant, and core to Berka Solutions will be the ability to adapt, evolve, innovate and continuously improve, and in doing so bring innovation to our clients



Role – Job Description

To provide monthly internal reviews, inspections, auditing and filing of PPM workorders, reactive/corrective workorders, reports and P&F documentation for compliance assurance. This will cover Safety, Security, Catering, Hard and Soft Services.

To document all P&F Department standard operating procedures (SOPs) and all ISO 50001 policies, procedures, templates and forms.

You will have responsibility for follow up corrective and preventative actions (CAPAs) following inspection, audits and Root Cause Analysis (RCAs) to improve compliance and customer satisfaction engagement KPIs.

Record inspection/audit outputs and compiles a register of opportunity. Complete necessary RCAs with team to agree CAPAs and prioritise actions.

Monitors compliance for FM services across the building portfolio and updates the head of dept on pending concerns or potential breaches.

Provides updates on assigned tasks and acts as the Client Head of Premises & Facilities administrative support function.

General FM administration duties as required by the Client Head of Premises & Facilities.

Assists in managing outsourcing action items relating to document management support.

Assist and coordinates resources to achieve and complete departmental goals.

Coordinate the energy management contract and provide administrative support for the implementation of ISO 50001.

Ensure that all FM Compliance tasks are delivered on time, in a compliant manner.

Develop a P & F department Compliance Calendar for governance

Role – FM Compliance Administrator

1. Reporting Line – The FM Compliance Administrator will report to Berka Solutions MD, with matrix reporting to the Client Head of Premises & Facilities.
2. Direct Reports – none.
3. Location – Primary location - Client Site in Dublin City Centre HQ. Although it is expected that there will also be some remote working too.
4. Status – Full time contract pending 6 months probationary period



5. 40 hours a week – split between Client and Berka Solutions
 6. Accountability - Day to day compliance administration for P & F department.
 7. Primary function will be to inspect, audit and follow-up compliance issues for P&F department, and to write and seek approval for P&F department SOPs and ISO documentation.
 8. As part of the client team, you will be expected to hold the integrity and reputation of the business in the highest regard, and act with impeccable confidentiality and discretion.
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Responsibilities

- Ensure all administration solutions are of the highest level of compliance and quality standards.
- A brilliant multi-tasker, the FM Compliance Admin role is wide ranging. From documentation creation/review/approval and filing, inspections, audits, meetings, answering phone calls, send emails, co-ordinating CAPA and RCA reviews and scheduling meetings, you can expect to enjoy a busy but varied day.
- Complete monthly internal reviews, inspections, auditing and filing of PPM workorders, reactive/corrective workorders, reports and P&F documentation for compliance assurance
- Document inspection/audit outputs and compiles a register of opportunity USING Wrike Management Platform
- Tracking and reminding the management team of important tasks and deadlines.
- Typing, compiling and preparing reports, presentations and correspondence.
- Managing databases and filing systems.
- Implementing and maintaining procedures/administrative systems.
- Liaising with staff, suppliers and clients.
- Collating and filing expenses.
- Conducting research on behalf of Berka Solutions.
- Proactive communication and engage, formally and informally, daily with client team.
- Follow up corrective and preventative actions (CAPAs) following inspection, audits and Root Cause Analysis (RCAs) to improve compliance and customer satisfaction engagement KPIs, therefore taking responsibility for managing any issues arising through audits and inspections
- Ensure clear definition and map each CAPA task encompassing the objective, benefits, stakeholders, requirements, scope (in/out), assumptions and constraints, timelines and risks.
- Communicate any concerns to both the Managing Director and Client Lead in good time.
- Issue monthly reports detailing key performance indicators in relation to Compliance.
- Take responsibility for the quality of your work, and proactively encourage best practice behaviours in health, safety and environmental on a day to day basis.
- Adhere to the Company Safety Statement, safety rules and regulations.
- At all times wear appropriate PPE including but not limited to branded and supplied safety garments.



- Seek to find continuous improvements and sustainability opportunities and bring them to the client for review.
- Be an ambassador through exceptional performance, positive values and behaviors, insightful investigations, clear communications and collaborative team development.
- Attend monthly meeting to review goals
- Provide exceptional service in order to meet and exceed our customers' expectations
- Be flexible and willing to carry out other duties as may be assigned to you by the client or Managing Director from time to time. Such work can be outside the area of your normal duties



Experience, Training & Qualifications

- Minimum three years-experience in customer care, and office administration.
- FM and/or Compliance experience would be beneficial.
- Candidate needs to be self-starter, strong communication capability, determined, professional and extremely well organized.
- Customer focused - delivering an exceptional service in order to meet and exceed our customers' expectations
- Effective Communicator: Professional and excellent verbal and written communication skills. Excellent interpersonal skills.
- Teamwork: Actively contribute to the development of a positive team environment, demonstrating a flexible approach.
- Attention to Detail: Ensures that work is executed accurately and completely, paying close attention to the detail. The ability to produce clearly written reports and present to a diverse stakeholder group in a clear and concise manner.
- Fully PC literacy and experience using Microsoft Office Suite, and Business Management platforms.
- Hold a current valid driving license.



Reference Checks required