Job title	Administration & Compliance Officer
Organisation Profile	NOW Group is an award-winning social enterprise operating across Belfast and Dublin. We are committed to working with individuals and businesses to unlock potential and create meaningful, lasting change across the island of Ireland. Our work focuses on supporting people who are neurodiverse, autistic, or have a learning disability, helping them to build skills and progress into sustainable, future-focused employment. Through tailored training programmes, inclusive job opportunities, and community-based support, we empower individuals to achieve their goals and thrive in the workplace.
Candidate Brief	As Administration & Compliance Officer, you will play a key role in ensuring the smooth operation of administrative processes and maintaining funder compliance across our services. You'll be the backbone of our operational integrity, supporting the delivery team, completing awarding body paperwork, monitoring data, and ensuring we meet the highest standards of governance.
Location	Based at any NOW site in Dublin
Reports to	Programme Manager - Community
Hours	37.5 hours per week
Salary scale	€35,000 per annum
Benefits	25 days annual leave plus 11 statutory days Health Cash Plan & Organisation Pension Scheme *(on successful completion of probationary period)* Access to confidential Staff Counselling & Financial Advisory Services Organisation Pension Scheme Holiday purchase scheme Flexible working & Wellbeing initiatives

Main Responsibilities

1. Provide administrative support across services, ensuring efficient and effective day to day operations.
2. Maintain accurate participant records using SPARK (internal MS Dynamics system) in line with organisational and funder requirements.
3. Support services with participant enrolment, onboarding, attendance monitoring, progression tracking and exit processes.
4. Monitor and maintain compliance documentation to ensure programmes meet contractual, funding, audit and quality assurance requirements.
5. Prepare and collate evidence, reports and documentation required for funders, inspections, audits and monitoring visits.
6. Complete regular compliance checks and data quality audits, ensuring any issues are addressed promptly.
7. Produce routine management information reports and programme statistics for managers and stakeholders.
8. Support the financial administration activities including purchase orders, invoicing, expenditure tracking and reconciliation of programme records.
9. Organise meetings, maintain accurate minutes and ensure actions are recorded and followed up within agreed timescales.
10. Ensure compliance with GDPR, confidentiality requirements, safeguarding procedures and organisational policies.
11. Assist with the development and continuous improvement of administrative systems, processes and reporting mechanisms.
12. Build positive working relationships with participants, colleagues, funders, referral partners and external stakeholders, acting as a professional representative of NOW Group at all times

This job description is not definitive and may be subject to review as the duties and responsibilities determine.

Personnel Specification

Essential Criteria

1. A Leaving Certificate (or equivalent qualification), including passes in English and Mathematics.
2. Proficient in the use of Microsoft Office applications, with demonstrable experience using Microsoft Word and Excel.
3. A minimum of two years' recent administrative or secretarial experience in a busy office environment.
4. Experience of establishing and maintaining effective filing, data management and reporting systems.
5. Experience of carrying out quality checks, audits, or compliance monitoring activities.
6. Knowledge of GDPR requirements and an understanding of compliance and data protection principles.
7. Excellent organisational, planning and time management skills, with the ability to prioritise competing demands and meet deadlines.
8. Strong attention to detail and accuracy, particularly when handling records, reports, and compliance documentation.

Desirable Criteria

1. Experience of working with funded programmes.
2. Experience of working in an accredited training / further education / awarding body environment.

Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The shortlisting panel will not make assumptions as to your circumstances, qualifications, and experience.

Garda Vetting

Please note that employment with NOW Group may be subject to a check from the Garda Vetting Bureau.

Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.

September 2026