

Job Specification

Administrator (Quality Control and Proofreading)

Customer Perceptions and Optimum Results Group

Role Overview:

We are seeking a highly organised and detail-oriented Administrator (Quality Control & Proofreading) to join our Back Office team.

This role will focus primarily on proofreading and quality checking mystery shopping and audit reports before they are delivered to clients, ensuring all outputs are accurate, consistent, and of a high professional standard. You will also support light administrative tasks across a range of client programmes.

This is an ideal opportunity for a graduate or early-career professional looking to build experience in a structured, process-driven environment, with exposure to real client projects and reporting standards.

About Us:

Customer Perceptions and Optimum Results Group are leading providers of customer experience research, mystery shopping, and training solutions across Ireland and the UK. With over 30 years in business, we work with a wide range of well-known brands across retail, hospitality, aviation, and financial services, delivering insights that help organisations improve performance and customer experience.

As part of our continued growth, we are expanding our Back Office Quality team to further strengthen the consistency and accuracy of our client deliverables.

Key Responsibilities:

Quality Control & Proofreading

- Review and proofread mystery shopping & audit reports prior to client submission
- Correct grammar, spelling, punctuation, and formatting
- Ensure reports are clear, professional, and aligned with company tone of voice
- Validate reports against client-specific guidelines and project instructions
- Identify inconsistencies, gaps, or errors and take appropriate action

Quality Assurance

- Ensure all mandatory questions and sections are fully completed
- Cross-check narratives, scores, and observations for accuracy and consistency
- Flag and escalate any quality concerns or discrepancies
- Maintain high standards across all outputs in line with internal benchmarks
- Work towards defined quality & productivity targets aligned with team standards

Communication & Coordination

- Liaise with field researchers to clarify responses or request additional detail
- Work closely with internal teams to resolve report issues efficiently

Administrative Support

- Assist with general back-office administrative tasks
- Support project teams with documentation checks and data accuracy
- Contribute to the ongoing improvement of templates and quality processes

Key Skills & Experience:

- Excellent written English and strong grammar skills
- High attention to detail with a focus on accuracy and quality
- Well organised, with the ability to manage multiple tasks and meet deadlines
- Strong communication skills, both written and verbal
- Comfortable working with structured templates, systems, and processes
- Ability to follow detailed guidelines and apply them consistently

Desirable (not essential):

- Previous experience in proofreading, administration, or a similar role
- Exposure to research, reporting, or compliance-based environments
- Familiarity with mystery shopping or audit-based work

Personal Attributes:

The successful candidate will be:

- Detail-focused with a high standard for quality
- Process-driven and methodical in approach
- Reliable and accountable for delivery
- Proactive in identifying issues and suggesting improvements
- Comfortable working both independently and as part of a wider team

What We Offer:

- Competitive entry-level salary, with review based on performance
- Flexible working hours within a structured framework (core hours apply)
- Hybrid working approach (where applicable)
- 22 days annual leave (inclusive of Christmas closure)
- Pension contribution and performance-related bonus scheme
- A supportive, structured environment with clear processes and expectations
- Opportunity to gain experience across multiple client projects and develop professionally