Administrative officer

Job position description

The Administrative Officer plays a pivotal role in ensuring the smooth operation of the administrative, financial, and operational activities within the company. Reporting directly to the General Manager, this position supports both the company's growth and the administrative needs of consultants working on EU-funded projects. The role involves managing contracts, invoices, human resources, office logistics, and EU-funded administrative information, while maintaining high standards of efficiency and accuracy.

1. Key responsibilities

1.1 Financial and accounting

- Management of incoming invoices and supplies.
- VAT customs declaration (DES).
- Coordinate with accountants to ensure accurate financial reporting and compliance (iDépôt).
- Expenses report management (Cleemy).

1.2 Contracts and invoices management

- Issue, track, and manage contracts and invoices for clients and projects.
- Ensure timely follow-up on contract signature, modifications, and compliance.
- Process and record paid invoices, updating internal tracking systems (e.g., Salesforce).
- Ensure contracts and invoices are accurately stored, archived and maintained in the company systems (both digitally in the company GDrive and physically at the office - if needed)
- Ensure timely follow-up on late open invoices.
- Register and manage external tenders and platforms when requested by clients for invoice payment.

1.3 Human resources

- Manage HR administrative tasks: contracts, administrative onboarding and offboarding, employee records, and medical visits.
- Follow and calculate consultants' bonus.
- Process payroll-related tasks (e.g., payslips, bonus calculations, leave tracking, expenses reports from business trips) with the 3 sites and accountants (France, Bulgaria, Italy).
- Oversee leave management (annual leave, sick leave, recovery days) on Lucca and ensure compliance with labour laws.
- Coordinate with the accountant to maintain updated data across platforms (Lucca, Silae, internal database on the GDrive).
- Collect the training needs and organise training sessions,
- Prepare, collect and validate monthly reports for Italy and Bulgaria.

1.4 EU projects admin form **(For 2027)**

- Fill in administrative forms (Part A) for EU-funded projects (e.g., Horizon Europe, FP10, Innovation Fund, EDF) on the EU platform.

1.5 Office and logistics management

- Manage office supplies, contracts with vendors, and procurement processes.
- Oversee office maintenance, security, and IT infrastructure (including computer orders and setup for new hires).
- Coordinate business travel logistics (flights, accommodations, event fees) and process expense reports (except for trips related to EU-funded projects, managed by the Project Manager).
- Handle supplier communications (e.g., document requests, contract renewals).
- Organise yearly team-buildings or other team events.

1.6 Communication and process improvement

- Serve as the primary point of contact for administrative inquiries from consultants (starting from 2027 this will shift and consultant will refer to HBU, and HBU to the Admin officer) and clients.
- Improve internal templates, tools, and processes (e.g., Salesforce updates, collaborative platforms).
- Assist in external communication (e.g., website updates, social media, newsletters).
- Track company results, ensuring that Efund information, presentations, slide decks, leaflets, and other communication materials are kept accurate and up to date.
- Maintain internal knowledge databases (Gsite).

1.7 Process analysis and continuous improvement

- Generate financial and operational reports (e.g., budget tracking, dashboard updates) to monitor KPIs, and prepare regular reports for the CEO.
- Analyse operational and administrative data to identify inefficiencies and propose processes improvements.
- Develop, maintain and improve templates and administrative guidelines.
- Identify opportunities to automate routine administrative tasks and support the design and implementation of tailored digital tools.
- Gather regular feedback from consultants to identify pain points, and recommend corresponding improvements.
- Coordinate periodic review of the administrative processes to ensure they remain efficient and relevant across the team.

2. Skills and qualifications

2.1 Technical skills

- Proficient in Microsoft Office (Word, Excel, PowerPoint) and Google Workspace.
- Experience with HR tools (Lucca), and CRM systems (Salesforce).
- Excellent Excel skills for budgeting, reporting, and data analysis.
- Familiarity with EU funding programs (Horizon Europe) is a plus.

2.2 Soft skills

- Organisational and planning skills: Ability to prioritise tasks in a fast-paced environment.
- Attention to detail: Ensuring accuracy in contracts, invoices, and reports.
- Proactivity & problem-solving: Anticipating needs and resolving issues independently.
- Communication skills: Clear written and verbal communication in French and English.
- Confidentiality & discretion: Handling sensitive financial and HR data.
- A strong customer-service mindset.
- Strong team spirit and positive attitude.
- Continuous improvement mindset with a focus on efficiency.
- Strong digital literacy and readiness to use and explore new digital tools.
- Ability to work independently and collaboratively in a multicultural team.

2.3 Languages

- French: Fluent (required).
- English: Fluent (required).

3. Profile and experience

3.1 Education

- Bachelor's or Master's degree in Business Administration, Finance, HR, or a related field.

3.2 Experience

- 5+ years of experience in an administrative or operations role, preferably in a project-based and international environment.
- Experience with EU-funded projects or public funding compliance is highly desirable.
- Prior experience in HR, finance, or office management is a strong advantage.