



RENTOKIL INITIAL LIMITED



#JOB-2454196



Naas, Co. Kildare,



No of positions : 1



Paid Position



40 hours per week



Negotiable



18/06/2026



16/07/2026

How to apply

Application Method :

Not available



Open your camera app & point here to view this ad online



Administrative Team Leader

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Admin Team Leader – Rentokil Initial (Naas Head Office / Limerick Branch)

About the Role

Rentokil Initial is seeking an experienced Admin Team Leader to manage branch administration support functions in line with company policies and procedures. This role requires strong leadership, customer service, and operational management skills to ensure high service standards, team performance, and customer satisfaction.

Key Responsibilities

Team Leadership & Administration

- * Lead and support branch administration teams.
- * Train, coach, and develop administrators to maintain high performance standards.
- * Conduct performance reviews, 1-2-1s, return-to-work reviews, and monthly team meetings.
- * Monitor productivity, KPIs, attendance, and holiday management.
- * Communicate process updates and ensure compliance with company and ISO procedures.

Service Delivery & Operational Support

- * Oversee service delivery processes including visit rejections, service verification, job suspense, manual visit entries, rezoning, reporting, and iCABS-related activities.
- * Monitor PDA alerts, leads, sales compliance, CCM tickets, sales processing, commission calculations, and daily transactions.
- * Produce productivity and KPI reports.

Customer Service Excellence

* Manage customer complaints, account queries, invoice issues, contract renewals, and termination requests.

* Ensure escalated customer concerns are resolved professionally and promptly.

* Promote direct debit payments and maintain strong customer relationships.

****Business & Performance Management****

* Monitor headcount, contract/job cancellations, sales adjustments, suspended portfolios, and credit management interfaces.

* Liaise with branch and departmental managers to ensure exceptional service delivery.

* Take ownership of team targets and operational objectives.

* Support HR processes and other duties assigned by the Administration Manager.

****Requirements****

* Strong people management, communication, coaching, and training skills.

* Good IT proficiency, including MS Office and Google applications.

* Strong numeracy, literacy, organization, and time management skills.

* Knowledge of company policies, procedures, and iCABS systems.

* Proactive problem-solving approach and health & safety awareness.

* Relevant qualification and management capability, or 2+ years of relevant experience.

****About Rentokil Initial****

Rentokil Initial is a FTSE 100 global business services company operating in over 90 countries.

Through its brands Rentokil, Initial, and Ambius, the company provides pest control, hygiene, and workplace wellbeing solutions that protect people and enhance lives.

Rentokil Initial is an equal opportunities employer committed to fostering a diverse and inclusive workplace.

- **Sector:** human health and social work activities

Career Level

- Experienced [Non-Managerial]

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 1
- **Minimum Qualification:** No Qualification

(Desirable)

- **Ability Skills:** Administration, Communications, Computer Literacy, Customer Service
- **Competency Skills:** Flexibility, Initiative, Management, Teamwork
- **Specialising In:** administration;management