



Service Manager– Restorative Justice Services

Job Title: Service Manager

Reporting to: Chief Executive Officer

Location: Marshalsea Court, Merchant's Quay, Dublin 8 - however, travel will be associated with this post.

Salary: 8 point PayScale, starting at €47,000

Working Hours: Full -Time (35h/week) – This position is permanent after successful probation, subject to funding.

Must be available to work between 8.00am – 18.00 based on the needs of the Organisation.

Working outside of these hours may be an occasional feature of this role and will be considered to be part of normal working conditions associated with the post.

Background to the Role

The Service Manager will report directly to the CEO and will be part of the Leadership Team. They will manage the Services Team, which includes paid staff and volunteers. This role also requires working closely with all teams across the organisation.

Job description

Role Responsibilities:

Organisational Leadership:

- Contribute to organisational strategy and decision-making including working together with the Board as part of the Leadership Team to deliver Restorative Justice Services' Strategic Plan 2026-2029.
- Nurture good relationships between Restorative Justice Services' teams, coordination of work and promote cross team collaboration.
- Represent the organisation's values and professional standards in all arenas.

Services Team Leadership:

- Take on a leadership role within RJS, ensuring the smooth and effective management of all services.
- Supervise and support Services staff and volunteers, modelling leadership behaviours and embedding a positive, values-driven culture.
- Promote teamwork and reflective practices, enhancing the overall performance of the team.
- Identify gaps in service provision and collaborate with the leadership team to develop and implement improvement plans.
- Play an active role in ongoing review, development and evaluation of services.
- Support the CEO in the implementation of Restorative Justice Services Strategic Plan, associated business plans as per directed by the CEO.
- Ensure that quality standards are maintained in all aspect of service delivery.

- Handle escalated situations or emergencies with professionalism and efficiency, adhering to organisational policies.
- Assume responsibility as a Designated Liaison Officer for Safeguarding of Children / Young People and Vulnerable adults.

Managing Services Staff and Volunteers

- Support services staff and volunteers in working within the ethos and standards of practice of Restorative Justice Services.
- Oversee the induction and training of Services Staff, fostering team capacity and development.
- Provide support and supervision to Services staff as per organisation policy.
- With support of CEO, manage performance of services staff and provide relevant support and guidance.
- Assist CEO in carrying out annual services staff appraisal in accordance with Restorative Justice Services policy.
- Support and manage RJS volunteers through agreed structured and forum.

Case Work and Operational Management

- Lead the day-to-day management of the centre, ensuring services are delivered efficiently and effectively.
- Ensure the proper use of administration and recording systems, updating or improving systems as needed
- Oversee general case work and caseload management of the Services Team.
- Be responsible for a reduced caseload of cases referred to Restorative Justice Services as required.
- Act as Restorative Justice Services CRM lead for Services Staff

Collaboration and External Relationships

- Develop and maintain positive, mutually beneficial relationships with external stakeholders to improve service delivery
- Represent the organisation on relevant networks/forums.
- Deputise for the CEO and act as a representative of the organisation at events and meetings.
- Work collaboratively with all functions within the organisation.

Administration:

- Actively contribute to Monthly Leadership Team Meeting and provide relevant service reports as required.
- Work with the Operations Manager and the CEO around the use and management of Restorative Justice Services CRM.
- Maintain all records in accordance to Restorative Justice Services Data Protection and GDPR policies.
- Ensure adherence to health and safety regulations at all times, maintaining related policies and procedures.

General Restorative Justice Services Responsibilities:

- Be familiar with and abide by the organisation's policies and procedures.
- Assist with the running of any of the other Organisation's activities as required.
- Engage in training and development opportunities and actively engage with supervision process.
- Contribute to the wider strategic development of the organisation and play an active role.
- Ensure that the vision and values of the organisation are reflected in a consistent manner in all activities.

Note: *The duties listed in the job description are not exhaustive and you may be expected to perform other duties as are reasonable in the course of your work with Restorative Justice Services.*

Person Specification**Essential**

- Relevant third level qualification.
- Significant experience in delivering Restorative Justice interventions.
- Significant experience working with adult and young people impacted by crime (as harm-doers or victims/survivors)
- Hold Restorative Justice training and /or qualification.
- Evidence of continuous professional development relevant to the role.
- Excellent knowledge of Restorative Justice in Ireland and the Irish criminal Justice system.
- Excellent working knowledge of the Irish Criminal Justice system
- Demonstrates integrity and the ability to build trusting, respectful, and professional relationships
- Excellent interpersonal and teamwork skills to foster collaboration and maintain a positive work culture
- Strong leadership and organisational skills, with the ability to manage and motivate diverse teams
- Ability to demonstrate a creative and dynamic approach to service delivery, driving improvement and engagement
- Proven ability to lead teams effectively and solve problems in dynamic environments.
- Possess a high level of skill in building effective relationships across all levels and sectors.
- Strong written and oral communication skills, along with proficiency in IT tools and systems.
- Flexibility / ability to multi task in a busy environment.
- Capacity to work on their own initiative and as part of team.
- Full driving licence with access to own car.