

Job Description: Operations Manager

Salary	€44,853 - €49,338
Hours:	Full-time, 35 hrs per week
Reporting To:	Director of Operations and Programmes
Direct Reports:	Office and Administrative Services Executive
Supported By:	Operations Department
Term:	1-year fixed term contract, renewable subject to funding and performance
Starting Date:	ASAP
Application Deadline:	10am, Monday 29 th September

Overview

Belong To's vision is for a world where lesbian, gay, bisexual, transgender, and queer (LGBTQ+) young people are safe to shine and can confidently shape their own futures. We work with LGBTQ+ young people as equals to achieve our vision and create a society where we all belong. We do this through youth work, community engagement, changing attitudes, and research.

Our core values are those of inclusion, integrity, and respect, in an environment of honesty and openness. Our purpose is to create a welcoming, supportive, safe and fun space for LGBTQ+ young people. We are committed to collaboration and youth participation. We believe in solidarity and intersectional equality, and our work focuses on human rights and social justice. We are dedicated to continuous improvement in everything we do.

The Operations Manager will perform a key role in ensuring the smooth running of the organisation across its operations to ensure that the organisation achieves its objectives as set out in its strategy 2025-27. The successful candidate will be proactive and resourceful, highly organised, and will have experience coordinating activities and systems in a busy office environment.

Staff Benefits

Belong To provides staff members with an array of benefits and supports that increase their financial security, health, and well-being. We also support staff members to develop professionally and promote a healthy work life balance. Some of these discretionary benefits and supports include:

- Paid time off, including 26 holiday days, and following successful completion of probation access to our discretionary sick leave, parental leave, and bereavement leave schemes
- Educational assistance programmes (including paid study/ exam leave and an educational fund towards the costs of fees)
- An Employee Assistance Programme (EAP) covering you, and your loved ones.
- A death in service benefit which will pay a lump sum of x4 times your salary to your loved ones in the event of your untimely passing
- Family flexible working hours
- Hybrid Working arrangements
- Tax saver tickets and cycle to work scheme
- Staff coaching and mentoring programmes
- Staff training and development opportunities
- Staff wellness programmes
- Pension contributions (upon completion of probationary period)

Key Responsibilities and Duties

- Plan, develop and implement new administrative systems to improve efficiency and maintain robust internal capacity to achieve Belong To's vision.
- Plan and coordinate essential organisational services including reception, security, ICT, maintenance, mail, record keeping and archiving, cleaning, catering, waste disposal, and recycling.
- Ensure efficient systems are in place for cross-functional and inter-departmental collaboration.
- Manage all ICT and equipment for both office and home working.
- Ensure efficient management of all mail and deliveries.
- Ensure effective and efficient systems are in place for the management of office stocks and supply orders.
- Support the management of third-party contracts with service providers.
- Support the implementation of data protection policies.
- Manage repairs and maintenance of the office premises.
- Oversee and manage all matters relating to the rental of office space for the organisation and liaison with the landlord.

- Oversee the archiving of materials annually and maintenance of the organisation's archive.
- Line manage the Office and Administrative Services Executive.
- Support the implementation of all policies relating to Health and Safety.
- Support the induction of new staff.
- Support the search for a new premises for the organisation and the project to create a Dublin Youth Hub.

Note

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisation's aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

Functional Competencies

Essential

- Proven experience in operations management.
- Demonstrable experience overseeing the planning and execution of projects that are delivered on time, within scope and on budget.
- Strong leadership and line management skills.
- Excellent organisational and problem-solving abilities.
- Strong communication and interpersonal skills.
- Ability to work under pressure and manage multiple priorities.
- Proficiency in Microsoft 365 suite.
- A commitment to LGBTQ+ inclusion, and to broader principles of diversity, equity and inclusion.

Desirable

- Experience in change management and process redesign.
- Understanding of sustainability and ESG principles.
- Experience working in a mission-driven, non-profit environment.
- Knowledge and experience of project management methodologies.

Behavioural Competencies

Drive for Results	
<i>Contributes to the identification of stretched objectives for delivery. Ensures processes and procedures are in place for the delivery of the service.</i>	
<ul style="list-style-type: none">♦ Is accountable for the delivery of key department objectives. Sets SMART objectives for self / team.♦ Regularly reviews progress of plans to redirect action when necessary to achieve targets.♦ Strives to raise performance levels of self /others.♦ Uses initiative and looks ahead, considers external developments relevant to own department, identifying trends and emerging patterns when making recommendations to others.	Level 4

Stakeholder Focus	
<i>Ensuring a 'stakeholder focused' approach is implemented in own department. Systematically analyses stakeholders' information and feedback.</i>	
<ul style="list-style-type: none">♦ Understands and keeps up to date on wider issues at local and national level that may have an impact on the service provided.♦ Is proactive, benchmarks, applies best practice, seeks service improvement.♦ Ensures systems are in place to communicate relevant information to others either within own department/team or to other groups, or to colleagues.♦ Manages the process of reviewing policies and procedures to improve satisfaction with the service provided within the scope of own department or project.♦ Ensures the development and implementation of agreed improvement plans which could benefit stakeholders.	Level 4

Change, Adaptability & Flexibility

Introduces and promotes the need for change and implements new approaches, to improve processes and services.

- ◆ Proactively shares information and resources relating to the change agenda.
- ◆ Is aware of overall objectives of the organisation, when implementing new processes.
- ◆ Understands and promotes the need for change.
- ◆ Implements the agreed change initiatives.
- ◆ Communicates changes to others in a clear and positive way.
- ◆ Evaluates processes against best practices to make improvements.
- ◆ Balances current work priorities with change priorities.

Level 3

Planning & Organising

Contributes to the development of operational plans, ensures plans are fully implemented, monitors progress according to operational objectives. Seeks to improve how resources are used.

- ◆ Prioritises workload to ensure everything is completed to the agreed standard, monitors progress.
- ◆ Monitors income and expenditure.
- ◆ Drafting and implementation of contingency plans.
- ◆ Where required to structure work of a team, ensures realistic timescales are set for both self and others.
- ◆ Contributes to the planning process of own department.
- ◆ Establishes effective measures of progress against agreed expectations.

Level 3

Decision-Making & Problem-Solving

Recognises patterns, and connections. Looks at a complex problem from many angles. Exercises good judgment, makes well informed decisions in a timely manner; consults with others as appropriate before implementing decisions.

- ◆ Considers the operational impacts of decisions on the organisation, departments/teams, stakeholders, and others.
- ◆ Identifies the specific information required to clarify a situation or to make a decision.
- ◆ Gets more complete and accurate information until root cause has been understood - sees implications and consequences.
- ◆ Generates alternative solutions by collaborating with people who are impacted by, or have knowledge of, the problem, issue, or challenge.

Level 3

Innovation & Creative Thinking

Implements new progressive programmes/processes.

- ◆ Keeps up to date with developments in own field. Uses this information to promote best practice.
- ◆ Encourages and facilitates others to generate ideas.
- ◆ Consistently thinks about an approach, process, or service with the view to improvement.
- ◆ Strives to continuously improve performance.

Level 3

**Please note that listed above are the top 6 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.*

Overview of Practical Arrangements

Hours and Place of work

Full-time, Monday to Friday, with flexible start and finish times and hybrid working in place. The nature of this post requires flexibility in the hours of work and will require occasional work in the evenings, at weekends and travel nationally.

The usual place of work shall be in Belong To's office at 13 Parliament Street, Dublin 2.

Holidays

In addition to the usual public holidays the annual leave for this position is 26 working days (pro-rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Belong To LGBTQ+ Youth Ireland has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times and any offer of employment may be contingent on Garda Vetting and Reference Checks. A copy of the organisation's Safeguarding and [Child Protection Policy and Vetting Policy](#) is available for review on our website.

Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Non-Compete/ Non-Solicitation

A condition of the contract of employment offered to the successful candidate will be a restrictive covenant commonly known as a non-compete and non-solicitation clause.

Pre-Employment Health Check

The successful candidate shall be required to complete a pre-employment medical check and be certified as fit to perform the duties of the role in advance of taking up employment.

Belong To LGBTQ+ Youth Ireland is an Equal Opportunities Employer.

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, family status, religious belief, membership of the Roma or Travelling community or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a role with Belong To LGBTQ+ Youth Ireland we create a number of both paper and digital records in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. To make a request to access your personal data please submit a request by email to privacy@belongto.org ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by Belong To LGBTQ+ Youth Ireland are set out in our [data protection policy](#).

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Belong To LGBTQ+ Youth Ireland may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Belong To provides for the employment of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

As part of the shortlisting process, candidates may be selected to take part in a phone screening interview. An invitation to take part in a phone screening interview will be at the discretion of the Expert Panel and does not guarantee a face-to-face interview.

Other Important Information

Belong To LGBTQ+ Youth Ireland will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline, or having accepted it, relinquish it, or if an additional vacancy arises we may at our discretion, select and recommend

another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Submitting an Application

Please submit a completed application form in advance of the **deadline for applications of 10am Monday 29th September**.

Applications should be submitted by email to: jobs@belongto.org. Please include **“Operations Manager”** in the subject line of the email.

We will inform candidates who have been successfully shortlisted. We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

Interviews are provisionally scheduled to occur on Friday 10th October at Belong To's offices. If you are unable to attend for interview on this date, please state so clearly on your application form.

Candidates should note that canvassing will disqualify.