

Making Connections: Operations & Development Lead **(<https://www.activelink.ie/node/112370>)**



Operations & Development Lead (Making Connections)

Job Title Operations & Development Lead

Reporting To Executive Director

Contract Full time 37.5 hours per week (subject to funding) 6 months probation period

Location Hybrid. Making Connections operates currently in Dublin South, with a business address in Clonskeagh. Flexibility required for occasional evening or weekend activities.

Salary €40,000 – €49,000 depending on experience

Benefits 25 days annual leave

Use of Car Full clean driving licence and use of your own car is essential

About Making Connections

Making Connections is a Dublin based volunteer-led non-profit organisation. Our mission is to alleviate loneliness and isolation among older people, empowering them to age well in their own homes and stay connected in their community. We deliver a range of community-based individual and group supports. Our main partners include HSE, local government, business partners and other local agencies.

Making Connections is a small but ambitious organisation. With a staff team of three,

we have developed highly successful scalable programmes – supporting hundreds of older people and managing over 100 volunteers annually. Our success has resulted in rising demand and waiting lists. We have also received increased recognition and support. We are in a strong position to expand and we are excited to launch a new growth phase in 2025.

About the Role

We're looking for an experienced professional who is ambitious about unlocking Making Connections' growth potential, and confident to lead our way forward. As a small team with ambitious goals, this role requires someone with both a strategic mindset and hands-on expertise in operations and financial management. This exciting role spans a broad range of work areas including strategic planning, finance and governance, systems and processes, and HR support.

The ideal candidate will not only excel in implementing effective systems and processes but will also bring vision and energy to help shape the organisation's future. In addition to relevant experience, the ideal candidate will be confident to pitch and implement new solutions and highly driven to meet targets. If you are an ambitious, mission-driven and eager to contribute to a larger purpose, we would love to hear from you.

Key Responsibilities

Strategic Leadership

- Assess the organisation's needs and recommend strategic initiatives to build capacity, including financial and operational frameworks.
- Act as a key decision-maker in operational and financial matters, taking ownership of outcomes and ensuring

- compliance with all legal obligations.
- Lead the design and execution of operational strategies to build capacity, improve efficiency, enhance impact measurement, and meet key objectives.
- Provide regular updates and strategic insights to support the Executive Director in organisational development.

Finance:

- Bring innovative solutions to resourcing and funding challenges.
- Oversee preparation monthly accounts and financial reports, ensuring clarity and accuracy.
- Monitor and manage budgets, particularly those related to restricted funding, ensuring timely expenditure, accounting, proper documentation, and compliance.
- Manage all donation software in use (e.g. Stripe, Just Giving, etc).
- Ensure proper administration is maintained for all funding and donations.

Governance:

- Manage CRO (Companies Registration Office) and CRA (Charities Regulatory Authority) administration.
- Ensure that our work is compliant with all policies/ procedures and legal obligations, including the Charities Governance Code and GDPR.
- Review and update current policies, identify new requirements and create new policies, and ensure compliance through internal auditing and compliance action plans.
- Lead the preparation for annual audits and ensure that required documentation is maintained throughout the year.

Operations:

- Identify and implement operational solutions to;
- improve the efficiency, scalability and quality of our programmes;
- enhance our monitoring and reporting capabilities;
- and support the growth of the organisation overall.
- Assess current standard operating procedures (SOPs) and implement improvement plans.
- Identify and implement improvements in data management (currently we use Salesforce CRM, which requires development, along with Excel tracking documents).

ICT, Data Management & Office Support:

- Oversee key datasets to ensure completeness and accuracy of data (including staff training and support).
- Manage the onboarding, and use of all relevant software (current examples include: Salesforce, M365, Dropbox, Jotform).
- Manage user access and permissions in accordance with GDPR principles and cyber security
- Provide ICT support to staff where required (e.g. laptop and user account setup).
- Manage procurement of office supplies, and programme resources.
- Manage logistics for all events.

HR Support (volunteers)

- Support volunteer recruitment.

All staff are required to be flexible, to work as part of a team, to ensure programme delivery and to meet organizational goals.

Other duties which do not significantly change the nature of the post, as may be determined by the Executive Director/Board.

Key Attributes

Leadership mindset: You are excited by the opportunity to shape the organisation's future in collaboration with a small, dedicated team, and confident in your skills and knowledge to play a pivotal role in our growth and development. You are a confident decision maker and can communicate your rationale effectively to senior management.

Strategic Thinker: You can see the big picture of Making Connections' potential, and transform this into tangible growth

strategies, and detailed action plans for the organisation. Strong analytical skills, with the ability to make data-driven decisions.

Highly Organised Self-Starter: You can work autonomously and are skilled at handling multiple projects simultaneously and consistently meeting deadlines. You identify challenges proactively, propose solutions, and implement them effectively.

Collaborative and adaptable: You demonstrate resilience in an evolving environment and understand the flexibility and team-work required within a small organisation.

Skills & Experience

Essential

- Qualifications and work experience:
 - Third level qualification in relevant field
 - At least 3 years relevant work experience
 - Relevant areas include: Operations, Business Development, Financial Management, etc
- Demonstrable track record of:
 - Contributing to strategic planning
 - Budgeting and financial planning
 - Developing systems and processes
 - Data management
 - Data analysis to support decision making
 - Leading projects or new initiatives
- Knowledge of:
 - The operational and financial requirements essential for a charity's growth and development
 - The governance and legal requirements of charities
 - GDPR compliance and best practices for data management
- Other skills/ experience including:
 - Proficiency in IT systems such as M365, Salesforce, Dropbox, and Excel, including creating dashboards and automations
 - IT savvy and able to adopt new software with ease and support staff onboarding and training
 - HR experience, including volunteer recruitment (desirable)

Other Essential Requirements

- Eligible to work in Ireland
- Owns a car + full clean driving licence
- Located in, or within short commute of Dublin South
- Garda Vetting

How to Apply

Please apply via our application form ONLY: <https://form.jotform.com/MakingConnections/OperationsRole2024>
(<https://form.jotform.com/MakingConnections/OperationsRole2024>)

You will be required to complete the application form and attach your CV. Only fully completed online applications will be accepted.

Applications made by email will not be considered.

The deadline for applications is **Friday 10th January** however, we may contact applicants for interview as applications are received.

Appointment is subject to satisfactory references. Due to large volume of applications we will only contact candidates who are shortlisted for interview.

For any enquiries, email communications@makingconnections.ie (mailto:communications@makingconnections.ie).

Making Connections is an Equal Opportunities Employer.

Region

Dublin 14 / Hybrid

Date Entered/Updated

25th Nov, 2024

Expiry Date

10th Jan, 2025

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