
PACE Training & Social Enterprise: Assistant Manager **(<https://www.activelink.ie/node/114610>)**

PACE Training & Social Enterprise is seeking a proactive and organised **Assistant Manager** to oversee, coordinate and manage its day-to-day operations ensuring that a high quality service is provided to PACE participants and customers.

PACE Training & Social Enterprise is seeking an Assistant Manager to oversee all aspects of the social enterprise including day-to-day operations, staff management and financial performance while ensuring that a positive environment is promoted throughout. Your ability to motivate those around you and assist with leading a team with an optimistic personality is a must for this role.

The ideal candidate will exhibit strong leadership and team management skills in ensuring that manufacturing, production and key-working teams are working together effectively across multiple departments and locations for the benefit of Probation Service stakeholders, programme participants, commercial customers and staff.

As a social enterprise we have a dual mission of (i) supporting people who are distanced from the labour market as a consequence of a criminal conviction—while (ii) operating a commercial business in which they can gain training, solid work experience, and a reference, that will enable them to transition (back) into the labour market and make a positive contribution to society.

The Assistant Manager will work closely with the Training & Social Enterprise Manager to oversee staff, maintain operational standards and assist in the achievement of organisational goals.

Job Title: Assistant Manager

Reports to: Training and Social Enterprise Manager

Location: Santry and Priorswood primarily

Working hours: 37 hours per week.

Salary: €55 - 58K

Key Responsibilities

The Assistant Manager will:

- assist the Training & Social Enterprise Manager by supervising the Project Co-Ordinator, Workshop Supervisor and team leads in overseeing **the daily operations** of the production facilities and sites: metalwork, woodwork, painting and horticulture, as well as commercial activities and the operation of the coffee businesses.
- assist in evaluating **team performance against KPIs**, providing constructive feedback, and identifying opportunities for improvement and development.
- be familiar with staff roles and approve annual leave, absences and rosters through HR Locker in consultation with team leads.
- oversee that high standards of **customer service** are consistently met, that business operations run smoothly and that escalated customer queries and grievances are handled effectively and professionally.
- act as the point of contact for **resolving** operational or customer-related issues and help implement solutions in a timely manner.
- support the **onboarding** process for staff members and assist in professional development initiatives.
- oversee induction processes and progression planning for participants by working closely with Project -Coordinator.
- assist with tracking key **performance metrics**, preparing reports for management, and ensuring that objectives are met within budgets.
- ensure that all departments are adhering to company **policies, procedures**, regulatory and health & safety **guidelines**. Promote a safe and clean working environment.
- implement and oversee quality control processes for products, services and progression programmes.
- work with the Social Enterprise Coordinator/team in identifying best value in purchasing materials and monitoring **inventory**, supplies and equipment to ensure smooth operations.
- work closely with the management team to ensure the **alignment of goals**, share feedback, and contribute to the

- overall success of the team.
- work with all Probation Service referrals and PACE participants.
- **take over** the duties and responsibilities of the Manager in the event of their absence and collaborate on strategic projects relevant to TSE and/or PACE as required.

Essential Skills and/or Experience

The candidate should have:

- experience and a qualification in management.
- The ability to manage direct reports, delegate and organise work projects in advance.
- strong interpersonal, team-working, problem-solving, listening and communication skills while demonstrating discretion and empathy.
- experience in managing incidents in a calm and professional manner.
- the ability to take direction and complete work as requested and within the specified timeframe.
- excellent customer service skills.
- a problem-solving approach, be a flexible thinker and be innovative and solutions-focused.
- experience of managing and successfully delivering quality results.
- flexibility to work evenings or weekends when necessary.
- own transport and full clean driver's license.
- a willingness to attend training as deemed necessary by Management.
- a clear understanding of, and respect for, professional boundaries in relation to service users and colleagues within and outside the service.
- proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) or relevant software or similar.

Desired Skills and/or Experience

- Knowledge of the Irish Prison and Probation Services.
- An awareness and an understanding of the issues that affect people with an offending background.
- Experience of working with people with addiction and/or mental health issues.
- Experience using Salesforce (or other CRM).
- Project management skills/qualification.
- Commitment to sustainability issues.

ABOUT PACE SOCIAL ENTERPRISE

PACE Training & Social Enterprise is part of the PACE Organisation, a voluntary sector organisation with a 55-year history of providing services (including prevention programmes and accommodation) for people with criminal convictions. Our programmes are particularly beneficial to supporting people who have served lengthy custodial sentences, in their transition from prison to community-based living and their safe reintegration into society.

Established in 2014, the **social enterprise** provides training and work experience opportunities—in a real commercial environment—for people who have experienced the Irish prison and/or probation system. Their work experience, in particular, provides participants with industry-ready skills and the opportunity to earn a reference that will help them into mainstream employment and onto a new career trajectory.

We manufacture planters and outdoor furniture in metal and wood at our workshop in Santry. The social enterprise also includes a horticulture site nearby where we propagate and grow plants for our planters.

We are currently developing a furniture upcycling facility that will serve as a model for informing and shaping a more sustainable future for all our businesses and for the organisation as whole.

We also operate a coffee business called the Mug Shot which provides retail and hospitality training and experience.

Please send CV and Cover Letter to recruitment@paceorganisation.ie (<mailto:recruitment@paceorganisation.ie>) before 5pm on Friday 18th April 2025.

Region

Santry & Priorswood, Dublin

Date Entered/Updated

24th Mar, 2025

Expiry Date

18th Apr, 2025

Source URL: <https://www.activelink.ie/vacancies/community/114610-pace-training-social-enterprise-assistant-manager>