

Job Title:	Centre Manager		Vacant
Reports To:	President of St James Conference	Location:	Croí na Gaillimhe Resource Centre, Galway
Region:	West	Date of Job Description:	March 2025

1. PURPOSE OF THE JOB

The Centre Manager will work closely with St James Conference to Plan, Develop, Coordinate and implement the Project work plan for the centre consistent with the aims of Croí na Gaillimhe and the Society of St Vincent De Paul

2. ENVIRONMENT OF THE JOB

Croí na Gaillimhe (The Heart of Galway) Resource Centre offers social, educational and developmental support for people who find themselves isolated or socially or economically excluded.

The resource centre acts as a social network for people living in the City or County of Galway, where they can attend classes, clubs and groups, meet up with old friends or meet new friends, take part in activities which are enjoyable and fun, sometimes educational or creative as well as accessing useful information and resources.

We provide a range of social and learning support services to people in Galway across the entire intergenerational and intercultural spectrum. As a result of our work many social and personal development needs of individuals, as well as certain wider family and community needs, are met. In partnership with other agencies and organisation we contribute to a better served individuals, families and communities.

SVP is committed to ensuring that everyone we encounter, regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation. All employees are expected to act in accordance with SVP policies on Dignity & Respect and Safeguarding in respect of related Children and Vulnerable Adults Safeguarding policies and procedures.

The Society is Christian based with a strong sense of Gospel values. The founder of the Society, Blessed Frederic Ozanam, was a devout Catholic and his legacy of spirituality remains a key element for volunteer members of the Society and underpins the conduct of conference meetings. It can often therefore be normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at meetings where members are in attendance as this underpins the ethos of the Society. There is no requirement for staff members to actively participate in the saying of prayers but to respect the ethos of the Society and be aware that this practice may occur.

3. GUIDANCE AND AUTHORITY

The job holder will report to the President of St James Conference. The job holder currently manages a team of five staff

The post holder is expected to operate with considerable autonomy. The nature of matters referred upwards are those:

- Where significant resistance is experienced in the development of good practice and implementation of policy.
- Where practice or proposed practice places stakeholders in a position of risk e.g. a child, a vulnerable adult, members, volunteers and the reputation of the Society.
- Where decision will have a significant impact on the workload of others.

4. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	HOW ACHIEVED
1. STRATEGIC & OPERATIONAL PLANNING	<ul style="list-style-type: none">• Develop a 3-year Strategic Work Plan in conjunction with St James Conference, staff and relevant agencies to reflect the philosophy and objectives of SVP.• Ensure that the overall objectives and initiatives of CNG are achieved• Coordinate an overall external evaluation of the project every 3 years.• Review work plans quarterly with staff and maintain good records of evaluation and monitoring on all programmes• To continually reassess the operational risks inherent in the project taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures and practices and any impact of management restructures/new technology.• Identify and plan for the provision of training programmes, classes and clubs for our target groups: Older people, Men, Youth, Children and International Protection Clients.• Build alliances/networks and liaise with the Society of St Vincent de Paul, relevant local, regional and national statutory and voluntary agencies.

<p>2. Personnel Management (a) MANAGING AND DEVELOPMENT OF CENTRE STAFF</p> <p>2 (b) VOLUNTEERS</p>	<p>Oversee the recruitment, Supervision, support and line- management of staff and ensure that relevant documentation is updated on the HR information systems</p> <ul style="list-style-type: none"> • Develop individual training and development plans for all staff within the centre. • Support, manage on staff issues as they arise. • Hold regular structured meetings with staff to discuss workplans, future strategies and priorities. • Hold staff Support and Supervision Meetings. • Work with Human Resources regarding managing potential employee relations issues. • Responsible for ensuring compliance with Safeguarding measures <p>VOLUNTEERS</p> <ul style="list-style-type: none"> • Be responsible for the recruitment, training, Induction supervision and support of volunteers • Ensure the volunteer policy is always adhered to, particularly around recruitment, induction and safeguarding training and keep relevant records • Carry out Thank you days for volunteers.
<p>3.FINANCIAL CONTROL AND MANAGEMENT</p>	<ul style="list-style-type: none"> • Responsible for setting annual budgets and ensuring an effective financial management system is maintained in the centre' in conjunction with the President and Treasurer of St James Conference • Support St James Conference SVP's Internal Auditors and external accounting firm to undertake the annual financial audit. • Oversee the administration of the centres accounts through in house accounts systems, online banking and reporting monthly accounts to the Treasurer of the Conference. • Manage budget for each programme area in collaboration with relevant programme coordinator • Meet with Treasurer and Administrator on a regular basis to appraise progress and where required recommend changes to St James Conference. Ensure all accounts are up to date and accurate. • Manage payroll exception instruction • Monitor and manage the process of grants and funds available to the Centre. • Administrator the grant tracking spreadsheet in collaboration with SVP National Corporate Doners Manager • Complete grant applications to sources including statutory and public funding streams as well as private funds and foundation grants on an annual basis. • Ensure all relevant reports are returned to the funding agencies we receive grants from. • Report on restricted and non-restricted funding to St James Conference.

**5. PROJECT
COORDINATION &
ACCOUNTABILITIES**

- Have oversight of all aspects of services provided by the centre and ensure high standards and quality programmes are maintained in line with regulations.
- To coordinate the overall running of CNG and to work in close cooperation with other programmes operating in the centre e.g. TUS, CE Scheme and Job Initiative.
- To encourage the active participation of volunteers, target groups and the public at large in the work of the project.
- To examine and analyse the current provisions for the Projects target groups with a view to identifying gaps and developing new approaches.
- To prepare and present to St James Conference monthly, quarterly reports and annually on the development of the project's services and specific projects
- Promote CNG on all media sources, give presentations to other groups (including SVP) about our work.
- Develop constructive and sound relationships with SVP, government and non-government bodies, business and local authorities.
- Hold learning events, public events for participants.- regularly seeking feedback and input from them
- Continually, monitoring programmes, clubs and classes looking for new approaches. Being involved with the Consortium of agencies working with International Protection Clients locally in Galway
- Dealing with queries that people may have in a confidential manner.

<p>GOVERNANCE AND SAFEGUARDING</p>	<ul style="list-style-type: none"> • Oversee and implement all policies and procedures in the centre including but not limited to SVP policies on safeguarding, HR, GDPR, Risk Management finance and best operational practice in all programmes. • Ensure the Centre is compliant with all relevant areas of legislation and regulation. • Report on Safeguarding and Health and Safety issues in line with protocols and procedures. • Keep St James Conference and Homework Club Steering Committees fully informed on Safeguarding and Health and Safety issues. • Carry out the role of Designated Liaison Persons for the centre • Attend quarterly DLP meetings both within the society DLP network and in the centre. • Oversee the annual review of safeguarding and health and safety practices and procedures in the Centre including conducting risk assessment for both children, international protection applicants and vulnerable adults. • To liaise with and work in collaboration with the SVP National Children and Family Services Department attending Peer Support Network meetings and other such events as appropriate and required. • Act as a coordinator for any urgent response i.e. Covid 19 • Continually check Risk Assessments and report any issues to St James Conference. Ensure staff implements Health and Safety in their areas of work.
<p>FACILITIES MANAGEMENT</p>	<ul style="list-style-type: none"> • Be responsible for implementation of all aspect of health and safety legislation in the centre i.e. H&S Plan and fire Register • Manage and coordinate the maintenance and facility management of the centre.
<p>OTHER</p>	<ul style="list-style-type: none"> • Coordinate programmes and be responsible for same if staff are absent.

6. OTHER INFORMATION

In addition to the duties and responsibilities listed above, the job holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required from time to time to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such change.

The Society is committed to the Right to Disconnect Code of Practice which applies to all employees irrespective of where they work, be that office, service, home or other remote location, or their working pattern, either core, shift, or flexible hours.

Given the nature of our organisation, employees may request or be required, depending on their role and agreement of management, to work in a more flexible manner and occasionally outside of their normal/standard working hours. Certain roles by their nature may have a requirement to work evenings or weekends and may be on a shift pattern (as detailed in the written particulars of employment), others may be required to attend evening or weekend meetings with members or may be subject to annual peaks and troughs in the workload. These are usually normal, expected and foreseeable work-related requirements and staff should ensure that they receive the required breaks and compensatory leave as detailed in the Society's Time off in Lieu policy. Employees are responsible for notifying their manager in writing of any statutory rest period or break to which they are entitled to and were not able to avail of on a particular occasion and the reason for not availing of such rest period or break within one week

7. EDUCATION, KNOWLEDGE, EXPERIENCE AND SKILLS TO UNDERTAKE THE ROLE AT A FULLY ACCEPTABLE LEVEL

EDUCATION

A third level qualification in a relevant discipline is required for this role (e.g. Social Studies/Care, Community Studies, Community Education or related field) at Level 8 NQF or Higher is essential

KNOWLEDGE

- Self-motivated with excellent team leading skills.
- Ability to oversee and support the work of volunteers.
- A team worker with an ability to prioritise tasks
- Excellent IT skills including knowledge of record keeping and databases.
- Have excellent communication, facilitation and relationship building skills
- Delivery focused, with an expertise in people management.
- Excellent numerical skills and a working knowledge of budgeting management techniques.
- meticulous attention to detail.
- Working knowledge and training in Safeguarding – training will be given
- An understanding and interest in community development and social inclusion issues
- Knowledge of relevant legislation i.e. Children First and Health and Safety

EXPERIENCE

- At least 3 years' experience working in a leadership/management role in an educational/training/**Community setting is essential**
- Experiencing in team leading or supervising staff and volunteers.
- Experience in the various aspects of this role
- Experience of dealing directly with the public in a support setting
- Experience of the community / voluntary sector is desirable
- An understanding and interest in community development and social inclusion issues

The person must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics

8. MAIN TERMS AND CONDITIONS

Contract Type:	Permanent
Hours:	37.5 hours per week
Pension:	5% or 7% employer contribution 5% or 7% employee contribution *Employer matches employee contribution
Salary:	€50,000 per annum

9. COMPENSATION & BENEFITS

All SVP benefits are subject to the prevailing policy and associated length of service requirements	
Pension	A core DC pension offering with a 5% employer and employee contribution, and an option to increase to 7% employer contribution on a matching basis
Life assurance	Four times salary
Sick pay	Entitlement to sick pay following 13 weeks, with level of entitlement increasing with length of service (Subject to terms of policy)
Health plan	Group discount for Hospital Saturday Fund (HSF)
Annual leave	23 days annual leave for all staff. Additional day's leave at 5, 10, 15 & 20 years, with a cap of 27 annual leave days
Discretionary days	2 Discretionary days (Christmas Eve & Good Friday)*
Maternity/ Adoptive leave	18 weeks full pay for staff with more than 12 months service
Paternity leave	2 weeks full pay for staff with more than 12 months service
Christmas Voucher	€250 voucher for all staff (Subject to terms of policy)
Employee Assistance Programme (EAP)	6 counselling sessions provided per annum
Life Appreciation recognition	Additional one-off 5 days annual leave allocated in year that 25, 30, 35 & 40 years service achieved, plus €250 voucher
Retirement	Staff with 10+ years service will receive a €250 voucher on retirement
Education Support	Fee support up to €1,500 for job relevant courses, plus exam and study leave Further Education Support (Subject to terms of the policy)
Hybrid/Flexible Working Available	SVP support and embrace Flexible Working, including working from home, in line with the SVP Flexible Working Policy (Where appropriate and subject to role requirements and policy)
SVP Experience Day	Up to one discretionary day per year to experience a different aspect of the work of SVP (Subject to conditions)

The information contained in this job description is a true and accurate reflection of the job as at the date specified.