



Role Specification for Operations & People Manager

Job Title:	Operations & People Manager
Hours of Work:	25 – 35 hours a week with occasional weekend and evening work required.
Location:	Based in Dublin's South West Inner City (The Liberties) with potential for hybrid working.
Salary:	8-point scale starting at €51,975 (point dependant on qualifications and experience).

The successful applicant will work within the spirit and values of Solas Project, the vision of which is an Ireland where all children and young people truly know their self-worth and can take full advantage of their potential. We are achieving this through a range of innovative and holistic interventions from childhood, through adolescence and into early adulthood. We invite appropriately qualified individuals to apply who are committed to seeing young people at risk of being marginalised by society equipped and empowered to live their lives to the full.

Background to the Role

Solas Project is seeking to recruit an experienced and dynamic Operations Manager to its leadership team. This is a busy role managing a broad range of areas – HR, Facilities, Supporter Relations and Health & Safety.

The Operations Manager will report directly to the CEO and work closely with the Finance Manager and the Leadership Team. They will manage a small support team including admin and maintenance staff. This role also requires working closely with all teams across the organisation. The ideal candidate will have excellent communication and interpersonal skills, a passion for the vision and values of Solas Project, and the flexibility and adaptability to work in a team-based environment.

The successful applicant does not require expertise in all the areas listed, but rather an ability to oversee these functions and to work within a multi-disciplinary team. Applicants with a variety of experiences and qualifications will be considered.

Role Requirements

Essential:

- At least 5 years' experience of general management or HR management.
- Proven experience of leading, managing and developing a multi-disciplinary team.
- Ability to think strategically, and to formulate and implement strategic initiatives, manage projects, problem solve and comfortable in resolving operational issues.
- Ability to work under pressure and respond quickly to changing priorities
- Excellent administration skills and attention to detail with a thorough knowledge of MS office suite
- Highly developed interpersonal skills and strong verbal and written communication skills.
- Ability to work on own initiative, be self-motivated and flexible, ability to meet deadlines in a busy role.
- Passionate about the work of Solas Project and committed to its vision and values.

Desirable

- Third level qualification in a relevant field eg. HR, Business, Management, Health & Safety.
- Knowledge and experience of the Irish non-profit sector.
- Knowledge of HR in practice and of Irish Employment Legislation
- Experience in facilities management and managing Health and Safety requirements.
- Knowledge and experience of implementing Health and Safety policy and practices.
- In-depth knowledge of data protection requirements.

Role Responsibilities

(Please note: These tasks will be undertaken with the support of the Administration & Support Team)

Organisational Leadership

- Lead the support team to support effective and efficient delivery of programmes.
- Contribute to organisational strategy and decision-making including working together with the Board as part of the Leadership team to deliver on Solas Projects' Strategic Plan 2024-28.
- Nurture good relationships between Solas Project teams, coordination of work and promote cross team collaboration.
- Represent Solas Project 's values and professional standards at events, networks, meetings as required.

HR

- Oversee all recruitment, ensure alignment to equality legislation and consistency, with support from the Leadership team.
- Produce Staff Contracts & oversee renewals, additions or reduction to working hours.
- Develop and oversee staff induction process and liaise with line managers to ensure consistent approach.
- Oversee staff leave (eg. annual leave, maternity, sick leave) and taking corrective actions where necessary.
- Oversee staff performance and appraisal processes which will be carried out by Line Managers.
- Support Management with specific staff issues including liaising with external HR Support as required.
- Develop and regularly review HR policies and procedures.
- Oversight and organising of staff training and development in line with best practice.
- Develop and promote ways to encourage staff wellbeing and improve staff retention.
- Work with Leadership team on developing and documenting the culture of Solas Project.

Facilities

- Responsibility for oversight of all Solas Project premises, including responding to emergencies as required.
- Responsibility for maintenance of all Solas Project premises including oversight of cleaner and caretaker.
- Oversee Lease/Licence agreements for all premises.
- Oversight of all utilities across premises (eg. landlines, internet, electricity, gas, bins, printers)
- Ensure annual review of all premises including appropriate furniture, flooring, equipment, paint work etc.
- Oversight of Vehicles including maintenance, annual CVRT, tax and insurance.
- Support in the sourcing and project management of any new premises, including organising moves, fit out, liaising with contractors etc.
- Oversight and development of IT systems and equipment with support of team.
- Manage organisations physical assets and resources.

Compliance & Health and Safety

- Oversee IT processes across the organisation (PCs, Outlook, Sharepoint, phones, photocopier).
- Oversight of Solas Project policies database, ensuring reviews take place as required.
- Oversight of Insurance including ongoing reviews and regular communication with insurers.
- Responsible for Data Protection compliance including reviewing and implementing data protection policy, ensure monitoring and adherence across the organisation and regular reviews of data for disposal.
- Ensure up to date Health and Safety Policies and practices across all venues including regular reviews.

- Oversight of fire safety including organising and performing Fire Drills

Supporter Relations and Communications

- Build and maintain relationships with private funders, individual donors and corporate partners with the support of the Leadership team.
- Support individual and group fundraising events through planning and attendance when required.
- Together with Finance manager, development & oversee fundraising policy.
- Support the Leadership and Finance team with grant applications.
- Support the development of internal and external communications within the organisation.

General Solas Project Responsibilities:

- Be familiar with and abide by the organisation's policies and procedures, including child protection and health and safety guidelines.
- Assist with the running of any of the other project's programmes or activities as required.
- Engage in training and development opportunities and actively engage with supervision process.
- Contribute to the wider strategic development of the project by playing an active role.
- Ensure that the vision and values of the project are reflected in a consistent manner in all activities.

To apply:

Please email a CV and detailed cover letter to Amy Carey, CEO at amy@solasproject.ie by Monday 14th April at 5pm.

Employee Benefits

- Matched 5% employer pension contribution after successful probation period.
- 24 days Annual Leave.
- 3 additional annual leave days for long service (2 after 2 years, 1 after 5 years)
- 5 Company Days in addition to annual leave (at Christmas and Easter)
- Paid maternity leave and sick leave.
- Comprehensive induction, training and supervision.
- Bike to work scheme.
- Employee Assistance Programme.

Solas Project is an equal opportunities employer and is open to flexible working practices including job sharing. Possessing a criminal record does not exclude you from applying for this role.