COO Job Description 

**About the role**

Community Law & Mediation (CLM) is at an exciting stage of development. The organisation has grown in the last 5 years and its current strategy envisages further growth. As a result, we wish to recruit a dynamic leader to the newly created role of Chief Operating Officer (COO). This senior leadership role will direct the operational activities of the organisation.

The COO will strengthen CLM's capability to implement its strategy and this role is an opportunity to shape a growing and dynamic organisation. As the first COO of CLM, you will have the scope to design and grow the role over time. The role reports to the CEO. While ultimate accountability to the Board rests with the CEO, lead responsibility for key organizational goals will be split between the two roles. The COO will also deputize for the CEO as needed.

**About CLM**

Community Law & Mediation (CLM) is a community based, independent law centre and charity providing services nationwide and operating in two locations: Dublin and Limerick. It was founded in 1975 and assists on almost 6,000 issues annually through its services, which include free legal advice and representation; information and education; and mediation and conflict coaching. CLM also campaigns for law reform, and for the safeguarding of rights already enshrined in law.

In 2021, CLM set up the Centre for Environmental Justice, the first of its kind in Ireland. The Centre aims to empower and equip individuals, community groups and organisations to challenge environmental injustice using the law. For more information, take a look at our [website.](https://communitylawandmediation.ie/)

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| Title | Chief Operating Officer |
| Purpose of Role | Responsible for operations and financial management of CLM |
| Reports to | CEO |
| Salary | Details available on request |
| Hours  | The working hours are 9.30am-5pm (9.30am-4pm on a Friday). CLM are flexible as to whether this is a 5 day or 4 day week role. *If the candidate wishes to work a 4 day week, salary, leave and benefits will be reduced on a pro rata basis.* |
| Duration of contract | Fixed term for 2 years, subject to a 6-month probation period. It is hoped to secure sufficient funding to enable the role to be longer term. |
| Start date | Immediate  |
| Location | CLM Offices, Northside Civic Centre, Bunratty Rd, Coolock, Dublin 17. Some travel may be required. CLM’s current remote working policy provides that staff work at least 2 days per week in the office. |
| Application | The closing date for receipt of applications is 5pm Wednesday 23 April 2025.   |
| Position Profile:**Key responsibilities**General * Review overall performance and oversee the day-to-day running and management of organisational activities of the organisation.
* Actively contribute to the strategic development of CLM while driving initiatives to achieve its vision and objectives.
* Deputise for CEO where required and appropriate.

Operations* Develop and ensure optimal structure for organisational growth and development with consideration of issues such as stakeholder engagement, staffing levels and organisational branding.
* Develop impact measurement system including setting well defined outcomes for CLM’s services and capturing, analysing and reporting data on activity & impact across services.
* Overall responsibility for data systems, data management and data protection, including reviewing how service data is used to inform decisions on strategy.
* Work with Management Team to review IT systems, processes and working practices to identify any changes that can reduce the administrative workload across the organisation.
* Manage relationships and contracts with external stakeholders in relation to CLM’s services.
* Work with Managing Solicitor and Office Manager in relation to external quality assurance audits.

Governance * Ensure appropriate risk management policies in place and implemented.
* Ensure, in consultation with the CEO, Office Manager and the Board, appropriate governance policies are in place and implemented and that all legal and regulatory obligations, including in relation to data protection are met.
* Report to the Board of CLM on the operations and financial position of the Organisation.

HR* Ensure compliance with all CLM HR policies and processes.

Finance / Funding * Work with CEO to ensure sustainable funding for the Organisation including through grants.
* Liaise with CEO and CLM Accountant re preparation of annual Budget.
* Oversight and management of organisational budget, ensuring compliance with funding targets.
* Liaise with CLM Accountant re monthly accounts/payroll/payments/annual audit.
* Ensure compliance with all CLM financial policies and processes.

At all times, operate to the highest professional, ethical and performance standards. This includes adapting effortlessly to changing circumstances in CLM and flexibility as reasonably required. |
|  **Core Requirements*** Inspirational, empathetic approach to supporting a growing organisation to keep ahead of the curve on operational needs and respond quickly to a changing business environment.
* Clear understanding of organisation structure, operations, finance and change management.
* Excellent interpersonal and communication skills, both verbal and written.

**Required Experience*** Educated to degree level relevant to the role
* Demonstrable experience of being a proven strategic, creative and flexible leader, able to identify and implement new ways of working, seize unexpected opportunities and encourage and develop these skills in others.
* Experience in organisational management and planning at a strategic level.
* Experience in financial oversight responsibility, with a strong understanding of charity financial management and reporting and the challenges of running a small charity.
* Comprehensive understanding of charity governance requirements, including risk management and mitigation, and an understanding of key areas of operational compliance, e.g. data protection.
* Demonstrable experience of driving the development and implementation of strategic plans and organisational change processes, especially supporting staff through such changes.
* Experience in project management, and the ability to provide project support and oversight.

**Personal Characteristics*** Self-starter, comfortable thinking independently, working without significant direction, meeting targets and taking responsibility with integrity.
* Strategic thinker with the ability to transfer vision into actionable plans.
* Team player who fosters a collaborative, warm, stable and secure environment.
* Solves problems in a constructive, inclusive and creative manner, focused on results.
* Able to cope with and respond positively to change, seeks out learning opportunities and willing to learn and adapt.
* Communicates effectively in a constructive and approachable manner as well as excellent written communication skills and attention to detail.
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