



Role Description: YWCA Ireland Development and Operations Manager (Dublin City)

Job Title: Development and Operations Manager (Maternity Leave)

Reporting to: YWCA National Board

Hours per week: 38 hours

Salary: €35,000 per annum

Organisational Overview

YWCA Ireland (Young Women's Christian Association of Ireland) is a national membership-based women's Organisation and registered charity affiliated with the World YWCA movement.

The YWCA Student Residence at 64 Lower Baggot Street in Dublin 2 provides affordable accommodation to students and visitors in a convenient city-centre location.

Job Summary

The Development and Operations Manager will manage the day to day operations of the YWCA Residence ensuring that it is managed cost effectively and to a high standard, meeting the needs of our service users and contributing directly to the strategic focus of the national association. In addition, the Development and Operations Manager will be responsible for maintaining and enhancing human resources in the Residence by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.

KEY RESPONSIBILITIES & ACCOUNTABILITIES:

Human Resources Duties:

- Oversee, develop and mentor the Residence staff and volunteer team. Facilitate Employees development, professional development and on-going training for the Employees.
- Create an environment in which Employees and volunteers are clear about their individual roles and responsibilities, feel supported and are accountable to the Organisation.
- Ensure that employees and volunteers are set achievable and challenging professional and personal goals that are appraised.
- Roster staff in accordance with business levels and budgetary constraints
- Delegate duties to Residence staff and volunteer team.
- Recruit, induct and train new Employees to a high standard.

- Oversee the implementation of relevant policies and procedures relating to human resources, day to day operations and health and safety.
- Ensure that all work is conducted within the context of YWCA Ireland's governance guidelines.

Strategic Development Duties:

- Further develop activities relating to YWCA Ireland's vision, mission and Christian ethos.
- Actively input to YWCA Ireland's strategic planning activities.
- Produce action plans and reports for the YWCA Residence in line with YWCA Ireland's strategic plan.
- Review the YWCA Student Residence communication tools and develop a communication strategy.
- Oversee the development of professional marketing materials for the Residence in line with YWCA Ireland's national brand.
- Identify and build strategic relationships with key stakeholders.

General Management Duties:

- Maintain overall responsibility and accountability for day to day operations of the YWCA Residence, health and safety, monthly, quarterly and annual reporting, budgeting and audit.
- Attend YWCA Centre Manager's Network Meetings, Annual General Meetings and any other YWCA events and meetings as required.
- Attend appraisals and training as required.
- Such other duties as may reasonably be required from time to time.

Essential Qualifications and Experience:

Key requirements for the position of the Development and Operations Manager include:

- A recognised third level qualification in operational and human resources management or a similar field and/or a minimum of 3 years' experience in a related field.
- High level of proficiency in Microsoft Office especially Outlook, Excel, Powerpoint and Word.
- Experience of working in a charitable, women's or faith based context developing strategic programmes and opportunities.
- Experience of professional reporting and strategic planning.

Person Specification

The ideal candidate will have:

- Ability to hire, develop, mentor, lead, and empower a staff team.
- Excellent rapport building, networking and relationship management experience.
- Ability to provide strategic leadership and management, ensuring that the vision is not lost in the daily operations of the Organisation.
- Ability to communicate, verbal and in written form, effectively with your team, and to YWCA President and General Secretary. Coordinate Employee meetings to provide relevant information and clear communication.
- Conduct weekly or bi-weekly one-on-one meetings with staff members.
- Ability to work well under time pressure.
- Ability to perform critical analysis.
- Passion and ability to help shape the future of our Association including a commitment to developing fresh approaches and innovating as appropriate.
- Strong budgeting skills with the ability to forecast costs and revenue, drive revenue and control expenses.
- Set clear priorities between competing demands for resources and manage own tasks and priorities effectively.
- Knowledge of YWCA Ireland and World YWCA.

In order to maintain the ethos of the Association (ref: section 37-(1) (a) of the Employment Equality Act, 1998), applicants must be in full agreement with the ethos, principles and values of the YWCA.

Application Details:

To apply for the position of Development and Operations Manager (Maternity cover) please send the following documents by email to joan@ywcadublin.ie Applications should be addressed to Joan Adams, Development and Operations Manager.

1. Cover letter, outlining your suitability for the post and reason for applying as well as full contact information.
2. Full CV

Closing Date for receipt of applications is 25 October 2017.

All applications will be acknowledged.

Interviews for shortlisted candidates will be held week beginning 6th November, 2017.

Young Women's Christian Association of Ireland is an Equal Opportunities Employer.