



Job Description and Person Specification	
Job Title	Northside Partnership Operations Manager
Reporting to	Northside Partnership CEO
About Northside Partnership	<p>The Northside Partnership is a Local Development Company working with individuals and communities in north east Dublin to bring about positive changes in their own lives and in the life of their community.</p> <p>A registered Charity, we work to improve opportunities for people experiencing poverty and disadvantage and offer a range of programmes and services to support individuals, local organisations and communities across the Northside Partnership catchment.</p> <p>Our key beneficiaries include long term unemployed people, early school leavers, those living with addiction issues, disadvantaged families, lone parents and people living with disabilities.</p> <p>Operating from four locations we provide a range of services including the Local Employment Service, Tus Community Work Placement Programme, Micro Enterprise Supports, Career Guidance, family supports and governance and capacity building supports to local community groups.</p> <p>Our work is funded by the Irish Government, charitable organisations and private sources.</p>
What is the purpose of the job?	<p>This is a senior role within the organisation and entails working with the Management team in supporting and developing systems, processes and procedures to enable the delivery of client centric services whilst ensuring compliance with legislation, specific guidelines of funded programmes and quality assurance.</p> <p>Working with the Management team the Operations Manager has responsibility for developing, documenting and the continuous improvement of processes and policies in support of organizational goals including client engagement and programme implementation.</p> <p>Working across the organisation the Operations Manager will contribute to the development of a client centric business model that ensures all activities/programmes implemented by Northside Partnership work together to achieve best outcomes for our beneficiaries.</p> <p>A key aspect of this role entails the leveraging of technology to reduce costs, improve efficiencies and ensure compliance and standards across a number of areas including:</p> <ul style="list-style-type: none">• Social services programme design, development and implementation,• Tracking of client engagement across the organisation (CRM)• Management Information Systems (SharePoint)• Information and data analysis (to inform business decision making)• Social impact measurement and assessment• Facilities management, energy efficiencies and environmental impact management

Main Responsibilities of the job (Job Description)	
Development of key business systems, processes and procedures to ensure client centric service delivery and support	<p>Working as part of the Management team to develop and document systems, process, procedures and controls across all Northside Partnership Programmes to ensure quality standards are achieved and maintained.</p> <p>Responsible for:</p> <ul style="list-style-type: none"> • Ensuring that systems, processes and procedures are fully optimised to capture client outcomes across Northside Partnership’s activities • Developing effective monitoring and reporting systems to aid business decision making and lever insights into organisational effectiveness and social impact • Ensuring that systems, process, procedures and controls are in place to track and manage both digital data and paper records to reduce administration, duplication of data and environmental impact.
Data Systems and Data Management	<p>To oversee the implementation of organisation wide information management systems including Salesforce CRM, SharePoint and other technological solutions that can enhance organisational effectiveness.</p> <p>Responsible for the management of all beneficiary and staff data and ensure compliance with Data Protection legislation</p> <p>Manage relations with key IT service providers to ensure all systems are optimised to support business objectives</p> <p>Identify potential IT solutions that can be levered to improve overall organisation effectiveness, inform business decision making, reduce administration costs and enhance client outcomes</p>
Facilities Management	<p>Have lead responsibility for the management of NSP facilities including:</p> <ul style="list-style-type: none"> • Health and Safety • Building maintenance • Lease agreements • Energy efficiency, waste management and reducing environmental impact
Quality Assurance	<p>Lead responsibility for the achievement of an organisation wide Quality Assurance mark such as Q-Mark, ISO 9000 or similar external validation system.</p>



Risk Management and Mitigation	<p>Management and reporting of Risk across the organisation including</p> <ul style="list-style-type: none">• IT, Communications and critical business systems• Facilities Management• Health & Safety <p>Preparing and testing contingency plans in identified risk areas including:</p> <ul style="list-style-type: none">• IT systems/data management• Fire• Flood
Public Procurement and preparation of tender proposals	<p>Supporting the CEO and Management team in the design and implementation of public procurement processes in key areas such as:</p> <ul style="list-style-type: none">• IT and Communications Support• Audit• Provision of Training <p>Contributing to the preparation of funding applications and tender proposals as required</p>
Health and Safety	<p>Working with the Northside Partnership Health and Safety Committee to ensure a safe working environment is maintained for staff and clients</p> <p>Responsibility for Health and Safety matters in Northside Partnership's Kish House and Amien's Street Offices.</p> <p>Responsibility for accident/incident reporting including mandatory reports and management of reporting systems/processes</p>

Person Specification	
Qualifications	Degree in relevant field such as Business Administration, Computer Science, Information Technology, Service Design,
Experience	<ul style="list-style-type: none"> • Minimum three years experience operating at senior management level • Expertise in project management and process development • Expertise in IT including management information systems, Customer Relations Management, SharePoint or similar • Experience of change management in a complex, dynamic environment • Experience of the following <ul style="list-style-type: none"> ○ Strategic planning ○ Public service design, ○ Customer/client journey mapping, ○ User centred design
Personal Attributes	<p>Creative and innovative individual with experience and knowledge of human service design and delivery and the capacity of technology to capture and track engagement whilst ensuring staff expertise remains client focused.</p> <p>Ability to manage and drive a diverse portfolio of responsibilities</p> <p>A clear understanding of how technology, data collection and analysis can lever insights to enable the continuous development of services and supports to drive organisation effectiveness.</p> <p>As a driver of change the Operations Manager will require excellent interpersonal skills to ensure buy in from staff across the organisation</p>

Terms and Conditions of Employment	
Location	Northside Partnership, Kish House, Greendale Road, Kilbarrack, Dublin 5.
Salary	Subject to Experience €47,548 - €58,264 (Including 2 long service increments)
Contract Type	Northside Partnership is offering a 2 Year Fixed Term Specific Purpose Contract.
Annual Leave	22 working days exclusive of public holidays with one additional day awarded after each year of service up to 25 days.
Travel & Subsistence	Travel and subsistence will be paid at public sector rates
Probation	A probationary period of six months will apply
Pension	Northside Partnership operates a defined contribution group pension scheme. Employees have access to the scheme on successful completion of their six month probationary period.
Garda Vetting	Appointment to the role of Operations Manager is subject to the outcome of the Garda Vetting process.



Northside
Partnership