



Age & Opportunity

Operations and Governance Manager (Deputy CEO)

Position:	Full-time, 37.5 hours per week (flexi-time)
Contract:	Two-year specific purpose contract initially
Salary:	€67,500
Reporting to:	CEO
Direct reports:	Salesforce Coordinator Office and Compliance Support Senior Management Team (on operational issues)

Background

Age & Opportunity is the national organisation that provides a range of opportunities for older people who want to get more involved in arts and culture, sport and physical activity, civic engagement and personal development.

Our mission is to enable the best quality of life for us all as we age.

Our vision is of an Ireland where all older people can be more active, more visible, more creative, more connected, more confident, more often.

We have an opportunity for a candidate who is highly motivated, with a strong governance and operations background, to join our organisation as Operations and Governance Manager (Deputy CEO). This is a busy role which will require the successful candidate to have a flexible approach and the ability to prioritise tasks.

Job Description

Tasks and Responsibilities:

Operations Management

- Ensure that operational resources are aligned to support Age & Opportunity's strategic objectives.
- Proactively act as a member of the Senior Management Team, supporting the implementation of the organisation's strategy and the work of the CEO.
- Advise and support the CEO with regard to current and emerging areas of interest and concern to the organisation's mission.

- Be responsible for all operational matters including annual reporting, business planning, IT, database management, health and safety, risk management, insurance, legal, GDPR, funding applications and business case development, procurement, contractor appointments and complaints management.
- Line manage the Salesforce Coordinator and be responsible for CRM system development and implementation and management across the organisation.
- Liaise with the HR Manager in relation to relevant issues.
- Implement best practice to ensure optimum use of resources.

Project Management

- Undertake special assignments as directed, including programme and project management.
- Working with other SMT members, take responsibility for grant-related finances, including but not limited to the development of budgets for all proposals/grant applications, monitoring performance against allocation for all grant-funded project expenditure and the production of all funding / grant financial reports in the format required.
- In conjunction with the CEO and other SMT members, liaise with funders where appropriate, and ensure that reports are provided to funders in the timeline required.
- In conjunction with the organisation's Financial Controller, assess overall financial risks and opportunities for the organisation as well as ensuring value for all spending.

Governance and Compliance

- Ensure that all statutory and governance requirements of the organisation are met across all areas of the organisation, including internal audit and funder audit requirements.
- Liaise with the relevant SMT members to ensure compliance with all funder agreements, contractual obligations, including any general guidelines or circulars issued by statutory sources relevant to Age & Opportunity.
- Record a database of all funder agreements and requirements and oversee implementation of all requirements in conjunction with the CEO and relevant SMT members.
- Oversee the management of the organisation's Risk Policy and Risk Register.
- Provide secretariat support to the Company Secretary to ensure that all necessary returns are made to the Companies Office, Charity Regulator and any other regulators as required.
- Provide general secretariat support to the CEO and the organisation's committees and Board when required.
- Line manage the Office and Compliance support function.
- Maintain own knowledge of relevant regulations and legislation e.g. HSE National Financial Regulations, Health & Safety legislation, Employment legislation, GDPR etc. and pursue continuous professional development in order to develop management expertise and professional knowledge

General

- Ensure the highest quality reporting and accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.
- Make decisions, solve problems and complete tasks in a timely manner and engage with others regarding decisions that have implications for them, making sure the team knows how to action them and that the required supports are available to enable successful delivery.
- Handle confidential and sensitive information relating to Board members, colleagues, organisational strategy and general administration.

- Make appropriate use of technology to advance the quality and efficiency of service provision.
- Follow the policies and procedures outlined in Age & Opportunity's Employee Handbook, Policies and Procedures Manual, Internal Financial Controls and Procedures and Safety Statement.
- Commit to the purpose of Age & Opportunity, and work within the values of the organisation.
- Participate in regular supervision with the CEO.
- Actively participate in Senior Management Team meetings and contribute to the development of policy and practice with your area of work and within Age & Opportunity and to the development and support of other initiatives within the organisation.
- Show reasonable flexibility in relation to hours of attendance to meet the needs of the work. Work during unsocial hours may be required.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- Participate in and engage with a performance management programme.
- Identify training needs with the CEO and participate in training opportunities appropriate to the role.
- Promote and represent Age & Opportunity on committees and at events as requested.
- Operate within agreed budgets seeking authorisation for expenditure and to be accountable for such expenditure authorised, and to ensure the appropriate coding of expenses.
- Provide written reports as per deadlines requested.
- Undertake any other tasks as will from time to time be requested.

Person Specification

This person specification sets out the various criteria which are **essential** for the post and by which we will assess your application.

Education

Applicants must possess a third-level post graduate qualification (level 9) encompassing each of the following disciplines - business, management, finance and governance.

Experience

- A minimum of three years' experience in an organisation at a senior level encompassing the following disciplines - business, management, finance and governance.
- Significant experience in managing a team and managing or delivering a service or programme of work as relevant to the role.
- The requisite knowledge and ability (including a high standard of suitability, and managerial ability) for the proper discharge of the duties of the office.
- Experience in financial management.
- Knowledge of integrated accounts packages and excellent IT skills, proficient in Microsoft office systems.
- Experience in managing compliance with GDPR.
- Experience in using CRM systems, ideally Salesforce.
- Excellent planning, organisation and communication skills with ability to work flexibly with a range of colleagues and third parties.

- Experience of managing and working collaboratively with multiple internal and external stakeholders.
- In-depth knowledge of the principles of good governance and in particular the Charities Regulatory Authority's Governance Code.
- In-depth knowledge of the legislative and regulatory requirements in the charity sector.
- Significant experience of high quality professional writing including the generation of documents such as letters, preparation of business cases, research and report writing, responses to information requests
- Project management experience.
- Highly motivated, able to work on own initiative and as part of a team with excellent communication skills and the ability to collaborate with multidisciplinary partners.
- Ability and commitment to work independently and as part of a team with a commitment to work flexible hours when necessary.

Skills

- Demonstrated leadership, management and negotiation skills.
- Capable of strategic, analytical and creative thinking and an ability to analyse information quickly and communicate in a concise and articulate manner.
- Excellent written and oral communication skills.
- Strong project management and organisation skills.
- A team player with good interpersonal skills and the ability to engage with a range of people.
- Delivery orientated and energetic and with a track record of delivery.
- A self-starter, with high productivity, and able to work under pressure when required.
- Ability to prepare and manage budgets and to interpret financial management information.

Remuneration and Benefits

The salary for this position is €67,500.

Age & Opportunity offers the following benefits in addition to salary:

- Excellent working conditions in our Dublin office with a hybrid working model in place.
- An 8% employer's contribution to pension (subject to a minimum 4% employee contribution).
- Annual leave of 25 days.
- Closure of the office on Good Friday and Christmas Eve (gift days).
- Employee Assistance and Wellbeing programme.
- Paid Maternity Leave / Adoptive Leave after 12 months' service.
- Opportunity to avail of continuous professional development training specific to the role as deemed appropriate.
- Travel (bike to work scheme, tax saver commuter tickets).

The complete list of terms and conditions will be made available to the candidate offered the role.

To apply:

Please send your CV and cover letter, outlining how you match the above criteria, by email to Margaret Roe, HR Manager, at Margaret.Roe@ageandopportunity.ie

Deadline for receipt of applications is 5pm on Monday the 16th of January.

Shortlisting will apply.

Interviews will be held on Thursday the 9th of February.

Age & Opportunity is an equal opportunities employer.

