

## JOB DESCRIPTION: OPERATIONS AND DEVELOPMENT MANAGER

<b>Hours:</b>	Full-time, 39 hours per week
<b>Reporting To:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Venue and Events Officer Reception Staff Café Staff Librarian Volunteers
<b>Supported By:</b>	Reception Staff, Finance Manager
<b>Salary:</b>	€45,500 per annum
<b>Location:</b>	On-site not eligible for remote/ hybrid working
<b>Term:</b>	Full-time, permanent contract (subject to passing a 6-month probationary period)
<b>Apply By:</b>	noon Thursday 22 June 2023

### Overview

Founded in 1997, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.

- **Culture** - experiencing creativity, heritage, discovery, and fun.
- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all of our work, we are guided by the values of trust, respect, joy, inclusivity, and impact.

Reporting to the CEO, the Operations and Development Manager is responsible for the day-to-day management and running of the centre. They will lead the staff/ volunteer team and curate an open, safe, and welcoming environment for the LGBTQ+ communities and take a lead role in executing the delivery of the organisation's [new strategic plan 2023 - 2028, Space for All](#), in collaboration with the CEO and Senior Leadership Team.

## Staff Benefits

Outhouse provides staff members various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life balance is central to our way of working. Some of these discretionary benefits and supports include:

- Paid time off, including 22 holiday days (pro rata), and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes.
- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).
- An Employee Assistance Programme (EAP) covering you, and your loved ones 24/7, 365 days per year.
- Family flexible working hours.
- Tax saver tickets and a cycle-to-work scheme.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.
- Staff wellness programmes.
- A matched 5% employer pension contribution to your PRSA, commencing on completing your probationary period.

# Key Responsibilities and Duties

## Governance and Expertise

- Deputising for the CEO as necessary.
- In conjunction with the CEO and Trustees, contribute to developing strategic plans, annual operations plans, and key performance indicators.
- Review and monitor the organisation's risk register in conjunction with the CEO and lead on implementing mitigation measures to control and minimise risk.
- Act as the organisation's designated Health and Safety Officer and Data Protection Officer.
- Coordinating the organisation's reporting requirements, including reporting to funders and monthly and annual reporting to the Trustees.
- Monitoring the organisation's impact and productivity and implementing new tactics to increase these.
- Other duties as may be deemed necessary to fulfil the role.

## Culture

- Ensuring good internal communications between trustees, staff, and volunteers.
- Ensuring the Outhouse is an excellent place to work for staff and supporting team development and wellbeing.
- Ensuring that Outhouse is a safe and inclusive space for all LGBTQ+ people, ensuring appropriate skills and knowledge on the team to meet the needs and expectations of the communities we serve.
- Develops a culture of regularly and actively seeking feedback from patrons and distilling that feedback into actionable insights and improvements.
- Supports the creation of a high-performance culture with an emphasis on achieving high impact and outcomes for the LGBTQ+ communities.

## Leadership and Management

- Provide leadership and management for the team of employees, CE scheme participants, and volunteers.
- Provide ongoing training and development to all team members supporting a multi-disciplinary team to excel in their roles.
- Promote an environment conducive to developing best practices, enhancing retention, and promoting good employee and volunteer relations.
- Maintain a high level of team morale, promoting good communication, team spirit, and role satisfaction among team members.

- Strive to ensure that team members are accountable, responsible, and have the autonomy to work within their roles.
- Ensure that the team are effectively supported with developing personal development plans and implementing an appropriate performance management system.
- Play lead in recruiting and selecting team members for the centre.

## Service Delivery

### Feedback and Quality Improvement

- Develop and implement methods to receive feedback from patrons, staff, and volunteers emphasising improving the experience, outcomes, and impact of our work.

### Café

- Plan, implement, and evaluate the café regularly so that the café continues to provide a healthy and varied menu, is run professionally and profitably, and has procedures in place to facilitate its efficient and compliant operation.
- Ensure that financial sustainability is achieved and maintained by reviewing supplier pricing, menu pricing, and wastage.
- Ensure strict adherence to policies and procedures related to food safety.
- Maintain required records of all income and expenditure and related documentation. Undertake weekly stock takes.
- Routine coordinator of café staff. Check weekly figures to monitor and adjust staffing and volunteer levels in consultation with the Deputy Café Coordinator.
- Identify and arrange appropriate training for all café staff.
- Engaging with the marketing team to increase customer numbers and drive revenue growth per the strategic plan.

### Venue and Events

- To oversee the planning and implementation of a diverse mix of events to cater to the needs and interests of the LGBTQ+ communities.
- To meet revenue targets for office rental, venue hire, and ticket sales.

### Information, Referral, and Sign-posting

- Oversee the information, referral, and signposting service, ensuring the service team members have the skills and knowledge to meet the evolving needs of our communities.
- Ensure strict adherence to policies and procedures governing the safeguarding of minors and vulnerable adults.

### Peer Support/ Social Groups

- To oversee the running of peer support groups, ensuring they operate effectively and follow best practices.
- To support the development of new peer support and social spaces that meet the needs of marginalised members of the LGBTQ+ communities.

### Process Improvement

- Maintain, lead, and contribute to reviewing organisational policies and procedures, ensuring compliance with all legal and regulatory responsibilities while achieving best practice approaches.
- Ensuring all procedures are appropriately documented and communicated to the team and that, where required, training is provided to team members.
- Ensure all operations are carried out appropriately and cost-effectively, seeking to improve operational management systems, processes and apply best practices.

### Operational Management

- Oversee the day-to-day running of a busy centre. This includes general administration, IT management, inventory and stock control.
- Maintain a welcoming and safe premises for Outhouse's patrons, managing people, facilities, maintenance, upgrades, and repairs as necessary.
- In conjunction with the CEO to oversee budgeting, reporting, planning, and auditing as needed ensuring compliance with financial policies at all times. Providing day-to-day financial oversight of the venue and café.

### Note

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others occasionally.

# Functional Competencies

## Essential

- Demonstrably understand current issues and developments within the LGBTQ+ community and broader charity sector. A proven track record in working (paid or voluntary) within the LGBTQ+ community at an appropriately senior level.
- Qualification in a relevant discipline (leadership/ management/ business administration) and/ or five years + in the operational management of a charity/community centre at an appropriately senior level and of comparative size.
- Direct experience in the line management and development of a team of staff and volunteers of comparable size, with proven leadership and a track record of delivering results.
- Strong planning and organisational skills, with the ability to work under pressure, remain calm, communicate effectively, and prioritise workload to meet demanding deadlines.
- You can develop actionable insights from complex data, have experience with data analysis and manipulation, and are highly proficient in Excel/ sheets.
- You have a proven track record of analysing information, troubleshooting problems, and resolving issues as needed.
- Ability to leverage multiple applications and tools and thrive in a dynamic, fast-paced non-profit environment.
- Must be eligible to live and work in Ireland.

## Desirable

- Strong demonstrable experience in managing the operations of a mid-sized charitable organisation with a strong community ethos.
- You have worked at a senior level in the charity/not-for-profit sector and have experience in compliance with the Charities Regulator Code of Governance requirements.
- Experience in acting as a Health and Safety Officer and/or Data Protection Officer.

- You have experience working for a not-for-profit that prioritises working intersectionally and equitably.

## Behavioural Competencies

### Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Keeps up to date on changes within the sector and formulates ways for Outhouse to input strategically on key sector issues.
- Identifies and forges alliances with key sector players and leaders.

### Leadership and Management

Manages performance to deliver team goals; demonstrates accountability for leading, directing, monitoring and evaluating Outhouse's services. Creates a climate in which people want to do their best. Promotes confidence and positive attitude; influences others to follow a common goal.

- Sets clear direction and performance goals for the team, ensuring they have all the necessary information, resources, and development.
- Communicates a compelling vision that generates commitment and performance culture within the organisation.
- Ensures that OKRs and KPIs are established and used to meet Outhouse's strategic objectives.

### Problem-Solving and Decision-Making

Identifies and solves problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances.

- Creates a culture that encourages creative and open problem-solving and empowers people to make decisions.
- Makes decisions when the information is complex, ambiguous, and unavailable.
- Makes decisions by weighing up the cost-benefit and risk implications. Provides specialist / authoritative advice to others as required to enable them to make decisions.

## **Building and Maintaining Relationships**

Builds and maintains relationships with a network of people. Recognises the two-way nature of relationships and works to develop mutually beneficial partnerships. Interacts with others in a manner that builds respect and fosters trust.

- Identifies and creates opportunities to initiate new relationships to achieve strategic goals.
- Keeps in touch with key stakeholders and members and understands their current issues and future needs.
- Applies an understanding of power and influence in internally and externally networking to accomplish goals.
- Understands the implications of outcomes of Board and Management meetings and ensures relevant actions are taken.

## **Person-Centred**

Demonstrates eagerness to understand service user's needs. Views the service user as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Creates a service user-centric culture within Outhouse.
- Ensures a service user-centred focus is integrated into strategic initiatives and objectives of the organisation.
- Translates operational feedback into strategic improvements. Acts decisively to address inefficient or underperforming areas of the organisation.

## **Resource Management**

Manages and utilises the organisation's resources most effectively to maximise the value for money proposition and to identify cost savings where possible.

- Drives a culture of value for money through strong leadership and focus on efficiency & effectiveness.
- Puts the processes & systems in place to facilitate oversight of resources at all levels.
- Plans, organises and manages activities to ensure budget resources are used efficiently and effectively to achieve Outhouse's goals.



## Technical and Professional Knowledge

Has command over the technical/ professional skills and knowledge required within the job holder's role and continues to upskill to maintain high professional standards and continuous professional development requirements.

- Responsible for developing a culture of investment in people and developing the organisation's pool of talent through upskilling and the development of technical and professional expertise.
- Understands the technical aspects of one's job and continuously builds knowledge, keeping up-to-date on the technical or procedural aspects of the job.

## Key Relationships

Internal	External
CEO Staff Volunteers Trustees	LGBTQ+ Community Suppliers and Tradespeople

## Overview of Practical Arrangements

### Hours and Place of Work

Full-time, 39 hours per week, Monday – Friday. The nature of the organisation's operations requires significant flexibility in the work hours and will require significant anti-social working hours and some travel nationally. This is not a 9 - 5 role. Due to the organisation's operational requirements, this role is not eligible for remote/ hybrid working.

### Holidays

In addition to the usual public holidays, the annual leave for this position is 22 days per annum (pro rata).

### The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

### Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be

committed and able to maintain the highest standards of confidentiality at all times.

### **Outhouse is an Equal Opportunities Employer**

We are committed to an inclusive and diverse organisation. We strongly encourage and welcome applications from marginalised groups and those with multiple marginalised experiences. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, sex characteristics, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

### **Data Protection and Privacy**

The General Data Protection Regulation (GDPR) came into force on 25 May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to [privacy@outhouse.ie](mailto:privacy@outhouse.ie), ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidate's data held by Outhouse.

### **Shortlisting**

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, are the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against the agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. Therefore, It is in

your interest to provide a detailed and accurate account of your qualifications and experience.

## Other Important Information

Outhouse will not be responsible for refunding any expenses candidates incur.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment, their name will be removed from the panel, and no future offers of appointment will be made.

## Submitting an Application

Please submit a completed application form before the **deadline for application on Thursday, 22 June, at 12 pm (noon).**

Applications should be submitted by email to [vacancies@outhouse.ie](mailto:vacancies@outhouse.ie).

We will inform candidates who have been successfully shortlisted by the close of business on Friday, 30 June 2023. We regret that providing individualised feedback to applicants who have not been shortlisted for an interview is impossible. Please do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled for the week commencing 3 July at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on any dates, please state so clearly on your application form.

**Candidates should note that canvassing will disqualify them.**

## Funding

This project is supported by the Department of Rural and Community Development and Pobal through the Community Services Programme.



Rialtas na hÉireann  
Government of Ireland



pobal

government supporting communities