

Operations Manager – Irish Community Services (ICS)

Salary: c. £35k per annum.

Location: Bexleyheath, office based.

Hours: Full time, Monday-Friday 9am – 5pm (negotiable, see below).

Are you someone who wants to make a difference?

We are looking for a compassionate, experienced Manager to join our team. You will play a key role in delivering our services and help us sustain a caring, vibrant and connected Irish Community.

Our charity supports people in need with a particular focus on those of Irish descent. We work in the community – offering advice on health and welfare entitlements; providing social group activities that build connections; empowering our service users to become resilient; and along the way we celebrate our heritage and culture in joyful and participatory ways.

Our centre in Bexleyheath serves as a hub for the community, building partnerships and fostering social cohesion amongst all who share our values and vision. We provide outreach and groups across the boroughs of Greenwich, Lewisham, Bexley.

The position of Operations Manager offers an inspiring opportunity to lead and support a dedicated team, work in close collaboration with our Executive Director and Board of Trustees and take a key role in delivering meaningful services to those in need. This role also provides significant professional development opportunities, including deputising for the Executive Director, equipping the postholder with valuable experience for future leadership positions.

The role:

- Provide operational leadership to the staff and volunteers.
- Oversee recruitment of volunteers ensuring they are supported to deliver the best for our members.
- Be a champion for our services and how they are delivered, making sure they remain responsive and relevant.
- Lead on best practice; oversee compliance with safeguarding, data protection and charity regulations; foster a culture of excellence.
- Build relationships and partnerships with key players and organisations across south-east London.

Skills and experience required:

- A strong background in the Third Sector at Team Leader or Assistant Manager level.
- Confidence and expertise in managing services, implementing policies and meeting regulatory standards.
- Proven skills in motivating and developing staff and volunteers, including conducting appraisals and identifying training needs.
- Proven ability to handle complaints and representations with sensitivity and professionalism.

This is a fantastic opportunity for a passionate professional to join an experienced, supportive team and make a real difference in the local community. With ICS, you'll be part of a trusted and well-established organisation. Your leadership will directly contribute to

building an inclusive and supportive community, while preserving and promoting Irish culture and values.

The role will be based at our Centre in Bexleyheath, with occasional home working and out of office days to visit projects and volunteer forums in the local community. There is a salary of up to £35k plus benefits on offer for the right candidate.

You will have a full driving licence and be willing occasionally to work outside normal hours for events or special initiatives.

We will consider applications from candidates who may be looking for flexible working arrangements or part-time hours

To apply please send your C.V. and a cover letter via email to **Alice Smith:**

projectsupport@irishcommunityservices.org.uk

The closing date for applications is **Wednesday 8th January 2025 at 5pm.**

Interviews will take place on **Thursday 23rd January & Friday 24th January 2025.**