

## Head of Operations

### THE POSITION

<b>Title:</b>	Head of Operations
<b>Reporting to:</b>	CEO One in Four
<b>Direct Reports:</b>	Policy and Operations Officer & Reception Staff
<b>Place of Work:</b>	35/36 Arran Quay, Smithfield, Dublin 7, potential one day a week remote working
<b>Working Hours:</b>	Full time, 35 hours
<b>Salary:</b>	€68,000 - 73,000 per annum, dependent on experience
<b>Nature of Post:</b>	Permanent (following 6-month probationary period)

### Context for Appointment

This is an exciting time for One in Four as we continue to grow and adapt to the evolving needs of our organisation. The increasing scale and complexity of our operations have made it clear that strong, integrated operational leadership is essential to supporting our mission, vision, and values.

The Head of Operations brings together quality and accountability functions that are already embedded across our management structure. The successful candidate will work collaboratively with existing managers to consolidate and formalise best practice systems and processes across all operational functions, ensuring consistency, shared ownership, and continuous organisation wide improvement.

We are looking for someone who is practical, highly organised, and genuinely motivated by our mission, someone who brings both rigour and sensitivity to the work.

This person will be a key member of the senior management team, responsible for ensuring the smooth and effective operation of all organisational functions, including office management, HR, data integrity and interpretation, governance, and front-of-house management. This includes building robust administrative and support frameworks, and ensuring our operations are efficient, compliant, and aligned with the organisation's strategic goals.

## Principal Duties & Responsibilities

- Serve as a core member of the management team, contributing to the development and implementation of the organisation's strategic plan.
- Work in partnership with the Policy and Operations Officer to support the scheduled review and updating of organisational policies and procedures, providing management-level oversight to ensure consistency, best practice, and compliance with all relevant legislation and standards.
- Lead with integrity and care, recognising that strong operations are the foundation that allows our services to be delivered safely, consistently, and with compassion.
- Oversee the efficient delivery of all operational and administrative functions, ensuring alignment with organisational goals.
- Ensure that all operational activities are documented, monitored, and evaluated for continuous improvement.
- Oversee the organisation's IT infrastructure, including hardware, software, systems access, data security, and relationships with IT service providers. Ensure that all staff have the tools and technical support needed to carry out their roles effectively, and that systems are maintained, updated, and compliant with relevant data protection requirements.
- Support the culture of accountability, innovation, kindness, and mutual support within the operations team and wider organisation, reflecting One in Four's core values in every aspect of how we work together.

## Supervision of Policy and Operations Officer

Provide direct line management to the Policy and Operations Officer across all aspects of their role, offering management-level coordination, quality assurance, and support to ensure their work is delivered to the required standard.

- Work with the Policy and Operations Officer to ensure ongoing compliance with the Charities Regulatory Authority (CRA), Companies Registration Office (CRO), and other regulatory requirements as they relate to funder documentation.
- Provide management accountability for the organisation's governance and board administration functions, working in partnership with the Policy and Operations Officer to ensure all governance, regulatory, and reporting obligations are met to the required standard and on schedule.
- Provide senior oversight of the organisation's complaints handling process, ensuring compliance with the Complaints Policy.

## HR

- Manage the full recruitment cycle for all roles, ensuring fair, transparent, and compliant processes.
- Prepare, issue, and maintain all staff contracts, ensuring they are up to date, legally compliant, and reflective of any changes to terms and conditions.
- Oversee staff induction programmes, supporting new hires to understand organisational values and operational procedures.
- Ensure that mandatory training requirements, as set out in our service level agreements with funders, are tracked, completed, and recorded in a timely manner.
- Ensure all relevant staff and volunteers are Garda vetted as required and maintain up-to-date records in line with regulatory and organisational requirements.
- Maintain accurate and up-to-date records of annual leave, sick leave, and other absences for all staff, ensuring consistency and fairness in line with organisational policy.
- Support the management team with annual performance reviews.

## Front of House and Facilities Management

- Supervise and support reception staff, providing regular feedback and professional development opportunities.
- Coordinate cover for reception during absences, including liaising with agencies as required.
- Oversee the management of office supplies, building maintenance, and vendor relationships.
- Ensure the reception area operates efficiently, maintains a safe and welcoming environment, and reflects the values that are central to One in Four's ethos.
- Address any administrative or operational issues affecting the reception team, ensuring smooth daily operations.
- Support receptionists in handling sensitive situations and distressed callers, providing guidance and facilitating training as necessary.

## Service Level Agreements with Funders

- Provide oversight of SLA compliance and funder reporting, working in close partnership with the Policy and Operations Officer to ensure all statutory funder applications, agreements, and reports are completed accurately and on time.

- Work collaboratively with service and programme leads, ensure that service data accurately reflects the client experience and is translated into accessible, accurate reports that meet the distinct requirements of each funder, while also informing management team decision-making and organisational planning.
- Support the preparation and quality assurance of reports and documentation required by funders and regulatory bodies.
- Lead the ongoing development and adaptation of the client database to ensure it accurately captures the information required by each funder, enabling the production of tailored reports that meet their distinct requirements and expectations.

### Data Integrity

- Ensure the ongoing accuracy, consistency, and security of data stored within our systems, with particular attention to the client database.
- Conduct spot checks to verify data quality and completeness, proactively addressing issues before they impact reporting.
- Develop clear data entry guidelines and procedures to support staff handling client information.
- Periodically audit data and ensure all client data management practices comply with GDPR and other relevant data protection legislation.
- Manage Data Subject Access requests, ensuring all requests are processed in accordance with GDPR requirements and organisational policies, including authentication, data retrieval, and timely response.

### Person Profile

One in Four is seeking an experienced, emotionally intelligent, and detail-oriented operational leader to join our senior management team. The postholder will bring demonstrable experience in office management, HR, data management, and governance, alongside sound judgement and resilience.

They will be empathetic and understanding, able to support staff who work daily with distress and trauma, while maintaining appropriate professional boundaries. They are a practical problem-solver who approaches challenges with curiosity and calm, and who leads without ego - earning trust through competence, consistency, and genuine collaboration.

The successful candidate will be highly organised and solutions-focused, with strong communication and relationship-building skills and the ability to work with people from all walks of life, without judgement. They will be a team player who fosters a culture of accountability, kindness, and continuous learning, and who is passionate about the mission, vision, and values of One in Four and about enabling our services to deliver the highest possible standard of support.

They will understand and respect the sensitive nature of the work carried out by One in Four and will bring a genuine commitment to creating a workplace where staff feel valued, supported, and able to do their best work on behalf of survivors.

### Essential Criteria

- Minimum of 5 years' experience in an operational management role.
- Experience managing HR, data protection, and governance functions.
- Knowledge and understanding of relevant legislation and best practice in charity governance and operations.
- Ability to work effectively as part of a management team and to contribute to strategic planning.
- Strong written and verbal communication skills.
- Proficiency in IT and data management systems.
- Relevant third-level qualification in business, management, law, or a related field.

### Desirable Criteria

- Experience working in the area of sexual violence or trauma.
- Experience managing service level agreements and reporting to funders.

### How to apply

Please send a CV and cover letter outlining your experience and fit for the role to [recruitment@oneinfour.ie](mailto:recruitment@oneinfour.ie). Documents should be in Word or PDF format only.

The closing date for applications is 15/04/2026. Interviews will be held on the week commencing 20/04/2026.