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Congregación de las Hermanas de la Misericordia

Chief Operations Officer

**Congregation of the Sisters of Mercy**

**About Us**

The Congregation of the Sisters of Mercy is an International Religious Congregation established in 1831; there are currently 1250 sisters ministering in the Congregation.

The Congregation is a registered charity in Ireland, governed by the Congregation Leadership Team, who are the Trustees.

In the past year the Congregation has undertaken significant restructuring resulting in the establishment of six interrelated units, called Branches, in the Republic of Ireland, Northern Ireland, Kenya and South Africa, and 3 smaller communities in the United States, Brazil and Peru.

To support this new structure the Congregation wishes to create a common approach to all administrative processes within the Island of Ireland in the first instance and then encompassing the whole Congregation. This Common Administrative Service (CAS) will operate across six functions of the administrative life of the Congregation; Finance, Property, HR, Safeguarding, Archiving and Care.

The Congregation Leadership Team (CLT) is seeking a Chief Operating Officer (COO) to lead CAS, a dynamic leader with a strong focus on operational efficiency, people management, collaborative engagement, innovation and strategic direction. This person will report to the CLT.

Please visit our website at [www.sistersofmercy.ie](http://www.sistersofmercy.ie) for more information.

## Contract Type:

Permanent, Full-Time

## Location:

Congregation Leadership Team Offices, Clondalkin

## Role Summary:

The Chief Operations Officer (COO) will be responsible for all executive and administrative duties delegated by the CLT

* The COO will act as the head of the Common Administrative Service (CAS) division
* The COO will need to ensure there is seamless coordination, exceptional service delivery and operational excellence across the six functions within the CAS structure.
* The COO will oversee the work and management of the Branch Administrative Staffs as CAS becomes established.

## Key Responsibilities:

### CAS (Common Administrative Service):

The COO will be responsible for overseeing the successful setup of, and ongoing management of CAS by ensuring the following

* Establish CAS as a cohesive and efficient administrative structure across the Congregation.
* Collaborate and engage with CLT and Branch Leadership Teams at intermediate levels of governance
* Act as the governance lead for CAS, ensuring best practice, establishing reporting structures and taking actions as necessary.
* Oversee the negotiation of contracts with the key external vendors in each of the functions ensuring value for money, quality of delivery and good practice.
* Review and standardise all processes across the six functions within the CAS structure (finance, property, HR, safeguarding, archiving and care).
* Ensure long-term sustainability, continuous improvement and adaptability to change.
* Ensure robust dignity at work policies are implemented, regularly reviewed, and clearly communicated to all staff, with consistent procedures for reporting and addressing concerns.
* Lead regular team meetings within the various functions of the CAS structure to review progress, celebrate successes, and address any concerns.
* Stay abreast of best practices to ensure the CAS team remains innovative and effective.

### Strategic Direction:

The COO will engage with the strategic direction of the Congregation/Charities by

* Ensuring ongoing collaboration with CLT and the vision of the Congregation as expressed in the Constitutions so that CAS can embody this vision.
* Strategic planning of the workforce and roles across the current Congregation administration services.
* Developing and improving systems and processes by tracking progress, sharing new and useful information and arranging trainings where necessary.
* Reporting to CLT as Trustees of the Charity to demonstrate compliance with Charity legislation and internal governance structures, ensuring that any corrective or preventative actions are taken where necessary.

### People Management:

The COO will work in collaboration with the Congregation’s external HR provider ensuring people policies and procedures reflect the values and ethos of the Congregation, comply with current legislation and adhere to best practice.

The COO will:

* Manage and lead all CAS team members.
* Ensure adequate performance management of all CAS team members with regular communication, feedback and the management of any underperformance if and when required.
* Ensure that the annual appraisals for all CAS team members takes place.
* Act as a mentor for all CAS team members.
* Conduct training needs analysis for the team ensuring that relevant training is provided as and when required, and within budgetary constraints.
* Monitor absence trends through accurate data tracking and reporting, address concerns early, and support wellbeing initiatives.
* Ensure that all disciplinary and grievance procedures are fair, transparent, and legally compliant.

## Salary & Working Conditions:

* Salary negotiable in keeping with qualifications and experience.
* Monday to Friday; 35 hours per week.
* Flexibility required on occasion to address urgent matters outside normal hours.
* Accommodation may be provided for individuals based outside of Dublin, subject to terms and conditions.
* Enhanced annual leave provisions
* Pension provision

## Performance Standards:

The post holder is expected to be proactive, self-motivated, and capable of working independently and collaboratively.

## Qualifications:

A recognised degree in Business Administration, Management, Finance, Human Resources, or a related field (Level 8 or higher preferred).

Minimum of 5–7 years’ senior management experience, ideally in operations, HR, or organisational leadership roles.

Familiarity with Irish Charity Law in nonprofit, values-driven, or faith-based organisational contexts is a distinct advantage.

Proven track record in leading and managing staff, including performance reviews and mentoring.

Demonstrated experience in strategic planning, organisational development, and project implementation.

Strong understanding of employment legislation, people management practices, and operational policy development.

High level of competence in Microsoft Office Suite, reporting tools, and digital communication platforms.

Excellent interpersonal, written, and verbal communication skills.

## Essential Qualities:

A proactive and results-oriented mindset, with a passion for driving operational excellence.

Strong leadership skills, with the ability to inspire and motivate a diverse team.

Adaptability and resilience with a willingness to embrace change.

A collaborative approach to teamwork, with a focus on building strong relationships and fostering a positive work culture.

**How to Apply**

To apply, please complete the application form in full and return this to [kaitlin@hrteamservices.com](mailto:kaitlin@hrteamservices.com) before Friday, 25th July 2025 at 5.00pm. Note that reference checking will not take place without prior consultation with the applicant.   
We are an equal opportunities employer and welcome applications from all suitably

Congregation of the Sisters of Mercy

Congregación de las Hermanas de la Misericordia

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| **Position Applied for:** | Chief Operations Officer |
| **Applicant Name:** |  |
| **Applicant Ref No** (Office use only): |  |

**Applicants must clearly outline on their application forms how their qualifications and experience meet each of the essential and preferred criteria.**

To ensure equality of opportunity for all applicants:

* Applications should be completed in no smaller than size 10 font.
* Applications by fax are not acceptable unless by prior agreement with the organisation;
* If you have a disability and this precludes you from completing this application form and / or submitting it by the closing date, please contact [kaitlin@hrteamservices.com](mailto:kaitlin@hrteamservices.com) for alternative arrangements and / or reasonable accomodations.

**Do not submit a CV unless otherwise asked in the advertisement to do so, as it will not be considered.**

**Late or incomplete applications will not be considered.**

**Personal Details**

|  |  |  |
| --- | --- | --- |
| Title (Mr/Mrs/Ms/Miss) | Surname | Forename(s) (Please underline name by which you are known) |
|  |  |  |
| Address | Home Tel No | Work Tel No |
|  |  |  |
| Mobile Tel No | E-Mail Address |
|  |  |
| Postcode | Do you hold a current full driving licence?  (YES/NO) | Do you have the use of a vehicle for business purposes **OR** have access to a form of transport which will enable you to meet the requirements of the post in full? (YES/NO) |
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**Education and Qualifications**

Please give details of qualifications obtained at secondary and further and higher education level. Successful applicants will be asked to supply original certificates upon offer of employment.

**Secondary level:**

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| --- | --- | --- | --- | --- | --- | --- |
| Date From: | Date To: | Type of School/College | Subject | Examinations Passed | | |
| Level | Grade | Date Awarded |
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**Further and higher education:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date From: | Date To: | Type of School/College | | Subject | Examinations Passed | | |
| Level | Grade | Date Awarded |
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| **Membership of professional institutions/associations**  (Please give details of joining date, status held and membership numbers) | | |  | | | | |

**Additional Qualifications and Training:**

Please provide details of any additional qualifications and training you have undergone.

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| Qualification/Training | Dates (From – To) | Result/Achievement |
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**Employment History:**

Please outline your career history to date beginning with your most recent employment. **Please provide reasons for any gaps in employment.**

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| --- | --- | --- |
| Name of Current Employer | Nature of Organisation and Sector | Title of Position(s) Held |
|  |  |  |
| Job Title of Line Manager(s) | Dates (Month and Year)  From –To | Reason for seeking to leave |
|  |  |  |
| Principal Duties of Post(s) Held | | |
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| --- | --- | --- |
| Name of Previous Employer | Nature of Organisation and Sector | Title of Position(s) Held |
|  |  |  |
| Job Title of Line Manager(s) | Dates (Month and Year)  From -To | Reason for leaving |
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| Principal Duties of Post(s) Held | | |
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**Employment History Continued:**

Please outline your career history to date beginning with your most recent employment. **Please provide reasons for any gaps in employment.**

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| --- | --- | --- |
| Name of Current Employer | Nature of Organisation and Sector | Title of Position(s) Held |
|  |  |  |
| Job Title of Line Manager(s) | Dates (Month and Year)  From –To | Reason for seeking to leave |
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| Principal Duties of Post(s) Held | | |
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| --- | --- | --- |
| Name of Previous Employer | Nature of Organisation and Business Sector | Title of Position(s) Held |
|  |  |  |
| Job Title of Line Manager(s) | Dates (Month and Year)  From -To | Reason for leaving |
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| Principal Duties of Post(s) Held | | |
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**Selection Criteria:**

As part of the application process you are required to provide specific examples below of how you meet the essential and desirable criteria. This information will be used to assess your suitability for the post and so you should therefore complete in as much detail as possible. Failure to provide sufficient information/detail may risk your application not being short-listed.

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| **Qualifications: A recognised degree in Business Administration, Management, Finance, Human Resources, or a related field (Level 8 or higher preferred).**  **Please confirm if you have a recognised degree in Business Administration, Management, Finance, Human Resources, or a related field (Level 8 or higher preferred).** |
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| **Qualifications: Minimum of 5-7 years’ senior management experience, ideally in operations, HR, or organisational leadership roles.**  **Please demonstrate your experience in operations, HR, or organisational leadership roles.** |
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| **Qualifications: Familiarity with Irish charity law, nonprofit, values-driven, or faith-based organisational contexts is a distinct advantage.**  **Please demonstate any experience with working in Irish charity law, nonprofit, values-driven, or faith-based organisations.** |
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| **Qualifications: Proven track record in leading and managing staff, including performance reviews and mentoring.**  **Please demonstrate your experience in leading and managing staff, including conducting performance reviews and mentoring employees.** |
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| **Qualifications: Demonstrated experience in strategic planning, organisational development, and project implementation.**  **Please demonstrate your experience with strategic planning, organisational development and project implementation.** |
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| **Qualifications: Strong understanding of employment legislation, people management practices, and operational policy development.**  **Can you outline your understanding of employment legislation, people management practices, and operational policy development?** |
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| **Qualifications: High level of competence in Microsoft Office Suite, reporting tools, and digital communication platforms.**  **Can you describe your competence in using Microsoft Office Suite, reporting tools, and digital communication platforms?** |
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| **Qualifications: Excellent interpersonal, written, and verbal communication skills.**  **Please demonstrate, with examples, excellent interpersonal, written, and verbal communication skills.** |
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| **Essential Qualities: A proactive and results-oriented mindset, with a passion for driving operational excellence.**  **Please demonstrate, with examples, how you have shown a proactive and results-oriented mindset, with a passion for driving operational excellence.** |
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| **Essential Qualities: Strong leadership skills, with the ability to inspire and motivate a diverse team.**  **Can you demonstrate how you show strong leadership skills and have the ability to inspire and motivate a diverse team?** |
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| **Essential Qualities: Adaptability and resilience with a willingness to embrace change.**  **Can you demonstrate how you have shown adaptability and resilience, particularly when you have to embrace change?** |
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| **Essential Qualities: A collaborative approach to teamwork, with a focus on building strong relationships and fostering a positive work culture.**  **Can you demonstrate how you have collaboratively approached teamwork, focusing on how built strong relationships and fostered a positive work culture?** |
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| **Other Relevant Information**  Please include any other information, which you believe is relevant to your application for this post. |
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| **Disability**  Please specify if you have a disability which requires any reasonable accomodations to be made in order for you to participate in the recruitment process (i.e. assessment day or interview), and/or to perform the duties of the post applied for. Please provide details of any adjustments required. |
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**Data Protection**

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| **Data protection statement** |
| All of the information collected in this form is necessary and relevant to the performance of the job applied for. We will use the information provided by you on this form, and by the referees you have noted, for recruitment purposes only. The Organisation will treat all personal information with the utmost confidentiality and in line with current data protection legislation.  Should you be successful in your application, the information provided, and further information which will be gathered at the relevant time, will be subsequently used for the administration of your employment and in relation to any legal challenge which may be made regarding our recruitment practices.  For more information on how we use the information you have provided, please see our privacy notice for  job applicants which is attached to this form. |

**Referees**

Please supply details of two **previous employers** (including current/most recent employer), who have agreed to act as referees, neither of whom should be related to you. It is not our policy to contact referees prior to offer of employment; however, should we require to do so we shall seek permission from the applicant beforehand.

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| Current/most recent employer | |
| Name: |  |
| Job Title: |  |
| Employer Name: |  |
| Relationship to you: |  |
| Address: |  |
| Email: |  |
| Telephone: |  |

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| --- | --- |
| Previous Employer: | |
| Name: |  |
| Job Title: |  |
| Employer Name: |  |
| Relationship to you: |  |
| Address: |  |
| Email: |  |
| Telephone: |  |

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| Current/Most Recent Salary: |  |
| Date of last salary increase: |  |
| Benefits: |  |
| Length of Notice Required: |  |

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| **Restrictions on Employment**  If yes; please provide details and include expiry date of any visa’s or work permits |
| Are there any restrictions to you working in Ireland? **YES / NO** (please delete as appropriate) |

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| **Accommodation** |
| Do you require accommodation in Dublin if you were to be successful in the role?  **YES / NO** (please delete as appropriate) |

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| **Declaration** |
| I declare that the information contained in this application is true and accurate. I understand if it is subsequently discovered that any statement is false or misleading, my employment may be terminated without notice.  If you wish to submit your application via email, please tick the below to confirm that the information provided is correct, otherwise please sign the declaration below. |

**PLEASE NOTE:** Any candidate found to have knowingly given false information, or to have willfully suppressed any material fact will be liable to disqualification, or if appointed, to dismissal.

I declare that the information above is complete and correct to the best of my knowledge.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Recruitment Privacy Notice**

**Data controller: The Congregation of the Sisters of Mercy**

As part of the recruitment process, the organisation collects and processes personal data relating to applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

**What information does the organisation collect?**

The organisation collects a range of information about you. This includes:

* your name, address and contact details, including email address and telephone number;
* details of your qualifications, skills, experience and employment history;
* information about your current level of remuneration, including benefit entitlements;
* whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
* information about your entitlement to work in Ireland; and
* equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief.

The organisation collects this information in a number of ways. For example, data might be contained in application forms or CV’s, from your passport or other identity documents, or collected through interviews or other forms of assessment.

The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

**Why does the organisation process personal data?**

The organisation needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the organisation needs to process data to ensure that it is acting in a fashion that is legally compliant. For example, it is required to check a successful applicant's eligibility to work in Ireland before employment starts.

The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

The organisation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the organisation processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes as permitted by the Data Protection Act 2018

The organisation will not use your data for any purpose other than the recruitment exercise for which you have applied.

**Who has access to data?**

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The organisation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The organisation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and Garda Vetting to obtain necessary criminal records checks.

The organisation will not transfer your data outside the European Economic Area.

**How does the organisation protect data?**

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by authorised employees in compliance with their job roles.

**For how long does the organisation keep data?**

If your application for employment is unsuccessful, the organisation will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the organisation will hold your data on file for a further 6 months for consideration for future employment opportunities. At the end of that period, or once you withdraw your consent your data is destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new “employee” privacy notice.

**Your rights**

As a data subject, you have a number of rights. You can:

* access and obtain a copy of your data on request;
* require the organisation to change incorrect or incomplete data;
* require the organisation to stop processing your data
* object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
* ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Sister Mary Conway, Congregation of the Sisters of Mercy, 13/14 Moyle Park | Convent Rd. | Clondalkin | Dublin 22 | D22 HR94 | Ireland.

You can make a subject access request by completing the organisation's form for making a subject access request.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Data Protection Commission.

**What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly. If your application is successful, it will be a condition of any job offer that you provide evidence of your right to work in Ireland and satisfactory references.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.