



# WE ARE HIRING

## OPERATIONS MANAGER

PART TIME / FULL TIME

**Reports To:** COO

**Hours:** Part time/Full time

**Location:** Co-located Arklow/Bray (min 2 days a week Arklow)

**Closing Date:** Thursday 14<sup>th</sup> May 2026, 5pm

### About the Role:

The Operations Manager will support the COO in overseeing the day-to-day running of the organisation, ensuring smooth operations across administration, compliance, and service delivery. This role is key to supporting our mission and maintaining high standards in line with Charities Regulator. Support service quality assurance, risk management, and incident reporting processes, escalating issues as appropriate and contributing to continuous service improvement.

### Key Responsibilities:

- Support the day-to-day running of the counselling service, including supporting the coordination of clinical activity
- Manage office operations, scheduling, and the administrative system.
- Manage compliance with governance, health & safety, and data protection requirements.
- Manage and support volunteer and staff coordination, including onboarding, training logistics and interview processes.
- Liaise with external partners, suppliers, and regulatory bodies.
- Assist with board reporting.
- Implement and maintain policies and procedures to ensure service quality, including handbook updates in line with legislation.
- Manage the reception administration team, annual reviews, and ensure cover
- Grant application supports, spend and implementation.
- Attend meetings where applicable
- Member of the Governance and Compliance Subcommittee
- Ensure HR practices comply with Irish employment legislation, organisational policies, and best practice, including grievance, disciplinary, dignity at work, and safeguarding procedures, across both staff and volunteers.
- Support the organisation's safeguarding responsibilities, including adherence to Children First and adult safeguarding policies, and ensure strict confidentiality and ethical handling of sensitive client and staff information.
- Support operational financial management, including monitoring expenditure, processing invoices, and liaising with finance personnel to ensure strong financial controls.
- Contribute to the development of operational reports and performance indicators to support organisational planning, funding requirements, and board oversight.

### Essential Criteria

- Strong organisational and time-management skills
- Excellent communication and interpersonal skills
- Experience in operations, administration, or service delivery
- Knowledge of governance and compliance requirements
- Proficiency in MS Office, SharePoint digital systems
- Full clean driving license and access to a car
- Proactive and solution focused.
- Ability to work independently and as part of a team.
- Commitment to the values and mission of Living Life Counselling.

Please send a cover letter and updated CV to  
[rebecca@livinglifecounselling.com](mailto:rebecca@livinglifecounselling.com)  
by **5pm on 14/05/2026**

### Desirable

- Experience in the charity, community, or mental health sector
- Understanding of, or strong interest in, psychotherapeutic or counselling practice
- Qualification or training in psychotherapy, counselling, psychology, HR, or a related discipline
- Experience supporting HR processes (including recruitment, supervision structures, performance management, and staff wellbeing) in a psychotherapeutic, counselling, or similarly sensitive service environment is highly desirable.

This is a chance to grow your career and support a dynamic team. LLC is an equal opportunities employer.