



## STAND Operations Manager – Job Description

<b>Job Title:</b> Operations Manager	<b>Location:</b> Dublin, hybrid working
<b>Reports to:</b> Executive Director (ED)	<b>Contract:</b> permanent upon completion of 6 months' probation.
<b>Salary:</b> Commensurate with experience on level 3 of our salary scale Level 3 (€40,000-€55,000), entry salary depending on experience. Employer pension contribution, 25 days AL per year, benefits & salary review every two years.	<b>Working hours:</b> Full-time 35 hours or part-time; negotiable for the right candidate as we recognise that excellent candidates may not be available for traditional full-time working patterns. We welcome applications from people requiring reduced or adapted hours.

### I. About STAND

STAND is a mission-driven, not-for-profit organisation mobilising third-level students and graduates to stand up for global justice, equality and sustainability.

Our story began in 2002 with the energy and collaboration of a group of Trinity students, volunteers and staff who came together to form Suas Educational Development. Since then, we have been delivering transformative educational programmes that respond to the changing global and social realities facing each new generation.

We work with a Global Citizenship Education approach that is grounded in critical engagement & design programmes that respond to the speed, scale and interconnectedness of the challenges shaping the lives of today's students and graduates - including environmental breakdown, widening inequality, war and conflict, increasing political polarisation, threats to democratic processes and the growing influence of AI on society and public discourse.

Today, STAND is Irish Aid's strategic partner for embedding Global Citizenship Education within higher education in Ireland. Through values-driven programmes - including the STAND Festival, Global Issues courses, the Ideas Collective and the STAND Changemakers Academy - we support third-level students and graduates from across disciplines to engage critically with global issues. We also work in partnership with higher education staff, students' unions and societies leaders across Ireland to strengthen the role of Global Citizenship Education within teaching & learning and campus life.

In addition, STAND currently holds a contract with the Department of Foreign Affairs to provide staff support for the delivery of the Irish Aid public awareness programme through the Irish Aid Centre.



Our organisational culture is grounded in hope, solidarity, equality, creativity and care - for our mission, for one another and for the communities we work alongside. We want STAND to be a workplace where people can do purposeful work while also sustaining balance and wellbeing in their lives. We offer flexible and adaptable working arrangements, ongoing learning and development opportunities, dedicated activism and reflection time, and a strong commitment to equity, diversity and inclusion across all areas of our work.

## **II. About this opportunity**

This central role is responsible for ensuring that STAND's systems, structures and operations effectively support our mission, people and programmes. For the right person, this role offers the opportunity to contribute far beyond traditional operations management - helping strengthen systems, support strategic growth and play a key role in the future direction of STAND.

This is a particularly exciting moment to join STAND. As the organisation enters a new phase of strategic development and growth, there is significant opportunity for the Operations Manager to help shape how STAND evolves in the years ahead. We are looking for someone who is ambitious, creative and deeply values-driven - someone excited not only by strong operational systems, but by helping build an organisation, culture and way of working that enables meaningful impact.

This role sits at the heart of our small, passionate and collaborative teams. The Operations Manager reports to the Executive Director (ED) and works closely with all colleagues, particularly the Head of Programmes and the Irish Aid Centre Coordinator.

The Operations Manager leads on the coordination and continuous improvement of office systems, operational processes and data management practices, while supporting HR processes and organisational policies. Working closely with an external Finance Service Provider, they oversee financial procedures, monitor income and expenditure, process accounts payable, prepare management accounts, support annual audits and coordinate donor financial reporting. The role also supports charity governance and compliance responsibilities, alongside supporting organisational development projects, fundraising and grant applications, and the development of policies, systems and operational tools that strengthen STAND's effectiveness and impact.

This role would suit someone who enjoys both strategic thinking and practical implementation - someone comfortable moving between detailed operational work, relationship-building and creative problem-solving.

## III. RESPONSIBILITIES

1.	<p><b>Administration and Operations Management</b></p> <ul style="list-style-type: none"> <li>• <b>Data Management &amp; Operations systems:</b> Develop, maintain, optimize and manage seamless office systems and procedures, including data management, online and offline filing, and GDPR compliance. Work with an external implementing IT partner to lead on IT resourcing and security.</li> <li>• <b>Office Management:</b> Ensure the efficient operation and condition of the office, including the management of office facilities and coordination of reception and public enquiries.</li> <li>• <b>Policy:</b> Review, update, and implement organisational policies and procedures.</li> </ul>
2.	<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• <b>Policies &amp; Procedures:</b> Overseeing the monitoring and implementation of our financial policies and procedures and supporting their periodic review.</li> <li>• <b>Monitoring &amp; Reporting:</b> Work with an external finance service provider to produce bi-monthly Management accounts. Maintaining up-to-date complete finance files, tracking income and expenditures, and completing follow-up actions.</li> <li>• <b>Auditing:</b> Lead on the annual external audit process and serve as the primary liaison with audit firm.</li> <li>• <b>Accounts Payable:</b> Managing procurement and accounts payable, conducting routine banking services, and maintaining inventory control.</li> <li>• <b>Payroll:</b> Coordinate with external agency to perform monthly payroll.</li> <li>• <b>Fundraising:</b> Support the Executive Director and Head of Programmes with fundraising efforts.</li> </ul>
3.	<p><b>Governance</b></p> <ul style="list-style-type: none"> <li>• <b>Governance:</b> Support the ED in maintaining CRA Governance Code compliance. Support the ED in preparation for board and finance committee meetings.</li> <li>• <b>Annual report:</b> Coordinate the development of the annual report, liaising with the rest of the team.</li> </ul>
4.	<p><b>HR</b></p> <ul style="list-style-type: none"> <li>• <b>Human Resources:</b> Review and implement HR policies, procedures and systems to ensure STAND meets its obligations as an employer and has progressive work practices in place. Lead processes of recruitment and induction. Coordinate pension provision and other staff benefits.</li> <li>• <b>Health &amp; Safety:</b> Oversee workplace Health and Safety policies and procedures, including insurances.</li> <li>• <b>Safeguarding:</b> Ensure garda vetting for all relevant staff, and vulnerable adult and child-protection procedures are in place.</li> <li>• <b>Training:</b> Facilitate staff's Continuous Professional Development (CPD).</li> </ul>

5.	<b>Overall</b> <ul style="list-style-type: none"><li>• <b>Process innovation &amp; overall compliance:</b> Lead on assigned areas to review and optimize relevant internal policies, processes and workflows and identify gaps for additional policies and procedures required, in line with our values and obligations as an employer.</li><li>• <b>Team culture:</b> Contribute to a collaborative and motivated team culture within STAND.</li></ul>
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#### **IV. PERSON SPECIFICATION**

We are looking for someone who is deeply organised, values-driven and excited by the opportunity to help shape and strengthen a growing organisation working for global justice and sustainability. The ideal candidate will combine strong operational and administrative expertise with creativity, initiative and a collaborative approach to problem-solving.

This role would suit someone who enjoys creating systems that help people and organisations thrive; someone equally comfortable managing detail, improving processes and contributing to bigger-picture organisational thinking.

#### **Experience & Qualification**

- A minimum of three years' experience in operations or organisational management roles
- Demonstrable experience supporting the smooth and effective running of an organisation, team or programme
- Experience managing multiple priorities and responsibilities with strong attention to detail and the ability to work independently

#### **Skills & Core Competencies**

- A proactive, solution-focused, innovative and dependable approach to work
- Strong organisational and administrative skills, with the ability to manage competing priorities and work efficiently to deadlines
- Excellent analytical and problem-solving abilities, with a high level of attention to detail
- Strong interpersonal skills and the ability to work collaboratively within a small team environment
- Excellent written and verbal communication skills
- The ability to exercise sound judgement, discretion and confidentiality where required
- Confidence taking initiative, improving systems and leading on areas of responsibility
- Fluency in English, both written and spoken

#### **Experience & Knowledge**

- Sound understanding of office administration, including experience in the development and management of systems and procedures that ensure efficient operations.

- Accounting and financial management experience, including experience of monitoring and reporting, the ability to use financial management software (we use Xero) and managing accounts payable.
- Excellent working knowledge of data-management systems, ideally Salesforce CRM and current Data Protection Legislation.
- Excellent working knowledge of Microsoft products, including Excel, Sharepoint, and other main MS Office Products.

## **Desirable**

- Understanding of the Global Citizenship/Development sector.
- Experience in HR administration, including recruitment, developing policies and procedures and Health and Safety.
- Knowledge of CRA Governance Code compliance in practice

## **V. TO APPLY**

**Applicants can apply via [this link](#) – submitting a cover letter and CV. The closing date for applications is Monday, the 22<sup>nd</sup> of June, 4 pm. However, we encourage you to apply asap, as we will be inviting people on a rolling basis.**

**Don't meet every single requirement?** We believe in more than a checklist when it comes to finding the perfect person for a role. So, if this role sounds exciting to you, and you meet many but not all criteria, we encourage you to apply anyway. You may be just the person we are looking for.

**At STAND, we are committed to building an inclusive, supportive and collaborative workplace where people from all backgrounds, identities and experiences feel valued and able to grow.** In line with our Equality, Diversity and Inclusion commitments, we welcome applications from candidates of all backgrounds and particularly encourage applications from groups currently underrepresented within the sector. We believe that diverse perspectives, lived experiences and ways of thinking strengthen both our team and our work.

**We recognise that excellent candidates may not always be available for traditional full-time working patterns.** This role can therefore be structured on either a full-time or part-time basis, and we welcome applications from people seeking reduced, flexible or adapted working arrangements.