THE SANCTUARY

OPERATIONS MANAGER

ABOUT THE SANCTUARY

The Sanctuary is a centre for meditation and mindfulness located in Dublin 7. Founded in 1998, its mission is to nourish personal growth to support wider social impact. The Sanctuary offers courses in mindfulness, creativity, yoga and wellbeing. It delivers specialised programmes for carers and young people, as well as hosting events, retreats and talks.

ROLE DESCRIPTION

The Sanctuary are seeking a committed and proactive **Operations Manager** to oversee the day-to-day operations of the Sanctuary. This is a key leadership position responsible for ensuring the smooth running of our facilities, systems and events, while upholding the Sanctuary's ethos and values.

The role requires strong leadership, people management, organisational and communication skills. The Operations Manager will work closely with the Managing Director and Programme Manager to ensure all activities and services are delivered to a high standard.

This is a **full-time role (38 hours per week)** and includes regular **evening and weekend work** on a rotation basis. The position reports to the Managing Director.

RESPONSIBILITES

- Plan, organise, direct and manage all of the Sanctuary's operations including processes and procedures, facilities set up and cleanliness, catering and equipment, health and safety.
- Management of operational staff, including performance management, learning and development, plus overseeing the Community Employment team.
- Maintain and develop systems, develop efficiencies and high-level standards in relation to the smooth running of Sanctuary's activities, including monitoring customer numbers, courses and events.
- Responsible for preparing the building spaces for events and meetings and be the key liaison person for visiting groups and organisations and deal with enquiries relating to prospective day programmes and room rentals.
- Review and manage the Sanctuary IT systems to ensure ongoing efficiency and act as point of contact with our IT service provider.
- Responsible for uploading and monitoring courses daily for reporting and analytics through our CRM system and collating attendance, utilisations and refunds.
- Competency in booking and database management systems, such as Salesforce, Squarespace or equivalent systems.
- Social Media – responsibility for creating social media posts for courses and workshops on Canva and posting them on IG and FB, weekly website updates and monitoring all social media activity on all platforms and the Sanctuary's weekly newsletter.

Chairperson Paul Finnerty | **Directors** Janine Breen, Tom Connaughton, Thomond Coogen, Gary Graham, Fr Alan Hilliard, Sinead Leonard, Liam MacGabhann, Seán Ó Conaill, Sr Síle Wall
Managing Director Paula Gilmore | **Company Secretary** Seán Ó Conaill

Founded in 1998 by Sr Stanislaus Kennedy

Company registered No. 289733 | Registered charity No. CHY13076 | CRA registered charity No. 20039745

- As the GDPR compliance officer for the Sanctuary, ensure GDPR compliance.
- Ensuring all courses, programmes and workshops are delivered in line with the Sanctuary's vision, mission and ethos.
- Deliver agreed targets in line with the team strategy.
- Work closely with the Management team and participate in the formation of strategy, annual plan and budget for the Sanctuary, to ensure it becomes a sustainable organisation and makes a societal impact.

SKILLS/ KEY ATTRIBUTES

- **Leadership** – Proven ability to lead and motivate teams to achieve agreed organisational goals.
- **Planning** - Strong attention to detail and highly organised. Ability to multi-task and self-manage.
- **Problem Solving** – Self-motivated, positive and driven, adapting to the ever-changing environment and reacting quickly to meet challenges.
- **Project Management** – Ability to deliver projects on time and in line with organisational goals in a safe and welcoming environment.
- **Communication** – Ability to build relationships with internal and external stakeholders ensuring that communication is on-going and effective between different team members. Excellent written and verbal skills including the ability to present information to a variety of audiences.
- **Social media** - Experience and understanding of social media platforms, Instagram and Facebook and the ability to develop and continue an online presence for community building and marketing.
- **Financial** – An understanding of budgets, expenditure, resource management and administrative processes.
- **Information Technology**– In depth knowledge of MS Office suite and overview of IT requirements for small business management, i.e. WordPress Content Management system for the website, social media, database segmentation, mail chimp, zoom, customer database, etc.
- **Team working** – Strong team and interpersonal skills with the ability to work effectively in a collaborative team environment, with experience in successfully managing and motivating teams.

PERSON SPECIFICATION

- Minimum 3 years' experience in Operations, Office management and HR management.
- Proven experience of team management & staff development.
- Working knowledge of GDPR and Health & Safety legislation.
- Appreciation of mindfulness practices and benefits of meditation.
- Minimum QQI level 6 in Business Admin, HR, Event Management or related field.

Closing date 8 December 2026, shortlisting will apply, interviews the same week

Salary is €40k p.a.

Please email your CV and cover letter to paulagilmore@sanctuary.ie

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