



JOB DETAILS

Title:	National Services Manager
Duration:	Three Year fixed term contract (renewable)
Salary:	€52k - €61k, depending on experience ¹
Reporting to:	Head of National Services
Responsible for:	National Development Officers

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

SUMMARY OF ROLE

The National Services Manager will support the various volunteer-membership led activities of the Irish Red Cross (IRC) based in Ireland. This activity has core strands: Youth, Community Support, First Aid & Rescue and Volunteer Management. The role involves working with the assigned staff team to support and enable the volunteers/membership in their public benefit work and to help them to address any new needs as they arise; ensuring a vibrant programme of support, training, information, engagement as well as other development activities to meet the needs. Due to the nature of the work of the Irish Red Cross, the role will also include management of a number of specialised related projects in Ireland which fall under the remit of the National Services department.

Reporting to the Head of National Services, and responsible for the line management of the relevant National Development Officers, this role will suit a

¹ This role is assigned to the Job Family of: Programme Managers. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development, & Admin; Administration.



knowledgeable and committed project and people manager with a passion for supporting volunteers and working in a busy environment.

ROLE RESPONSIBILITIES

- Ensure responsive, user-friendly and flexible range of supports and member services in support of the volunteer National Directors, the volunteer programme managers and service volunteers to ensure volunteer and service-user satisfaction.
- Provide leadership, support and line management to the National Development Officers ensuring all work is delivered to a high quality.
- Ensure oversight, project management and support is provided to the volunteer National Directors and Chairs of Working groups with the preparation, implementation and reporting of budgeted workplans which deliver on the strategy 'Act Today. Shape Tomorrow'. Suggest/develop ideas in conjunction with the various working groups work plans.
- Working with various internal and external stakeholders ensure development and roll out of a membership recruitment and retention campaign.
- Liaise and work collaboratively with identified external partners, internal trainers and voluntary national IRC leaders to ensure successful completion of the departments' deliverables.
- Champion and facilitate successful achievement of the communications ambitions of the IRC through a good working relationship with the Communications Manager and the new approach to collating and showcasing the work of our volunteers / members.
- Compile and present reports from the department for senior management, governing board, and external stakeholders, e.g., donors
- Create a system to record, streamline and improve the efficiency of procedures whilst ensuring a strong succession plan for the department
- Coordinate and/or provide cover for the work of the National Development Officers during periods of absence or sickness
- Drive effectiveness, efficiencies and collaboration, including being the point of contact for other IRC departments and for interdepartmental collaboration.
- Provide support to the Head of National Services in their overall management of the National Services Team, including leading out on coordination of specific key projects and signature events
- Liaise with and maintain relationships with external stakeholders



- Support IT projects to facilitate a smoother volunteer interaction in relation to all membership application, renewal, training, support and communication processes, with a consistent focus on increasing the user-friendliness of the experience for volunteers, stakeholders and staff.
- Work actively towards the achievement of the Irish Red Cross goals.
- Undertake and ensure training and development as required to deliver a culture of learning and 'customer service' to members/volunteers and other internal and external stakeholders.
- Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
- Undertake any other reasonable work-related duties and responsibilities assigned by the Head of National Services which are consistent with the nature of the job and level of responsibility.

ROLE REQUIREMENTS

Essential Criteria

- At least four years' experience (paid or voluntary) in a responsive member-support / volunteer-support / 'customer service' role.
- Ability to build and manage relationships at all organisational levels
- People oriented and results driven.
- A high level of attention to detail.
- Excellent written communication skills with experience in providing high quality analysis and reports
- Ability to prioritise and manage time and workload effectively in a dynamic environment.
- Track record of working with volunteers
- Track record of line management of staff.
- Ability to self-motivate, be resourceful, and work on own initiative in a flexible and co-operative manner.
- Availability to work outside of normal office hours (including evenings and weekends).
- A proven high level of organisational and project management ability, administrative and IT skills including experience with MS Office Suite.
- The post holder will be required to have a clean drivers licence (class 2 insurance) and the appointment will be subject to Garda Vetting clearance



Desirable Criteria

- Experience of data management and protection and knowledge of GDPR.
- Familiarity with the requirements of child protection / safeguarding / garda vetting
- Experience of digitisation projects.
- Understanding of IRC, its mission, principles, and values
- Experience with working in a membership Organisation

FURTHER INFORMATION

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications for people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland.

APPLICATION PROCESS

To apply for this role, please forward a copy of your CV, together with a cover letter setting out how you meet the essential and desirable criteria for this role to:

sstanley@redcross.ie

Applications should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV and <Surname>, <First name> - Cover Letter**

The closing date for applications is 12th May 2023

Shortlisting for interview will be on the basis of the essential and desirable criteria for this role.

It is intended to hold initial interviews for this role week commencing 22nd May 2023

Please note that there may be a second round of interviews.