



## **JOB DETAILS**

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| Title:           | Head of National Services  |
| Duration:        | This is a five year contract (Renewable)   |
| Salary:          | The annual gross salary for this role will be towards the upper quartile of the range for the senior management level posts within The Irish Red Cross [€65,000 - €85,300] depending on the knowledge and experience of the successful candidate. <sup>1</sup>                                     |
| Reporting to:    | Secretary General  |
| Responsible for: | Managers and staff supporting the delivery of National and Ukraine Community Support services, First Aid and Ambulance services, Member and Commercial Training delivery, Community Based Healthcare in Prisons activities, Youth development, Membership administration and National Safeguarding |

## **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.

The Irish Red Cross has a wide range of programmes delivered both domestically and internationally(see [www.redcross.ie](http://www.redcross.ie) , where our 2022 Annual Report is available for download).

Domestically, a significant part of our programmes are delivered by our 3,000+ members and associated 70+ branches around the country – all supported by a

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



dedicated staff team assigned to enabling, supporting and growing this volunteer-led work.

Internationally, we create impact through our partnerships with our fellow Red Cross Red Crescent National Societies which are to be found in nearly every country in the world as well as with the global humanitarian organisations that we affiliate to: the International Federation of the Red Cross (IFRC) and the International Committee of the Red Cross (ICRC).

The last number of years have presented significant challenges in our humanitarian work (the COVID pandemic, conflict in Ukraine), but also opportunities to develop to meet the needs of our beneficiaries. The organisation is committed to a modernisation, sustainability and growth agenda, and the Senior Management Team, under the leadership of a recently appointed Secretary General, , and working in an integrated way with our volunteer National Service Directors are key to driving this change over the coming years.

Due to the retirement of our successful and long-serving Head of National Services at the end of 2023, we are now seeking to find the right person with the drive, ambition and energy to complete our Senior Management Team to enable and oversee the varied domestic work programmes.

## **SUMMARY OF ROLE**

The overall purpose of this position is to provide leadership and direction for IRC's programmes relating to: membership, first-aid, community services, youth as well as community based healthcare (in prisons), training and a range of specialised projects - whether they be delivered by volunteers supported by staff or directly by staff.

The Head of National Services will oversee and guide all programmes, projects and operations focusing on supporting, assisting and advising the volunteer leaders, the programme and project managers and their teams to increase the IRC's impact. The post holder has significant engagement with the senior volunteer leadership within the organisation and will support and build effective relationships with many internal and external partners and stakeholders.

## **ROLE RESPONSIBILITIES**

### **National Services**

1. Develop and implement the Irish Red Cross's (IRC's) volunteer-led first-aid, community services and youth programmes as well as other specialised



programmes such as health and social care, psychological first aid (PFA) and Pre Hospital Emergency Care Council (PHECC) related training - to achieve strategic goals as well as enable continuous improvement.

2. Provide leadership and management support to the relevant operations and represent the IRC with statutory authorities, international/national organisations and key donors.
3. Lead and manage a number of direct reports (and, by extension all staff of the department).
4. Support the work of the voluntary National Directors (non-board senior volunteers) ensuring resources and accountability for work relevant to their remits.
5. Working with the volunteer leadership and the structures within the organisation, develop and implement a plan to drive and support the growth in our membership and volunteer numbers so as to increase the impact of our collective work – ensuring a high quality and meaningful volunteer experience for all volunteers.
6. Working with the volunteer structures within the organisation, ensure the effective operation of working groups so as to ensure timely and effective planning, delivery and accountability for volunteer-delivered operations.
7. Ensure there is a full suite of operational protocols, manuals and training available for staff and volunteers, to ensure the highest quality and regulatory standards are met and that all staff and volunteers are adequately trained and supported to operate as per the latest guidance and requirements.
8. Ensure that the highest standards in Safeguarding are reached and maintained and proactively work to ensure the National Safeguarding Manager is enabled to be effective across the volunteer and staff network.
9. Provide leadership for a programme of change and upgrading of the information systems and other technology used within National Services area (and across the organisation). Such a change also requires the Head of National Services to provide leadership in promoting changes in culture and the traditional operational ways of working that come with a 'digital transformation'.
10. Proactively build and grow the IRC's domestic network to identify, build and negotiate relationships with key stakeholders to raise the profile of the Irish Red Cross domestic work and to secure funding for key programmes of work.
11. Develop strong working relationships and partnerships of relevance with peers in the International Red Cross Red Crescent Movement – keeping abreast of the latest developments affecting the programmes relevant for this role, including policy, regulatory and quality matters.
12. Work closely with the Head of Fundraising to secure required resources, ensuring their effective use while promoting an accountable team approach with a focus on creating quality impacts for our beneficiaries and reporting on same in a comprehensive and timely manner.



### **Senior Management**

1. Contribute as a senior leader on the senior management team, providing strategic as well as operational guidance, direction and support across the whole organisation as well as in own area of responsibility.
2. Proactively support 'whole-of-organisation' integration of work across the organisation, with SMT colleagues and other managers.
3. Prepare and manage budgets for all areas within responsibility.
4. Work actively and collaboratively with colleagues towards the achievement of the Irish Red Cross goals as set out in our strategy.

### **Other**

1. Undertake training and development as required ensuring professional development opportunities are taken up by team members.
2. Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
3. Undertake any other reasonable work-related duties and responsibilities assigned by the Secretary General that are consistent with the nature of the job and level of responsibility.

## **ROLE REQUIREMENTS**

### **Essential Criteria**

- 7 years'+ experience at management level in the area of volunteer management / community development / membership organisation
- Strong people skills especially managing the work of teams and individuals to ensure quality and timeliness of outputs.
- Track record in working with volunteers and leading teams comprising volunteers and staff.
- Track record of bringing a very diverse group of stakeholders together to work to achieve a common purpose.
- Proven track record of leading in a complex environment with the highest standards of governance and compliance
- Track record in growth: e.g. by numbers of members / by impact / by growth in reach.
- Excellent written and communication skills
- Independent judgement, political acumen and discretion
- Experience of working in the voluntary sector



- Experience working with Government Departments.
- High levels of tolerance for organisational change and uncertainty.

### **Desirable Criteria**

- Experience in business development
- Experience in organisational change, growth & transformation
- Experience in policy development and advocacy
- Familiarity with the Red Cross Red Crescent movement
- Experience with safeguarding responsibilities.
- Professional Qualifications in relevant areas to a minimum of Degree level or equivalent
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### **FURTHER INFORMATION**

The Irish Red Cross offers the following benefits for this role in addition to salary:

- A 5% employers' contribution to a company contributory pension scheme
- Annual Leave of 25 days.
- Closure of the office on Good Friday, plus two additional 'privilege days' to be used at Easter and Christmas respectively.
- Death in Service benefit of four times salary
- Flexible working hours, including opportunities for hybrid working (Hybrid Working Policy is for three days a week in the office in Merrion Square)
- Further education, training and learning supports
- Professional subscriptions (as applicable)
- Travel (bike-to-work schemes/tax saver commuter tickets)

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.

Note that due to the nature of a volunteer-led organisation, many meetings requiring the presence of the Head of National Services are held evenings and weekends. The value and flexibility of the benefits package for this role reflects appropriate compensation for the flexibility and weekend / evening time that will be required.



**Crois Dhearg na hÉireann**  
**Irish Red Cross**

## **APPLICATION PROCESS**

To apply for this role, please forward a copy of your CV, together with a cover letter that clearly sets out how you meet the essential and desirable criteria for this role to: [chassett@redcross.ie](mailto:chassett@redcross.ie). Please do not submit a CV without a cover letter that clearly sets out how you meet the essential criteria for the role.

Your email should contain **Head of National Services** in the subject line. 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 **5pm on Monday 2<sup>nd</sup> October 2023**.

Shortlisting for interviews will be based on the essential criteria for this role.

It is intended to hold the first interviews for this role for shortlisted candidates on **Thursday 12<sup>th</sup> October**.

Please note that there will be a second round of interviews on **18<sup>th</sup> or 19<sup>th</sup> October** for those candidates who are successful at progressing to this stage.