

**Job Description**

**HR & Service Manager**

**(Full Time)**

**Our Mission**

Working in partnership to improve social and economic inclusion and build vibrant communities in Dún Laoghaire Rathdown.

**Our Vision**

To see an inclusive and just society, without discrimination, where people are encouraged and enabled to reach their full potential within strong vibrant communities.

**1 Southside Partnership DLR**

Southside Partnership DLR CLG is a local development company working towards an inclusive and just society, where each person is encouraged and enabled to reach their full potential and live with dignity in active, healthy and safe communities. We provide a comprehensive range of supports and services to people and communities who are experiencing some form of disadvantage or social exclusion throughout Dun Laoghaire Rathdown (DLR).

**These people may be:**

* Unemployed people who need supports to become job-ready;
* Lone parents who need support with parenting skills, access to childcare, or securing part-time employment;
* Ethnic minorities who need support with language skills or integrating into Irish society;
* Children from disadvantaged communities who need support with their homework or exam preparation;

In order to provide these types of supports, we operate a range of programmes and projects on behalf of specific funders and seek to engage and collaborate with other interested parties and like-minded organisations.

**2 Local Area Employment Service programme (LAES)**

Funded by the Department of Social Protection, the Local Employment Services (LES) programme had been running for the past 25 years. The programme assists unemployed people to identify a personal path to help them re-enter the labour market. Clients are referred by their respective Intreo offices.

The LES programme cycle came to an end August 31, 2022. A new replacement service – the Local Area Employment Service (LAES) – was tendered for and won. The new service commenced on September 1st, 2022.

The LAES service is different from the current programme in a number of ways. Specifically:

* This is a pay by results model for the first time. It is a task /skill set focus.
* There is an element of individual performance management required to ensure funds are available to pay salaries and costs. The payment on performance based model means the Department are invoiced at three key milestones.
* An overall number of referrals are committed to by the Department annually.
* There will be an increased focus on deepening engagement with employers locally to open up as many opportunities for clients as possible.

Since September 2022 systems and processes have been put in place, and a number of standard operating processes have been developed and rolled out.

**We are looking to recruit a person with a strong background in Human Resources who is interested in a role also encompassing service delivery.**

**3 The Role of HR & Service Manager**

The HR & Service Manager will join our team implementing the LAES programme (80% role) and support the organisation with some Human Resources support (20% role).

We are seeking a Manager with a strong background in Human Resources Management who is interested in a border operations and HRM role and who has a genuine passion for the quality service delivery, who will adopt a 'hands-on' approach their leadership style. The successful candidate will be responsible for ensuring staff management, the delivery of service operations, relationship management, change management, and systems and processes operating to quality standards with a view to creating positive outcomes for those experiencing unemployment.

A key focus will be onchange management specifically around supporting the team and the organisation with results management, new standard operation procedures, as well as new components of the new services such as rolling out the Employer Engagement Strategy and branding.

Reporting to the CEO, the postholder will manage a team of 5 Caseworkers, 1 Employer Liaison Officer, 1 Operations Support, and 2 Administration Staff as well as Financial Administrator.

This is a full-time position (35 hours a week) based in our Dun Laoghaire LES office with some remote working. Travel in the Dublin area required. The salary scale is €47,457 to € 58,295.

**Key Responsibilities**

**3.1 Leadership & management**

* Provide leadership to the team ensuring they work cohesively with a shared vision by providing role and responsibility clarity and by establishing Key Performance Indicators for the purposes of efficiency and accountability with each of the 7 staff;
* **Staff engagement:** Manage, motivate, develop the team. Work with teams to build strong relationships and generate a feeling of meaning in work – its value and importance;
* **Lead in the delivery of intensive staff training** , both on the job as well as formalised training in conjunction with other LAES programmes. Training will cover (but not limited to) database and journey tracking of clients/BOMi/ CRM, KPIs, systems and processes,  results-based management, policies, quality assurance, reporting lines and key changes from previous phase, as well as other trainings needs as identified;
* Bed down the relatively new and existing Standard Operating Procedures so that staff are familiar with the way the service will be delivered.
* In coordination with the CEOand Employment Liaison Officer **cultivate strategic relationships**, and represent SSP externally with other partnerships, peer agencies, and other relevant external committees, networks, boards and fostering interagency collaboration.
* Prepare routine **board updates** for the board and present new initiatives and strategies as they arise;

**3.2 Cultural stewardship**

* Support the team to collaborate across the organisation, particularly in our wrap-around services for clients, and to understand how their duties contribute to the organisation's overarching goal;

**3.3 Programme development & delivery**

* In coordination with the Financial Controller, manage the monitoring of programme/ project implementation and finances using results based management tools;
* Through meetings and consultations with other managers and teams, map out and formalised the r**eferral mechanisms** for wrap-around service within the broader SSP DLR teams;
* In coordination with the CEO, drive **Quality Standards** within services through quality systems and structures, ensuring continuous improvement, particularly in the areas of new initiatives, team development, systems implementation. This includes but is not limited to supporting and embedding the Q Mark standards;
* As the budget holder managing overall **financial budgeting** for LAES (with support from the Financial Controller and Financial Administration staff), ensuring that resources are allocated effectively and can demonstrate value for money;
* Monitor and analyse financial situation of the service to meet agreed upon targets and results;
* Ensure **GDPR compliance** related to all client interactions.

**3.4 Strategy development**

* In coordination with the Employment Liaison Officer, CEO, and rest of team develop and roll out the Employer Engagement Strategy.
* In consultation with the Employment Liaison Officer, and Communications Officer, and team, engage in a campaign of promotion and marketing to ensure that all relevant stakeholders are fully informed of the LAES services available using existing and other networks and through direct stakeholder contact.

**3.5 Systems and processes**

* Manage and support teams to deliver current **programmes effectively**, on time and to budget, providing best practices and developing programme management tools, processes, and systems to support this, with the support of the Operations Manager and CEO. Put in place all processes, procedures, controls, audit trails, systems and standards necessary to discharge the contractual obligation;
* In coordination with the Operations Support,analyse and report on qualitative and quantitative data, as required by the Department, including client information regarding participation and programme progress. The data recorded will focus on the agreed contract KPIs. This will involve rolling out the Salesforce CRM system[[1]](#footnote-1) and running quarterly audits of systems and processes to identify specific areas where protocol is not being followed and the corrective action required. Draft reports on activities, outputs and outcomes; and compile information.
* With support from the Operations Manager, support the process for the renewal of office leases, associated insurance, inventory management hardware required.

# **4 The HR & Service Manager will work directly with:**

# *Internal SSP*

Employment Liaison Officer

Caseworkers

Administration & finance staff

Programme Manager Enterprise & Employment

Support & Development Officer

Enterprise Development Worker

Financial Controller

Operations Manager

CEO

Manager for Social Inclusion Porgramme

Client Support & Progression Officer (SICAP)

Communications Officer

*External SSP*

Dept of Social Protection representative(s)

Local employer and potential employers

Peer networks

Irish Local Development Network

**5 Qualification**

A third-level qualification (minimum Level 8) in human resources management or related

**6 Knowledge & Experience**

*Essential*

* Knowledge of HRM
* Experience in leading a change process, including a solid understanding of how people go through a change and the change process.
* Knowledge and experience of working in the area of unemployment, enterprise and/or career guidance. Knowledge of barriers to employment and how programmes can support clients.
* Experience in recruitment, specifically working with a recruitment agency and developing strategic alliances

*Desirable*

* Strong experience in developing, delivering, and improving services and programmes;
* Some operational experience in a service
* Experience and knowledge of project management principles, methodologies and tools.
* Strong experience in motivating and empowering teams, developing professional development;
* Strong experience in data analytics to support the development and implementation of monitoring and evaluating processes.
* Experience in managing a large team and large budget, preferably on a results management service.
* Experience in financial management
* Experience in results based management

**7 Core Competencies/Skills & Knowledge**

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| **Drive for Results** | Motivated about working and achieving higher results.  Persists to complete tasks / responsibilities, even in the face of difficulties.  Operates with personal ownership and looks for ways and means to improve performance |
| **Adaptability & Change Management** | Personal willingness and ability to effectively work in, and adapt to change, adapting personal style/approaches to meet change requirements and is able to adjust to the changing needs. |
| **Team Leadership** | Sets high standards of performance for self and others and provides a clear direction for the team to achieve objectives |
| **People Development** | Supports team to meet organizational needs, to be more efficient, and creates an enabling environment where team feel greater satisfaction in their job. |
| **Emotional Intelligence** | Empathy and understanding of the issues and barriers faced by marginalised individuals  Have an ability to gain people’s trust and to understand/  appreciate diverse groups; |
| **Influence & persuade** | Excellent communication and interpersonal skills with the ability to interact and network with all levels within and outside the organisation;  Develop positive relationships with others internally and externally to achieve goals; |
| **Motivating others** | An ability to be a leader and provide support, training and encouragement to other team members |
| **‘Other’** | While based in Blackrock, this position will involve outreach work throughout Dún Laoghaire Rathdown, so your own transport is required. |

# **8 Application Process**

To apply, please send a letter of application, outlining why you believe you are suitable for this role (max 200 words), together with your Curriculum Vitae.

Applications should be marked “HR & Service Manager”should be sent to [HumanResources@sspship.ie](mailto:HumanResources@sspship.ie) June 12th 2023. It is proposed to hold an interview for this position the following week.

1. The CRM will record additional required data related to performance, including tracking the client’s journey and process flows and will have the capacity to link jobs to client profiles. Our CRM will ensure that we record and detail all client interactions (mindful of GDPR requirements) and KPIs [↑](#footnote-ref-1)