



## Operations Lead

An Cosán is currently seeking a qualified Operations Lead to join our team. The Operations Lead will play a key role in ensuring An Cosán's operational efficiency and deliver high quality support to all areas of the organisation. The role encompasses functional leadership of administration, HR, IT, procurement, facilities management, event management and learner recruitment.

This position is responsible for managing key administrative functions across the organisation, maintaining HR policies, directing operational delivery and streamlining processes.

Reporting to the CEO, the role requires a hands-on, solutions-oriented professional with excellent organisational and technical skills. Working closely with the rest of the Senior Management Team, the successful candidate will contribute to the strategic goals of the organisation, ensuring that operations run seamlessly to support An Cosán's mission.

The Operations Lead will operate within the ethos, values, policies and procedures of An Cosán, particularly in relation to Equal Opportunities.

Job Title:	Operations Lead
Reports to:	CEO
Direct reports:	IT/CRM, Facilities and Administrative Support Staff
Contract:	Permanent Flexible arrangements available Office Based (minimum three days per week) with scope for remote working for the remainder
Probation:	9 months
Location:	An Cosán, Kiltalown Village Centre, Jobstown, Tallaght, Dublin 24

### An Cosán

An Cosán (Irish for "The Path") is Ireland's largest community education organisation. The mission of An Cosán is to bring about social equality and an end to poverty through community-based adult education, the provision of early years' education, wraparound services, including one-to-one tutoring and mentoring, and empowering social enterprise development. Since 1986 we have supported over 21,000 people to reach new pathways to empowerment via community education. Using innovative technology to deliver virtual access to its range of learning programmes, An Cosán reaches communities across Ireland.

## The Role

This role holder will lead a cross functional team to provide high quality support to all areas of the organisation in a range of activities, leading out on administration, IT, procurement, facilities management, HR support, event management, and learner recruitment.

The successful candidate will have a can-do attitude and work with tact, confidentiality and diplomacy to deliver comprehensive organisational support to all areas of An Cosán, whilst continually employing a results focussed and process improvement mindset.

Possessing excellent organisational skills and self-motivation, the role holder will enjoy a busy and dynamic working environment, with a broad range of responsibilities and thrive on challenge.

## Key Responsibilities

### Operational Efficiency

- Ensure smooth day-to-day operations across all organisational activities, with a focus on administrative processes, IT systems, and building management.
- Continuously evaluate and streamline operational workflows to improve productivity and service delivery.
- Manage organisational adherence to GDPR and other compliance requirements.

### IT and CRM Management

- Oversee the implementation, maintenance, and optimisation of IT systems and CRM tools to support learning, administration, and reporting needs.
- Act as the primary interface in IT-related priorities and challenges, delegating tasks to the IT team as necessary.
- Identify and lead initiatives to improve digital systems, ensuring accessibility and usability for staff and learners.

### Human Resources

- Regularly review and update policies for compliance and alignment with organisational needs.
- Streamline HR processes within HR Locker and CRM.

### Building and Facilities Management

- Oversee the maintenance, safety, and security of An Cosán's physical premises and plans for upgrading and improvement.
- Develop and implement a proactive approach to facilities management, addressing issues promptly to ensure a safe and functional environment for staff and learners.

### Administrative Support

- Lead and support the administration team in delivering high-quality organisational support.
- Ensure effective resource allocation and delivery of corporate events, meetings, and other organisational activities.

## Reporting

- Report on operational performance to the Senior Management Team and CEO, identifying challenges and recommending solutions.
- Foster a collaborative, solutions-driven culture among team members.

## Essential Skills and Competencies

- Strong leadership skills, with the ability to motivate and develop team members and knowledge of good HR practice.
- Proficiency in IT systems and CRM platforms, with an ability to manage and enhance digital tools.
- Excellent organisational and project management skills, with a results-oriented mindset.
- Exceptional problem-solving skills with a focus on collaboration and inclusivity.
- High level of attention to detail, integrity, and accountability.
- Flexibility and adaptability to meet the dynamic needs of a community organisation.

## Experience and Qualifications

### Essential

- 3–5 years of experience in operational or administrative management.
- Strong people management experience.
- Demonstrated experience in IT and CRM systems management.
- Ability to manage building or facilities operations.
- Strong financial acumen, including budgeting experience.
- Adept at managing workloads comprised of many and various tasks.
- Strong proficiency in Microsoft Office suite of tools.

### Desirable

- Experience in community development, community education or similar non-profit organisations or an understanding of the requirements for effective management in these sectors

## Application Process

To apply for this role, please send a comprehensive, up-to-date CV and Cover Letter (max two pages) outlining your motivation for applying for this job, your skills, precisely how your knowledge and experience meets each of the Essential Skills and Competencies set out above, and your salary expectation.

You should include the name and contact details of two referees who will be in a position to provide professional references. One of the referee's should be your current or most recent employer. Referees will not be contacted without the candidate's expressed permission.

Completed applications for this role should be sent by email to [jobs@ancosan.ie](mailto:jobs@ancosan.ie) with the subject 'Operations Lead Application'.

All documents must be submitted in Word or PDF format. For security reasons, files sent by email as links to documents in shared cloud-based servers will not be accepted.

Closing Date for Applications: **COB Monday 24<sup>th</sup> March 2025**

**Salary commensurate with experience.**