

Candidate Information Pack

Operations & Office Manager

**Community
Foundation
Ireland**



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ABOUT COMMUNITY FOUNDATION IRELAND

Community Foundation Ireland is a philanthropic hub that connects generosity with purpose. For 25 years, the Foundation has worked with donors, partners, and communities across Ireland to grow philanthropy and drive lasting social change.

Part of a global network, it partners with individuals, families, trusts, companies, and other foundations to make giving more strategic, impactful, and sustainable.

Since its establishment in 2000, and with the support of donors, the Foundation has provided over €200 million in grants to voluntary, community, and charitable organisations across the country. These investments fund ground-breaking work, pioneering research, and innovative solutions that often take a longer-term view — supporting both immediate needs and lasting systemic change.

The Foundation partners with a nationwide network of more than 5,000 organisations, from grassroots community groups to national charities, helping to ensure that philanthropy reaches where it is needed most.

Drawing on research, convenings, and in-house expertise, Community Foundation Ireland's work is guided by four key pillars: Inclusive Communities, Empowered Generations, Accelerating Change, and Sustainable Futures. These pillars underpin the Foundation's commitment to tackling both long-standing and emerging challenges:

- **Sustainable Futures:** Leading on biodiversity and climate action, working in partnership with communities and Government to address environmental challenges.
- **Inclusive Communities:** Ensuring everyone is respected, included, and has the opportunity to thrive.
- **Empowered Generations:** Giving people of all ages a voice and ensuring respect across generations.
- **Accelerating Change:** Supporting changemakers to overcome systemic and societal barriers to equality and fairness.

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Vision

An Ireland where everyone is equal, and communities thrive.

Purpose

To be a philanthropic hub for Ireland, delivering for communities, donors, and grantees.

Intended Impact

To be the leading foundation for thriving communities, equality, and environment in Ireland.

How the Foundation Works

Community Foundation Ireland is a philanthropic hub for enlightened donors who want to have a positive impact on Ireland through strategic giving. The Foundation's expert and passionate team of professional advisors, strategists, activators, and facilitators has built a trusted reputation by working closely with donors, non-profit organisations, and communities.

- It provides services to a wide range of donor types – including individuals, families, businesses, and corporations – ensuring that their desire to give back delivers the greatest possible impact on the causes that matter to them and to Ireland.
- It facilitates a small number of high-impact public donation appeals, enabling collective giving towards key national causes.
- It convenes and facilitates collaboration between multiple organisations working towards shared goals, encouraging innovation and coordinated action for long-term social change.
- It delivers a comprehensive grant-making programme that empowers non-profit partners to make positive changes in their communities. Through both open grant rounds and donor-directed funding, the Foundation supports initiatives ranging from local projects to national programmes, as well as research, advocacy, movement-building, and capacity development.
- It manages an endowment fund that allows donors to create a lasting legacy of giving, ensuring communities benefit both now and into the future – a proven model of sustainability that has supported community foundations globally for over a century.

ABOUT THE ROLE

The Operations and Office Manager will play a central role in ensuring the smooth and efficient running of Community Foundation Ireland's day-to-day operations. Reporting to the Financial Controller and sitting within the Finance & Corporate Services team, this role supports colleagues across all departments to maintain a professional, well-functioning, and collaborative workplace. It is a varied position encompassing office management, HR administration, governance support, and event coordination. The post holder will also act as a key link with the organisation's external HR partner and service suppliers, ensuring effective communication, coordination, and delivery across all operational areas.

Working with the staff, Senior Leadership Team, and Board, the Operations and Office Manager will contribute directly to the Foundation's strategic goals of strengthening organisational capacity and ensuring a sustainable financial model. This is an excellent opportunity for a proactive, organised individual to join a purpose-driven organisation, where they can make a tangible contribution to a positive staff culture and the smooth running of a growing, mission-led foundation.

KEY RESPONSIBILITIES

Office & Facilities Management

- Act as a primary point of contact with the building landlord, IT Managed Service Provider, Phone System Provider and other service providers as necessary.
- Oversee reception call flows (Webex system), incoming correspondence, and daily office operations.
- Assist in procurement of supplies and services, including stationery and facilities contracts, in line with procurement policy.
- Ensure office facilities and equipment are maintained to a high standard, coordinating IT and infrastructure needs with external suppliers.
- Oversee health and safety, security, and data protection compliance in line with organisational policy.
- Support operational efficiency by identifying and implementing improvements to office systems and processes.

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HR & People Support

- Provide administrative HR support in collaboration with senior leaders and external HR consultants (onboarding, documentation, probation reviews, contracts).
- Assist hiring managers with recruitment, selection, and induction of new staff, ensuring a professional and positive candidate experience.
- Support staff learning and development initiatives, including helping to coordinate training days and the annual staff survey.
- Help foster a positive, inclusive, and values-driven workplace culture by supporting staff events and engagement activities.

Governance, Compliance & Risk Support

- Ensure compliance with internal policies and external legislation relevant to the role.
- Support the implementation of data protection and information security policies.

General Support

- Work closely with the CFO and Senior Leadership Team to provide operational and administrative support.
- Maintain confidentiality in handling sensitive information.
- Carry out other reasonable duties as required to contribute to the overall effectiveness of the organisation.

This job description is intended as a broad outline of responsibilities and may be subject to change in line with organisational needs. Flexibility and initiative are key, as the role holder may be asked to support other colleagues and projects from time to time.

All staff are required to:

- Carry out their work in accordance with the organisational values and ensure that their behaviours are in keeping with our values.
- Be aware of, understand and comply with all of the Foundation's policies and procedures.
- Attend and participate in staff meetings, team meetings and relevant training.
- Attend some of the Foundation events each year.

ABOUT YOU

The ideal candidate will be a solution-focused, organised, and adaptable professional who combines strong administrative ability with sound judgement and excellent interpersonal skills. They will bring experience in office or operations management, HR or administrative coordination, and will work effectively with a wide range of internal and external stakeholders. With strong attention to detail and a practical, common-sense approach, they will be comfortable managing multiple priorities and supporting colleagues across different functions.

While experience in the not-for-profit sector would be a distinct advantage, it is not essential; the Foundation values transferable skills and welcomes applicants from corporate, public, or professional service backgrounds who share its commitment to equality, collaboration, and community impact. The successful candidate will be motivated by purpose, demonstrate initiative and reliability in their work, and take pride in supporting the people and processes that underpin Community Foundation Ireland's mission of equality for all in thriving communities.

PERSON SPECIFICATION

Essential Skills & Experience

- Proven experience in office management, administration, or a similar coordination role.
- Strong organisational and multitasking skills, with the ability to prioritise effectively in a busy environment.
- Excellent communication and interpersonal skills, with a collaborative and professional approach.
- Experience managing relationships with external service providers such as IT, facilities, or HR partners.
- Proficiency in MS Office (Word, Excel, Outlook, Teams) and confidence using IT systems and digital tools.
- Strong attention to detail, accuracy, and practical problem-solving skills.
- Understanding of basic compliance requirements, including health and safety, data protection, or information security.
- Ability to manage sensitive and confidential information with discretion.
- Demonstrated commitment to the mission and values of the charitable or wider community-focused sector.

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Desirable

- Experience working in a non-profit, charitable, or membership organisation.
- Familiarity with HR administration, recruitment processes, or payroll coordination.
- Experience supporting governance processes, such as preparing papers for boards or committees.
- Knowledge of data protection, health and safety, or risk management requirements.
- Experience coordinating events, meetings, or staff engagement activities.
- Experience using a CRM or grant management system (The Foundation uses SmartSimple – training will be provided)
- Experience improving or streamlining office systems and procedures.



ADDITIONAL INFORMATION

- This is a permanent, full-time position (35 hours per week).
- The Foundation will consider candidates interested in working a 4-day week (salary pro-rata).
- The Foundation is based at 30 Merrion Square North, Dublin 2, D02VE40. Please note, the office building is a renovated Georgian building and it does not have a lift.
- Hybrid working available - 2 days in office, or as job requires.
- The salary scale for this role is Scale 3 Senior Executive €37,538 to €50,446 (dependent on experience).
- The annual leave entitlement is 26 days plus public holidays.
- Volunteer Days CSR Scheme (2 paid days per annum).
- Automatic enrolment in occupational pension scheme, with employer matching contributions up to 5% of salary.
- Income Protection Scheme.
- Death in Service benefit which will pay a lump sum of 4x your salary to your loved ones in the event of your untimely passing.
- Tax Saver tickets and Cycle to Work Scheme.
- Free access to our Employee Assistance Programme (EAP), which provides a range of support services, including mental health services and financial and legal guidance.
- Regular team-based activities and social activities.
- Networking opportunities with key stakeholders.
- Community Foundation Ireland is a strong promoter of personal and continuous professional development.



HOW TO APPLY

- This recruitment campaign is being managed exclusively on behalf of Community Foundation Ireland by specialist, not-for-profit sector, recruitment consultancy CCI Executive Search.
- To apply for this role, please email your CV and a tailored cover letter (both in Word format) outlining your suitability for the role, addressing the key responsibilities and skills outlined above, to recruitment@cciexecutivesearch.ie by **12pm on Wednesday 12th November 2025**.
- Applications should be in Word format and addressed to Laura Patten, Managing Director, with the subject line of your application by email as *"Community Foundation Ireland – Operations & Office Manager"*.
- Please note, we ask that all applications are written personally by the candidate. Applications generated or written completely by AI tools will not be accepted, as we want to get a genuine sense of your motivation and relevant experience for this specific role.
- For a confidential discussion about this role, please contact us via the above e-mail or on 01 524 2807 to arrange a call with Laura.
- We are committed to providing reasonable accommodations to support the participation of individuals with disabilities or other specific needs in both the recruitment process and the workplace. If you require any adjustments during the application or interview process, please let us know by contacting us at recruitment@cciexecutivesearch.ie or on 01 524 2807.
- Community Foundation Ireland is an equal opportunities employer and welcomes applications from all sections of the community.

PLEASE NOTE

- First round interviews will take place during the week starting 24th November.
- Second round interviews will take place the following week.
- Interviews will be in person in Dublin.
- The successful candidate will ideally be in place in January 2026.
- Any offer of employment is subject to receipt of two satisfactory references.
- Applicants must have the right to work in Ireland.
- More information on Community Foundation Ireland can be found on their website: www.communityfoundation.ie.

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As you have enquired about this vacancy, you will automatically be added to CCI's job alert email list, so that you receive notification about all of our vacancies. If you do not wish to receive these, you can simply tick the unsubscribe button at the bottom of these notifications.

Thank you for your interest in this role.

Best wishes,
The CCI Team

01 524 2807
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