

# Job Description: Operations Officer

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<b>Salary</b>	€17,770 - €19,861 depending on experience (Full time equivalent: €31,098 to €34,757)
<b>Hours:</b>	Part-time, 20 hrs per week, 9am to 1pm Monday to Friday
<b>Reports To:</b>	Operations Manager
<b>Supported By:</b>	Operations Team
<b>Term:</b>	1-year fixed term contract, renewable subject to business needs
<b>Starting Date:</b>	30 <sup>th</sup> June 2026
<b>Application Deadline:</b>	1pm Monday May 18th

## Overview

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Belong To's vision is for a world where lesbian, gay, bisexual, transgender, and queer (LGBTQ+) young people are safe to shine and can confidently shape their own futures. We work with LGBTQ+ young people as equals to achieve our vision and create a society where we all belong. We do this through youth work, community engagement, changing attitudes, and research.

Our core values are those of inclusion, integrity, and respect, in an environment of honesty and openness. Our purpose is to create a welcoming, supportive, safe and fun space for LGBTQ+ young people. We are committed to collaboration and youth participation. We believe in solidarity and intersectional equality, and our work focuses on human rights and social justice. We are dedicated to continuous improvement in everything we do.

The Operations Officer has a key role to play as the first point of contact for members of the public engaging with Belong To. The Operations Officer will work alongside the Office and Administrative Services Executive (part-time in the afternoons) to cover the reception desk, phone line and inbox as well

as providing office, administrative and IT support for the wider Belong To team.

## **Staff Benefits**

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Belong To provides staff members with an array of benefits and supports that increase their financial security, health, and well-being. We also support staff members to develop professionally and promote a healthy work life balance. Some of these discretionary benefits and supports include:

- Paid time off, including 26 holiday days (pro rata for part-time roles)
- Sick leave
- Educational assistance programmes (including paid study/ exam leave and an educational fund towards the costs of fees)
- An Employee Assistance Programme (EAP) covering you, and your loved ones.
- A death in service benefit which will pay a lump sum of x4 times your salary to your loved ones in the event of your untimely passing
- Tax saver tickets and cycle to work scheme.
- Pension contributions

## **Key Responsibilities and Duties**

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### **Reception**

- Answer, screen, and forward incoming phone calls, emails and web enquiries.
- Receive, sort, and distribute daily mail/ deliveries.
- Receive visitors – greeting, welcoming, directing and announcing them as relevant.
- Provide ongoing support for the maintenance of office functions and contribute to the efficient day-to-day operations of the organisation.
- Act as first point of contact for office- and IT-related queries from staff.

### **Administration**

- Provide administration support as necessary across departments.
- Make travel, courier and accommodation arrangements when required.

- Supporting the Operations Manager with fire safety responsibilities, including routine checks, record-keeping, and coordinating required actions.
- Support the implementation of all policies relating to Health and Safety
- Perform other clerical duties such as filing, photocopying, minute taking, data entry and transcription as required.

### **IT, Data Protection and Technology Support**

- Support with IT and phone asset monitoring process, ensuring assets are recorded, maintained, and kept up to date.
- Arrange servicing or replacement of office equipment when needed.
- Support the management of contracts register database, ensuring contracts are accurately recorded, maintained, and kept up to date.
- Support the implementation of data protection policies.

### **Note**

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisation's aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

## **Functional Competencies**

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### **Essential**

- Commitment to LGBTQ+ inclusion.
- Excellent IT skills and proficiency in Microsoft 365 suite.
- Excellent organisational skills.
- Strong written and verbal communication skills.
- Demonstrable ability to be resourceful and proactive when issues arise.
- Ability to deal with potentially difficult and challenging situations.
- Multi-tasking and time management skills, with the ability to prioritise tasks.

### **Desirable**

- Experience of providing administrative/operations support in a busy office environment.
- Experience dealing with the general public, such as customer service.
- Knowledge of the issues faced by LGBTQ+ young people.

## Behavioural Competencies

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### Stakeholder Focus

Strives to tailor service to stakeholders' needs. Encourages others to focus on the stakeholders. Identifies and clarifies individual stakeholders' needs.

- Demonstrates sensitivity and understands the stakeholders' perspective.
- Takes opportunities to research and understand stakeholders' needs, gain feedback, and assess ways in which systems and procedures can be improved.
- Co-ordinates feedback from stakeholders to ensure satisfaction and shares the results with line manager.
- Communicates and actively demonstrates the importance of providing good service to others.

Level 2

### Planning & Organising

Plans activities thoroughly for self / others. Makes best use of all available resources.

- Ensures others – colleagues are clear on activity, workload, and priorities.
- Assesses and reassesses priorities as required - Effectively resolves competing priorities.
- Provides effective support to others to enable delivery.
- Monitors progress on process and resources to ensure deadlines are met.
- Understands and follows procurement and financial controls.
- Effectively plans and co-ordinates small projects.

Level 2

### Drive for Results

Determines best method to achieve goals and maintains flexibility ensuring effective delivery of work. Uses initiative to resolve problems where the solution may not be immediately apparent.

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| <ul style="list-style-type: none"> <li>• Regularly reviews and adopts most efficient approach to achieve team / department's objectives.</li> <li>• Encourages teams to meet targets while maintaining quality of work.</li> <li>• Monitors performance against clear standards or deadlines, providing appropriate feedback when required.</li> <li>• Actively seeks to understand reasons for obstacles and to find ways to overcome.</li> </ul> | <p>Level 2</p> |
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### Effective Communication

Communicates detailed information clearly, both written and oral.

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| <ul style="list-style-type: none"> <li>• Carefully prepares / organises written information for meetings and presentations.</li> <li>• Facilitates discussions with colleagues/others to achieve a common objective, contributes effectively to group discussion.</li> <li>• Able to influence within the scope of the role - uses a range of methods to influence others, e.g., explains benefits and gives background information.</li> <li>• Produces factual and concise written reports, minutes, and correspondence of high quality.</li> </ul> | <p>Level 2</p> |
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### Change, Adaptability & Flexibility

Recognises where changes can be made and takes steps to make those changes. Gains commitment from others to change.

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| <ul style="list-style-type: none"> <li>• Contributes positively to the change process and sees change as an opportunity to improve performance.</li> <li>• Works with department/ team members to identify change opportunities.</li> </ul> | <p>Level 2</p> |
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| <ul style="list-style-type: none"><li>• Identifies and makes changes to improve efficiency and quality of service of own department via input to procedures and processes.</li><li>• Implements and shares ideas for continuous improvement within department/team.</li></ul> |  |
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\*Please note that listed above are the top 5 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.

## Overview of Practical Arrangements

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### Hours and Place of work

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Part-time, Monday to Friday, 9am to 1pm. The nature of this post requires flexibility in the hours of work and will require occasional work outside of these core hours.

The usual place of work shall be in Belong To's office at 13 Parliament Street, Dublin 2. Hybrid working and flexi-time is not available for this role.

### Holidays

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In addition to the usual public holidays the annual leave for this position is 26 working days (pro-rata).

### The Protection & Safeguarding of Children and Vulnerable Adults

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Belong To LGBTQ+ Youth Ireland has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times and any offer of employment may be contingent on Garda Vetting and Reference Checks. A copy of the organisation's Safeguarding and [Child Protection Policy and Vetting Policy](#) is available for review on our website.

### Confidentiality

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Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

## **Pre-Employment Health Check**

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The successful candidate shall be required to complete a pre-employment medical check and be certified as fit to perform the duties of the role in advance of taking up employment.

## **Belong To LGBTQ+ Youth Ireland is an Equal Opportunities Employer.**

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We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, family status, religious belief, membership of the Roma or Travelling community or any other legally protected status.

## **Data Protection and Privacy**

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The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a role with Belong To LGBTQ+ Youth Ireland we create a number of both paper and digital records in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. To make a request to access your personal data please submit a request by email to [privacy@belongto.org](mailto:privacy@belongto.org) ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by Belong To LGBTQ+ Youth Ireland are set out in our [data protection policy](#).

## **Shortlisting**

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The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Belong To LGBTQ+ Youth Ireland may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Belong To provides for the employment of a shortlisting process to select a group who, based on an examination of the applications, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the

job, rather than that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. The shortlisting panel will examine the applications against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

As part of the shortlisting process, candidates may be selected to take part in a phone screening interview. An invitation to take part in a phone screening interview will be at the discretion of the Interview Panel and does not guarantee a face-to-face interview.

### **Other Important Information**

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Belong To LGBTQ+ Youth Ireland will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline, or having accepted it, relinquish it, or if an additional vacancy arises we may at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

### **Submitting an Application**

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The deadline to apply for this role is 1pm on Monday May 18<sup>th</sup>.

Please email your CV and cover letter to [jobs@belongto.org](mailto:jobs@belongto.org) before this deadline with "Operations Officer" as the subject line.

Your CV (no more than 2 pages) and your cover letter (no more than 1 page) should address:

- Your motivation for applying for the role
- How you meet the essential and desirable criteria for the role:

#### **Essential**

- Commitment to LGBTQ+ inclusion.
- Excellent IT skills and proficiency in Microsoft 365 suite.
- Excellent organisational skills.
- Strong written and verbal communication skills.

- Demonstrable ability to be resourceful and proactive when issues arise.
- Ability to deal with potentially difficult and challenging situations.
- Multi-tasking and time management skills, with the ability to prioritise tasks.

### **Desirable**

- Experience of providing administrative/operations support in a busy office environment.
- Experience dealing with the general public, such as customer service.
- Knowledge of the issues faced by LGBTQ+ young people.

We will inform candidates who have been successfully shortlisted. We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

Interviews are provisionally scheduled to occur on the morning of May 29th at Belong To's offices. If you are unable to attend for interview on this date, please state so clearly on your application.

Candidates should note that canvassing will disqualify.