

## Job Vacancy: Executive Director - Operations

### Background

Skillnet Ireland is the national Agency dedicated to the promotion and facilitation of workforce development in Ireland. Skillnet Ireland currently funds 70 enterprise groups, supporting over 15,000 companies and 50,000 trainees across the economy each year. Our stakeholders are the leading employer and employee representative bodies such as Ibec, Chambers Ireland, CIF and Irish Congress of Trade Unions. Skillnet Ireland is funded from the National Training Fund through the Department of Education and Skills.

Skillnet Ireland is inviting applications for the position of **Executive Director- Operations**. The core objective of this position is to plan, develop and deliver an enhanced operational performance across Skillnet Ireland and its funded initiatives. As a member of the Leadership Team, the successful candidate will report to the Chief Executive and will have direct responsibility for Operations, ICT, HR and Facilities, and the line management of relevant Staff. The successful candidate will contribute to strategic planning and change leadership, both in the context of current operational performance and in respect of the future development of Skillnet Ireland. This is an exciting leadership opportunity in a growing and dynamic Agency.

### Responsibilities

- Work with the Board and Chief Executive to implement the strategic objectives of Skillnet Ireland.
- Manage and develop the operational agenda as it applies to Skillnet funded industry groups and funded initiatives/programmes. Engage with industry bodies and other Skillnet Ireland stakeholders to enhance operational processes and systems, anticipating future service demands and needs.
- Oversee the appropriate organisational structures, procedures and controls for the delivery of operational requirements, including the preparation and maintenance of an annual operating plan. Design and implement suitable operational processes to manage key projects throughout the annual cycle.
- In coordination with the Leadership Team; oversee, report and provide mitigation strategies for all operational risks.
- Oversight and management of corporate resources including preparation and maintenance of the operating and ICT budgets and providing day-to-day leadership to the Operations Team.
- Lead on the ICT strategy for the Agency. Develop new management information systems, monitoring and analysing the activity/progress of Skillnet funded groups and initiatives. Maintain and develop existing support systems and applications, leading the relationship with our service partners.
- Lead on the human resource strategy and associated policies. Work with the leadership and management teams to advise, coach and guide on culture and people.
- In collaboration with the Leadership Team, lead on the delivery of KPIs for Skillnet funded groups and initiatives. Monitor the delivery of KPIs and operational services, promoting a culture of high performance and operational effectiveness across the organisation.

## The Individual

- At least 8 years' senior management experience in a complex service delivery model, with an associated track record of achievement in high value projects (including ICT projects/ system implementations). The successful candidate will also possess significant leadership and people management experience.
- Proven ability to interpret and operationalise complex business objectives, using findings from various evaluation sources and datapoints to improve operational efficiencies and to innovate key processes and applications.
- Possess a strong understanding of lean principles with experience in successfully implementing continuous improvement programmes of significant scale.
- Hold a relevant 3rd level qualification.
- Excellent analytical and problem-solving abilities.
- An independent thinker, self-directed, taking personal responsibility for the delivery of objectives and overcoming challenges.
- Possess strong inter-personnel and communication skills (both verbal and written), with an ability to collaborate effectively and gain the commitment of a broad stakeholder group.
- Capable of demonstrating commercial acumen with a track record in delivering success through people.

## Application Details

Please forward your Curriculum Vitae with a brief covering letter outlining what strengths you would bring to the role. Applications should be sent by email (only) to Anna O'Sullivan at the following email address: [aosullivan@lacreme.ie](mailto:aosullivan@lacreme.ie). Deadline for receipt of applications is COB Tuesday March 26<sup>th</sup>.

A competitive package commensurate with the position will be offered to the successful candidate.

This is a permanent position, subject to a standard probationary period, based in Sandyford, Dublin.