OPERATIONS MANAGER

Job Specification & Terms and Conditions

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
Remuneration	**Grade 7 Salary Scale as 1/6/2026:** Pt 1 €61,219 - Pt 7 €79,583 per annum Salary Scales are updated periodically. Refer to the HSE Pay scales for the most up to date versions. Pay scales
Campaign Reference	TBC
Proposed Interview Date (s)	Interview dates require recruiter confirmation. Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	As Per Contract.
Informal Enquiries	Talent Acquisition Lead: talent@sunbeam.ie
Details of Service	Sunbeam House Services (SHS) is a Section 38 voluntary organisation providing HSE-funded disability services to adults with intellectual disabilities and associated needs across County Wicklow and South Dublin. SHS delivers residential, day, respite, community and clinical services, with a focus on enabling people to live safe, meaningful and independent lives within their communities. The organisation is committed to person-centred, rights-based support, promoting inclusion, choice, dignity and quality of life while delivering services in line with national legislation, regulatory standards and best practice. **SHS Mission Statement** Sunbeam House Services provides a range of supports to adults with intellectual disabilities. We aim to empower people with the necessary skills to live full and satisfying lives as equal citizens of their local communities. **SHS Vision** We ensure that this vision is delivered through our core values of **Client Centred** services, **Committed** to being and doing the best for our Clients, Staff and Organisation, in and for the **Communities** we work in whilst **Caring** for our Clients, our Staff and our Organisation, in

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	Collaboration with the Community and our partners and in **Compliance** with legal requirements and best practice.
Reporting Relationship	Operations Director (OD).
Key Working Relationships	Operations Director; Client Service Managers; service managers; Finance; clients; families; funding organisations; regulatory organisations; staff; Senior Management Team; SHS Board of Directors; HSE/HIQA and other third-party agencies.
Purpose of the Post	**To manage a range of services or locations in accordance with all applicable laws and regulations and within available resources, to develop and manage stakeholder relationships, and to advise on current and new service opportunities.**
Principal Duties and Responsibilities	**Services Management** • To support relevant organisational change management initiatives and deliver change management objectives for their area of responsibility. • To manage a defined range of services or service locations within SHS • To deliver safe, high-quality services and care for clients, in line with SHS vision. • To manage and develop a team of Client Service Managers to ensure service delivery. • To ensure the development of succession and development of potential future CSM candidates within their area of responsibility. • To monitor and review the effectiveness, efficiency and quality of services provided in line with relevant standards. • To enhance service delivery at every opportunity. • To investigate and review complaints and service issues as appropriate within their designated area of responsibility. • To oversee and develop any new services or elements of services as agreed and in line with SHS Policies. • To implement and manage the requirements of New Directions Initiative as planned for delivery as directed by the OD. • To implement, manage and ensure that the requirements of any current and future regulatory or legislative are delivered (e.g. HIQA requirements) as directed by the OD. • To work in collaboration with SMT colleagues on SHS projects, developments and quality initiatives and attend Senior Management Team meetings and provide regular reporting to the OD as required. **Compliance & Quality Management** • To support services for which they are responsible to maintain compliance with all applicable legal, health & safety,

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	regulatory and accreditation standards and requirements. • To manage care and management practice which are designed to deliver consistent, compliant services across assigned services. • To monitor key performance indicators and to address deficits and challenges promptly. • To lead on the implementation of, and adherence to, all external and internal standards, policies and procedures. • To address any shortfalls identified in service provision or compliance. • To drive continuous improvement of services for which they are responsible. **Resources Management** • To ensure, and where appropriate to collaborate with other service managers, the effective utilisation of resources within their area of operation and where appropriate within the organisation. • To determine, in consultation with Finance, appropriate budget provision for assigned their services. • To manage assigned services within budgetary provision, delivering budgetary efficiencies where possible within their assigned services and/or locations. • To recruit, develop staff within their area of responsibility to perform efficiently and effectively, in line with all applicable laws and regulations. • To developing talent and to address under performance as appropriate within their area of responsibility. **Stakeholder Management** • To develop and maintain effective professional relationships with all stakeholders: clients, families, funding organisations, regulatory organisations, staff, Senior Management Team and SHS Board of Directors. • Where stakeholder issues arise, to address and resolve in a professional and proactive way. **Regular Reporting:** • Any management reporting concerning the performance of services and locations within their areas of responsibility as specified by the OD; regular and as required regulatory reporting to HSE/HIQA and other third-party agencies which may arise from time to time. **Other Responsibilities** • To undertake any other duties as may requested by the OD from time to time.

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	Role Boundaries and Positioning The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.
Risk Management, Quality, Health & Safety	All employees have general statutory obligations under Section 13 and 14 of the Safety Health and Welfare at Work Act 2005 as follows: • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated SHS protocols for implementing and maintaining these standards as appropriate to the role. Comply with relevant statutory provisions and take reasonable care for their own safety, health and welfare and that of any other person who may be affected by their acts or omissions at work. • Co-operate with Sunbeam House Services and any other person to enable relevant statutory provisions to be complied with. • Not engage in improper conduct or other behaviour that is likely to endanger their own safety, health and welfare at work or that of any other person. • Attend training as required particularly training in relation to safety, health and welfare at work or relating to the job carried out. • Make correct use of the safety equipment, clothing or training provided, or other items provided for their safety, health and welfare while at work. • Not to intentionally, recklessly, or without reasonable cause, interfere with, misuse or damage any appliance or safety equipment provided to secure the safety health or welfare of persons arising at work. • Not to intentionally or recklessly place at risk the safety, health or welfare of other staff, clients, contractors or visitors or any person in connection with work activities. • Report to the Operations Manager/Senior Operations Manager/Person in Charge without delay any defects in equipment, article or substance, place of work, or systems of work which might be a danger to safety, health and welfare of which they are aware. • Report to the Operations Manager/Senior Operations Manager/Person in Charge without delay any work being carried on or likely to be carried on in a manner that might be a danger to safety, health and welfare of which they are aware, and any contravention of the relevant statutory provisions that may be a danger to safety, health and welfare of which they are aware. • Report all accidents immediately no matter how trivial to the Operations Manager/Senior Operations Manager/Person in

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	Charge and Safety Officer using the organisation's Accident Report Form. • Ensure they are not under the influence of an intoxicant to the extent that they are a danger to their own safety health or welfare at work or that of any other person, and submit to any appropriate, reasonable and proportionate tests by a competent person if reasonably required by Sunbeam House Services. **In addition, staff are reminded that:** • They are not allowed to attend the premises or carry out duties whilst under the influence of drink or illicit drugs. Any person found breaking this rule will be liable to instant dismissal. • Any person who becomes aware that they are suffering from any disease or physical or mental impairment which would be likely to cause them to expose themselves to a risk of danger they must immediately inform their Operations Manager/Senior Operations Manager, Person in Charge or Supervisor. • Any person who is under medical supervision or on prescribed medication and who has been certified fit for work should notify their Operations Manager/Senior Operations Manager, Person in Charge or Shift Lead of any known side effects or temporary disabilities which could hinder their work performance, and which may be a danger to themselves, their fellow workers or clients. • Staff may be required to undergo a medical assessment of their fitness to perform work activities that give rise to critical risks to the safety, health and welfare of other staff, clients or others. Whilst on duty, staff are not permitted to wear any item of clothing, footwear or jewellery which may cause a risk of injury to themselves, clients or staff colleagues. Staff who work with clients must ensure they are appropriately dressed for the nature of work carried out and are aware of potential dangers to clients and themselves regarding, for example, large fingernails, shoes, belts, buckles, jewellery, ties, hair and so on. Flip-flops, mules, slippers or high heels are not suitable footwear for staff working with clients. Wearing quantities of rings or bracelets or neck chains is not appropriate. The wearing of earrings other than a simple stud is specifically prohibited. The wearing of any other type of ring in pierced areas of the body is prohibited. The direction of the Person in Charge (or in their absence the person in charge of the work shift) and Operations Manager/Senior Operations Manager must be adhered to.
Eligibility criteria Qualifications and/ or experience	**1. Statutory Registration, Professional Qualifications, Experience etc.** **(a) Eligible applicants will be those who on the closing date for the campaign:**

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	i. Hold Professional registration or be eligible for registration on Social Care Workers Register maintained by Social Care Workers Registration Board at CORU. See list of recognised Social Care qualifications at: CORU approved Social Care Worker qualifications **(see Note 2** below)** **OR** (ii) Have a Schedule 3 qualification. See list of recognised Schedule 3 qualifications at: CORU Schedule 3 qualifications **(see note 1&2 below*)** **OR** iii. Have a comparable qualification recognised by Social Care workers Registration Board at CORU **OR** (iv) Applicants who satisfy the conditions set out in Section 91 of the Health and Social Care Professionals Act 2005 **(see note 3 below**),** must submit provide proof of application for registration with the Social Care Workers Registration Board at CORU. The acceptable proof is correspondence from the Social Care Workers Registration Board at CORU confirming their application for registration as a Section 91 applicant was received by 30th November 2025. **OR** iv. Provide proof of Statutory Registration on Social Care Workers Register maintained by the Social Care Workers Registration Board at CORU **before a contract of Employment can be issued** **AND** (vi) A minimum **of 5 years' experience** relevant to the role **AND** (b) Candidates must have the requisite knowledge and ability (including a high

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	standard of suitability and management ability) for the proper discharge of duties of the office **2. Annual Registration** i.On appointment practitioners must maintain annual registration on the Social Care Workers Register maintained by Social Care Workers Registration Board at CORU **AND** (ii) Practitioners must confirm annual registration with CORU to the HSE by way of The annual Patient Safety Assurance Certificate (PSAC**)** **Essential Criteria** • Degree Qualification in Nursing or Social Care, or allied health. • Minimum of 5 years' experience working with people with ID/Autism or in a related social/healthcare field. • Experience (ideally three years) in a management role in the sector or in a related sector. **Desirable Criteria** • Management Qualification is desirable.
Key Competencies	• Excellent advocacy, leadership and motivation skills. • Strong analysis and decision-making abilities. • Strong planning and organisational ability • Evidenced management and delivery of results. • Effective interpersonal and communication skills. • Specialist knowledge and expertise of Intellectual Disability sector. • Drive and commitment to service values. • Detailed knowledge of all relevant legislation and HIQA Standards and a proven ability to implement standards and regulations. • Commitment to self-development, growth and progression. • Demonstrable IT skills, Microsoft office. **Health** A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character** Each candidate for and any person holding the office must be of good character.
Education & Training	Engage in the SHS performance appraisal process in conjunction with your reporting manager as appropriate.
Other requirements specific to the post	• Post holder may be required to travel to other locations of the organisation and to represent Sunbeam House Services wherever necessary. • As per contract. Flexibility is required in relation to working hours as days, evenings and weekends may be required, this will include emergency on call for your area of responsibility locations Mon/Thursday. • Appointment will be subject to organisational recruitment, reference, Garda vetting and occupational health requirements, as applicable. • The duties of the post may evolve in line with service needs, organisational priorities, regulatory requirements and the continued development of the role.
Campaign Specific Selection Process Ranking/Shortlisting / Interview	A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the eligibility criteria and key competencies of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.
Diversity, Equality and Inclusion	The Organisation is committed to creating an environment that promotes equality and dignity at work. We are committed to treating all employees, clients and organisation contacts equally, regardless of gender, civil status, family status, sexual orientation, religious belief, age, disability, race or membership of the traveller community. The Organisation believes that embracing equality and diversity in the workplace benefits not just the Organisation but also individual employees, departments and our clients. All our employees bring their own background, work style, distinct capabilities, experience and characteristics to their work. We want to utilise the widest range of skills, knowledge and experience in our Organisation while complying with legislation. As well as treating people with dignity and respect, the Organisation strives to create a supportive environment in which all employees can flourish and reach their full potential, regardless of differences, experience or education. Harnessing the wide range of perspectives this diversity brings promotes innovation and helps make us more creative and productive.
Code of Practice	Sunbeam House Services will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service

Job Title, Grade Code	OPERATIONS MANAGER — Grade 7
	Appointments (CPSA). The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. The CPSA Code of Practice can be accessed via the CPSA website.

Terms and Conditions of Employment

Tenure	Contract type and full-time or part-time status are not specified in the source job description and require recruiter confirmation. The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at "expression of interest" stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
Remuneration	**Grade 7 Salary Scale as 1/6/2026:** Pt 1 €61,219 - Pt 7 €79,583 per annum New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.
Working Week	As per contract. The standard working week applying to the post is to be confirmed at Job Offer stage. Flexibility is required in relation to working hours as days, evenings and weekends may be required, this will include emergency on call for your area of responsibility locations Mon/Thursday.
Annual Leave	The annual leave associated with the post will be confirmed at Contracting stage.
Pension Scheme	This is a pensionable position with SHS. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.
Age	If an employee wishes to work past their 65th birthday they must notify HR and their manager with their retirement a minimum of 3 months before the date they wish to retire.
Probation	**Every appointment of a person who is not already a permanent employee of SHS shall be subject to a probationary period of 6 months.**
Protection of Children Guidance and Legislation	The welfare and protection of children is the responsibility of all SHS staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for

	Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities. For further information, guidance and resources please visit the HSE Children First webpage.
Infection Control	Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated SHS protocols for implementing and maintaining these standards as appropriate to the role.

July 2026