



Job Role Specification:

The Role: HR & Quality Manager

Role Summary:

The role of the HR and Quality Manager is to oversee and provide strategic direction and high-quality leadership and support in the areas of Human Resource and Quality management to Ana Liffey. As an experienced HR professional, the role will provide guidance and operational oversight of all HR areas including recruitment, induction, staff handbook, all HR policies and procedures, staff performance management and staff development plans. As Quality Manager the roll will provide oversight and direction to the development, implementation and maintenance of Ana Liffey's Quality Management System working directly with the senior management team, team leaders and organisation.

Reports to: The HR & Quality Manager will report directly to the CEO and will be a key member of the Ana Liffey Senior Management Team (SMT) and a member of the HR & Governance Board sub-committee.

Role responsibilities (include, but not limited to):

The following outlines some of the key responsibilities of the role, and these may be expanded or refined from time -to- time to meet the business needs of the organisation:

HR

- Develop and implement HR strategies and initiatives aligned with the overall Ana Liffey vision and strategic direction.
- Lead a team of people working on HR and Quality roles.
- Oversee a team to deliver the day-to-day HR function to support the organisation' needs.
- Develop, update and implement policies and procedures in line with changes in legislation and best practice in engaging in collective bargaining for resolution of any issues.
- Ensure consistency in the implementation of and compliance with HR policies and procedures across the organisation.
- Develop an effective recruitment, staff retention and succession planning programme to meet the future needs of the organisation.
- Oversee the recruitment and induction processes of new staff, in collaboration with the relevant line manager.

- Lead employee relations issues in line with HR policies and legislation and advise Managers on IR/HR issues.
- Introduce a learning and development strategy for all staff and train all line managers in its implementation.
- Provide details of new starters and finishers to the finance and facilities team.
- As part of the SMT, identify and support implementation of the core roles, responsibilities, competencies as well as training and developmental needs for management and staff across the organisation.
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- Ensure the development of an appropriate and effective performance management programme, and reporting system to deliver high performance working teams across the organisation.
- Oversight of Garda Vetting process.
- Oversee the maintenance of personnel files for staff, students and volunteers via the ALDP software system HR Locker.

Quality:

- Manage, develop, and oversee the Ana Liffey Quality Management System.
 - Promote the establishment of robust quality procedures and that agreed standards and regulations are being adhered to through an appropriate internal audit system.
 - Support the Director of Services to ensure that all relevant standards and specifications for delivery of Ana Liffey services are in place and adhered to.
 - Oversee the maintenance and updating of all documents related to the Ana Liffey Quality Management System.
 - Measure quality performance metrics, identify areas and processes for improvement, and implement strategies to enhance overall quality
 - Oversee the Client Management System including maintaining data accuracy, troubleshooting technical issues, and the provision of user support to ensure efficient utilisation by all relevant staff.
 - Work with members of the SMT, Team Leaders and across the organisation supporting them to understand the QMS and to deliver services to clients and internally to each other to agreed standards
- Set and maintain high standards for service quality in support of the Director of Services and SMT

General

- Oversee Health & Safety for the organisation.
- Responsibility for Health & Safety as it relates to employment law.

- Report Health & Safety matters to the Directors of Depts, relating to their respective responsibilities, as they arise.
- As part of the SMT prepare a report on all aspects of Health & Safety – including reports from the Directors of Depts.
- As a key member of the SMT, contribute to developing strategic plans, annual operation plans, Board reports and provide confidential executive support to the SMT & CEO.
- Ensure that agreed financial records are maintained to agreed policy guidelines and shared with the Finance/Facilities team.

Person Requirements:

- Relevant third level qualification in Human Resources. (Essential)
- Minimum 3 years' experience, in a senior HR role. (Desirable)
- Understanding and working knowledge of Quality Management Systems. (Essential)
- Experience in a quality assurance role. (Essential)
- Knowledge of health and safety legislation. (Essential)
- Excellent IT/IS skills and working knowledge of Microsoft outlook, word, excel, HR software and database experience. (Essential)
- A candidate for and any person holding this position must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. (Essential)

Knowledge, skills & competencies:

- Self-motivated person who is committed to ALDP vision and ethos of 'Low Threshold-Harm Reduction'
- Experience in people management/leadership
- Prior experience in employee relations, industrial relations and strong experience in dealing with unions.
- Ability to meet deadlines.
- Have experience managing and achieving targets in Human Resource management.
- Proven staff management experience, including support and performance management of teams
- In depth knowledge of employment legislation and general data protection regulation (IE & EU)
- Able to maintain the highest standards of confidentiality, discretion, and respect.
- High-level communication skills both written and verbal
- Prior experience of working with and developing policies and procedures and understanding and knowledge of auditing compliance to these
- Excellent communication skills, with experience in presenting information to a variety of stakeholders (internally and externally)
- Ability to network and negotiate effectively with individuals and groups, within Ana Liffey and outside



- Ability and willingness to work across multiple locations as required by ALDP.

Working Base:

The base location for this role will be in one of the established ALDP buildings in Dublin. The HR /Quality manager will be expected to travel to ALDP site locations across Dublin city and county and across the Midwest for in person meetings and to regularly engage with other senior management team members.

Regarding requests for remote working, Ana Liffey works in line with the Work Life Balance and Miscellaneous Provisions Act 2023.

Avoiding and managing aggression and violence:

Whilst the organisation takes every step possible to ensure the safety of its staff, it is important to be clear that due to the nature of the work carried out at the Ana Liffey Drug Project, it is possible that you will experience aggression in the work place from the people who use our services and there is a risk that you may be verbally or physically assaulted. You will receive training in how to avoid and manage these situations. However, in the unfortunate event of an assault taking place, the organisation will provide appropriate support to assist you to overcome this.

Terms:

HOURS: 35 hours per week Monday – Friday 9.30am -5.30pm.

SALARY: €53,347

CONTRACT: Contract of indefinite period.

Benefits:

As set out in contract.

Note: All other terms and conditions are as set out in the contract of employment.