



Congregation of the Sisters of Mercy

Congregación de las Hermanas de la Misericordia

Chief Operations Officer

Congregation of the Sisters of Mercy

About Us

The Congregation of the Sisters of Mercy is an International Religious Congregation established in 1831; there are currently 1250 sisters ministering in the Congregation.

The Congregation is a registered charity in Ireland, governed by the Congregation Leadership Team, who are the Trustees.

In the past year the Congregation has undertaken significant restructuring resulting in the establishment of six interrelated units, called Branches, in the Republic of Ireland, Northern Ireland, Kenya and South Africa, and 3 smaller communities in the United States, Brazil and Peru.

To support this new structure the Congregation wishes to create a common approach to all administrative processes within the Island of Ireland in the first instance and then encompassing the whole Congregation. This Common Administrative Service (CAS) will operate across six functions of the administrative life of the Congregation; Finance, Property, HR, Safeguarding, Archiving and Care.

The Congregation Leadership Team (CLT) is seeking a Chief Operating Officer (COO) to lead CAS, a dynamic leader with a strong focus on operational efficiency, people management, collaborative engagement, innovation and strategic direction. This person will report to the CLT.

Please visit our website at www.sistersofmercy.ie for more information.

Contract Type:

Permanent, Full-Time

Location:

Congregation Leadership Team Offices, Clondalkin

Role Summary:

The Chief Operations Officer (COO) will be responsible for all executive and administrative duties delegated by the CLT

- The COO will act as the head of the Common Administrative Service (CAS) division
- The COO will need to ensure there is seamless coordination, exceptional service delivery and operational excellence across the six functions within the CAS structure.
- The COO will oversee the work and management of the Branch Administrative Staffs as CAS becomes established.

Key Responsibilities:

1. CAS (Common Administrative Service):

The COO will be responsible for overseeing the successful setup of, and ongoing management of CAS by ensuring the following

- Establish CAS as a cohesive and efficient administrative structure across the Congregation.
- Collaborate and engage with CLT and Branch Leadership Teams at intermediate levels of governance
- Act as the governance lead for CAS, ensuring best practice, establishing reporting structures and taking actions as necessary.
- Oversee the negotiation of contracts with the key external vendors in each of the functions ensuring value for money, quality of delivery and good practice.
- Review and standardise all processes across the six functions within the CAS structure (finance, property, HR, safeguarding, archiving and care).
- Ensure long-term sustainability, continuous improvement and adaptability to change.
- Ensure robust dignity at work policies are implemented, regularly reviewed, and clearly communicated to all staff, with consistent procedures for reporting and addressing concerns.
- Lead regular team meetings within the various functions of the CAS structure to review progress, celebrate successes, and address any concerns.
- Stay abreast of best practices to ensure the CAS team remains innovative and effective.

2. Strategic Direction:

The COO will engage with the strategic direction of the Congregation/Charities by

- Ensuring ongoing collaboration with CLT and the vision of the Congregation as expressed in the Constitutions so that CAS can embody this vision.
- Strategic planning of the workforce and roles across the current Congregation administration services.
- Developing and improving systems and processes by tracking progress, sharing new and useful information and arranging trainings where necessary.
- Reporting to CLT as Trustees of the Charity to demonstrate compliance with Charity legislation and internal governance structures, ensuring that any corrective or preventative actions are taken where necessary.

3. People Management:

The COO will work in collaboration with the Congregation's external HR provider ensuring people policies and procedures reflect the values and ethos of the Congregation, comply with current legislation and adhere to best practice.

The COO will:

- Manage and lead all CAS team members.
- Ensure adequate performance management of all CAS team members with regular communication, feedback and the management of any underperformance if and when required.
- Ensure that the annual appraisals for all CAS team members takes place.
- Act as a mentor for all CAS team members.
- Conduct training needs analysis for the team ensuring that relevant training is provided as and when required, and within budgetary constraints.
- Monitor absence trends through accurate data tracking and reporting, address concerns early, and support wellbeing initiatives.
- Ensure that all disciplinary and grievance procedures are fair, transparent, and legally compliant.

Salary & Working Conditions:

- Salary negotiable in keeping with qualifications and experience.
- Monday to Friday; 35 hours per week.
- Flexibility required on occasion to address urgent matters outside normal hours.
- Accommodation may be provided for individuals based outside of Dublin, subject to terms and conditions.
- Enhanced annual leave provisions
- Pension provision

Performance Standards:

The post holder is expected to be proactive, self-motivated, and capable of working independently and collaboratively.

Qualifications:

A recognised degree in Business Administration, Management, Finance, Human Resources, or a related field (Level 8 or higher preferred).

Minimum of 5–7 years' senior management experience, ideally in operations, HR, or organisational leadership roles.

Familiarity with Irish Charity Law in nonprofit, values-driven, or faith-based organisational contexts is a distinct advantage.

Proven track record in leading and managing staff, including performance reviews and mentoring.

Demonstrated experience in strategic planning, organisational development, and project implementation.

Strong understanding of employment legislation, people management practices, and operational policy development.

High level of competence in Microsoft Office Suite, reporting tools, and digital communication platforms.

Excellent interpersonal, written, and verbal communication skills.

Essential Qualities:

A proactive and results-oriented mindset, with a passion for driving operational excellence.

Strong leadership skills, with the ability to inspire and motivate a diverse team.

Adaptability and resilience with a willingness to embrace change.

A collaborative approach to teamwork, with a focus on building strong relationships and fostering a positive work culture.

How to Apply

To apply, please complete the application form in full and return this to kaitlin@hrteamservices.com before Friday, 25th July 2025 at 5.00pm. Note that reference checking will not take place without prior consultation with the applicant.

We are an equal opportunities employer and welcome applications from all suitably qualified candidates.