

DLDC - Job Description

VOLUNTEER CENTRE MANAGER

Job Title:	Volunteer Centre Manager
Reporting To:	Department Manager
Employer:	Donegal Local Development CLG (DLDC)
Main Purpose of Role:	<p>Donegal Volunteer Centre is one of 30 Volunteer Centres and Information Services affiliated with Volunteer Ireland, working to promote, support, and enable volunteering across Ireland. Funded by the Department of Rural and Community Development and administered by Donegal Local Development CLG, the Centre plays a vital role in encouraging active citizenship and building an inclusive society through volunteerism.</p> <p>We are currently seeking a Volunteer Centre Manager to lead the operations of the Donegal Volunteer Centre. This is a key role responsible for managing the Centre's activities, promoting volunteerism throughout County Donegal, and providing support to both volunteers and volunteer-involving organisations.</p> <p>The successful candidate will be responsible for implementing strategic objectives, overseeing programme delivery, ensuring alignment with DLDC's broader goals, and driving innovation in volunteer engagement. They will manage the planning, coordination, and administration of volunteer services while fostering a culture of collaboration and continuous improvement within the team.</p> <p>This is an exciting opportunity for a motivated and experienced individual to make a meaningful impact on communities across Donegal by strengthening and championing the spirit of volunteering.</p>
Salary	DLDC Programme Coordinator salary scale
Conditions of Work:	<ul style="list-style-type: none"> • The Manager will be required to work 35 hours a week. • A probationary period of 6 months will apply, and performance will be reviewed as part of ongoing quarterly one-on-one meetings. • This position is subject to funding from the Department of Rural and Community Development. • The position will be located in the Letterkenny office.
Main Duties	
You will be required to...	
1	<p><i>Programme Delivery</i></p> <ul style="list-style-type: none"> • Lead the delivery of the Centre's annual work plan, making sure our activities support both the National Volunteering Strategy and DLDC's objectives. • Ensure our services meet the National Quality Standards for Volunteer Centres and that all service users experience a welcoming, timely, and professional service. • Oversee the management of IVOL, our volunteer and opportunity database, ensuring all data is accurate, up-to-date, and well maintained. • Guide the recruitment process for volunteers and ensure they are matched to suitable roles within community and voluntary organisations. • Ensure volunteers are supported throughout their journey, with their needs

	<p>identified early and addressed appropriately.</p> <ul style="list-style-type: none"> • Build and maintain strong partnerships with local voluntary and community organisations to offer a wide variety of meaningful volunteering opportunities across Donegal. • Manage the Garda Vetting supports, training and delivery for affiliated groups. • Coordinate outreach and engagement activities, including community-based events and support initiatives, to promote and celebrate volunteerism. • Represent the Centre on local and national external networks and collaborative projects, working closely with community groups and partner agencies to raise the profile of volunteering in Donegal. • Oversee the development and delivery of training and workshops for both volunteers and volunteer-involving organisations (VIOs), ensuring content is tailored and impactful. • Lead the Centre’s communications strategy across PR, website updates, social media, and traditional media to promote our services and volunteering in general. • Ensure compliance with all governance requirements, funder guidelines, and internal policies, managing programmes effectively and efficiently.
2	<p><i>People Management</i></p> <ul style="list-style-type: none"> • Supervise and support staff and volunteers within the Centre, fostering a positive, team-oriented working environment. • Promote a culture of high performance ensuring the team deliver Objectives & Key Results (OKRs) and ensure behaviours align with DLDC values and policy. • Ensure staff contribute effectively to shared goals, deliver services to a high standard, and uphold the Centre’s values. • Lead internal planning meetings, team meetings, and development activities to support staff growth and motivation. • Support the Centre’s commitment to maintaining its Volunteer Ireland Quality Standards, encouraging team participation in continuous quality improvement. • Delegate responsibilities appropriately while remaining accountable for overall team performance and service delivery outcomes. • Provide supportive line management and supervision when needed, ensuring team members feel valued, are clear on outcomes and guided in their roles. • Collaborate with the Department Manager to achieve team Objectives & Key Results, ensuring alignment with DLDC goals and National Volunteering Strategy objectives. • Support team members and associated project staff by ensuring they have a clear understanding of relevant policies, procedures, and best practices, creating a foundation for confident and effective work. • Support team members in achieving goals and objectives, carry out quarterly one to one’s meetings and provide ongoing coaching and feedback. • Manage team’s work schedules, ensure adequate coverage in the community, and prioritise the safety of team members by staying informed about their locations.
3	<p><i>Communications, Monitoring and Evaluation</i></p> <ul style="list-style-type: none"> • Lead the development of accessible and engaging communications to promote volunteering opportunities, with a focus on reaching individuals who may face barriers. • Oversee all communications materials—digital and print—to ensure they reflect the DVC’s values and connect with diverse audiences across Donegal. • Work closely with the team to ensure strong monitoring and evaluation systems and

	<p>track the impact of our work and support continuous improvement.</p> <ul style="list-style-type: none"> • Provide regular written and verbal updates to the DLDC management, working groups, and the Board, highlighting progress, challenges, and outcomes related to the DVC. • Manage the use of reporting tools such as the IVOL, SharePoint, garda vetting system, and other internal databases, ensuring staff are clear on reporting expectations, timelines, and procedures. • Support team in ensuring that documentation and files are maintained for the use of the Finance and Administration and for inspection by the Company Auditors, DRCD and other relevant monitoring bodies. 	
4	<p><i>Stakeholder Management</i></p> <ul style="list-style-type: none"> • Maintain relationships with key stakeholders and including volunteer involving organisations, agencies, individuals, community groups and other partners, locally, regionally and nationally. • Keep up to date with national policies and their potential impact on volunteerism and associated projects. • Liaise with key agencies within the County and other networks. • To participate in both internal and external working groups, management groups, committees, teams, networks etc. as are relevant to the DVC/DLDC. 	
5	<p><i>Miscellaneous</i></p> <ul style="list-style-type: none"> • Carry out administrative duties as required • As many community volunteer events fall outside of the typical work schedule, you must be willing to work evenings and/or weekends, holiday periods as required • Demonstrate a willingness to take on additional duties as and when required • This list of job duties is not exhaustive and may be amended in order that all role duties are fulfilled. 	
Core Competencies		Essential
1	Relevant Volunteer Management experience	The Manager must have a minimum of three years' experience in community development or coordinating community-based volunteering, along with a demonstrated commitment to equality, social inclusion, and anti-poverty principles. A solid understanding of the role and function of Volunteer Centres and Local Development Companies is also essential.
2	Influencing/Self-Motivation	You will be required to demonstrate developed, effective and efficient liaison skills across multiple stakeholders. You will be a strong influencer, motivator and inspire trust with all involved.
3	Programme Management	You will have a strong background in programme management, with a proven track record of successfully delivering multiple projects. This includes preparing project plans, managing budgets, reporting on activities and outcomes to stakeholders, and using advanced IT and Microsoft Office skills for effective evaluation and reporting.
4	Supervision	You will be able to own and lead work projects and lead others to successfully complete work outcomes. Ability to guide and empowers other, align team inputs, drive accountability and resolve conflict.
5	Interpersonal & Communication	You'll be good at connecting with people, working well with others, and communicating clearly. Ability to build strong relationships, encourage teamwork, and make sure people feels included and heard. You'll also have experience working closely with organisations

		and communities, and you'll be a confident communicator—both in writing and in conversations in English.
6	Analysis & Decision Making	Ability to analyse, solve problems, to contribute to strategic planning, to recognise potential problems and to develop strategies to address these problems.
7	Skills/Experience	<ul style="list-style-type: none"> • A recognised and relevant Third Level qualification and a minimum of three years' experience of Community Development or coordinating community-based volunteering • A proven track record of managing and deliver programmes and projects. • Demonstrate experience and commitment to integrating equality, social inclusion and anti-poverty principles into Community Development practice. • Strong presentation and group facilitation skills. • You will be required to be a self-starter with good financial, and administration skills. • Proficient knowledge of Microsoft Office suite of programs particularly Word, Excel and PowerPoint and other reporting systems.
8	'Other'	You must hold a clean, current driving license. Permission to work in Ireland.
Core Competencies		Desirable
<ul style="list-style-type: none"> • Management level experience in a similar/same organisation. • External experience on community based committees/boards et al. • Ability to communicate in Irish. 		

Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Canvassing will disqualify.

Application Process

To apply for the position, **please submit by email a Letter of Application together with a current Curriculum Vitae, clearly outlining how you meet the criteria,** to HR Department at: vacancies@dldc.org.

- The closing date for receipt of applications is **Friday 23rd May 2025** and no applications will be accepted post deadline.
- Interviews are likely to take place on the week of **3rd June 2025**.

We reserve the right to enhance the shortlisting criteria. A panel may be formed from which suitable positions will be filled.

DLDC is an equal opportunities employer and welcomes applications from all suitably qualified applicants. We have measures in place to ensure that no job applicant receives less favourable treatment on the grounds of race, gender, civil status, family status, age, disability, religion, sexual orientation or membership of the Traveller Community. If you require any accommodations during the recruitment process, please let us know, and we will work with you to meet your needs.