**Islamic Relief Ireland General Manager**

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| **BASE LOCATION:** | Islamic Relief Ireland (IR/ IRI/ IR Ireland) |
| **REPORTING TO:** | Islamic Relief Ireland Board of Trustees |
| **LINE MANAGEMENT RESPONSIBILITIES:** | Fundraising Coordinator, Clothes Van Driver, Donor Care & Admin Assistant, Admin & Finance Officer, Volunteers as well as any future staff under the General Mangers role. |
| **PURPOSE OF Organisation:**  To maintain IRI’s innovative lead role in Ireland by strategically and sustainably expanding the funding from and engagement with the Irish public, other organisations, institutes, businesses, groups and government bodies. In addition to the core fundraising remit, the General Manager will hold key public and media relations, manage key stakeholder relationships nationally, and ensure coordination with Islamic Relief Worldwide (IRW). | |
| **JOB PURPOSE:**  **Organisationally**  1. To provide strategic organisational leadership, inspiration and guidance to ensure that the overall IR objectives are achieved.  2. To lead and strengthen IR’s relations with the wider humanitarian and development community within Ireland to consolidate and develop the visibility and image of the organisation.  3. To facilitate smooth and systematic communication and cooperation between the different parts of the IR family to ensure maximum impact of the organisation’s work.    **IRI**  4. To lead on the conceptualisation, development, implementation and regular review of the IRI’s strategy, work plans, and systems to achieve the agreed IRI objectives.  5. To lead, manage and develop the IRI staff in order to ensure that the work force is capable of fully achieving its agreed targets.  6. To manage risks, ensure compliance and improve the quality of country programme in Ireland.  7. To manage country budgets and financial forecasting, ensuring a steady growth within country.  8. To develop and implement strategies to increase the funding income through a range of fundraising initiatives and through acquisition and retention of supporters and organisations | |

**Structure of Islamic Relief Ireland**

**KEY WORKING RELATIONSHIPS**

* Has contact with Board of Trustees of IR Ireland and the Islamic Relief family globally, including Network and Resource Development Division (NRDD) within IRW.
* Interaction and representation with local government institutions and authorities in Ireland.
* Actively engage and network with the donor agencies in Ireland including Irish Aid, European Commission, UN agencies, and the wider INGO community through forums, co-ordinating meetings and networking
* Engagement with stakeholders within the community and wider society

**KEY OBJECTIVES**

The General Manager will strengthen the organisation’s position and performance and:

• Ensure that the IRI overall communication, operation, fund raising and programme strategies are developed, compatible, and implemented efficiently and effectively, in line with IR Global strategy.

• Ensure that IRI continues to be an innovative lead agency in Ireland by continuously rethinking, developing and monitoring the fund raising efforts, as well as the wider relationship development and maintenance and reviewing strategic tools and approaches.

• Explore and identify new donors and funding sources.

• Strengthen IRI’s visibility at and contributions to public forums and major institutional stakeholders, forging new and improved relations and appropriate partnerships.

• Keep the Trustees, the Board of Directors of IR Ireland, NRDD within IRW and other relevant parties informed about major funding opportunities or threats and their effect on decisions making.

• Ensure IRI contributes to the development of the wider IR family’s ability to fundraise and market effectively, and in line with the overall IR fundraising and marketing strategy.

• Ensure IR Ireland is an active and positive participant in national networks dealing with communication and marketing issues in the field of humanitarian and development work.

• Ensure IR Ireland develops and implements effective lobbying strategies and conducts high profile advocacy campaigns within Ireland.

* Ensure all members of the country team internalise and operationalise in their procedures, work and attitudes towards Islamic Relief values.
* Responsible for the country office budgets, the overall management of all country office staff in Ireland.

**SCOPE AND AUTHORITY**

**Scope of the Role:**

**KEY ACCOUNTABILITIES**

The General Manager is accountable to fulfil his or her roles and responsibilities in line with Islamic values and principles, and to report to the Board of Trustees regularly and on the basis of annually defined key performance indicators (KPIs).

**ORGANISATIONALLY**

1. **To provide strategic organisational leadership, inspiration and guidance by:**

* Promoting IR’s vision, mission and values, and acting as an IR role model at all times;
* Contribute to organisation-wide decision-making and continuous learning, change and improvement processes;
* Contributing to the development and implementation of the overall organisational strategy, key policies and primary processes.
* Providing overall strategic planning leaderships and technical backing for Country Office programmes both in Ireland in line with IRW strategic parameters.
* Work with programme teams, partners and beneficiaries to produce action plans as per the country strategy within agreed timeframes.

2. **To lead and strengthen IR’s external relations and visibility by actively engaging with the wider humanitarian and development community and specifically by:**

* Speaking at and learning from conferences and other public forums;
* Representing IR and engaging meaningfully with institutional donor agencies, government bodies, umbrella organisations, networks and other key stake holders inside Ireland.
* Build and strengthen significant relationships between IR Partners, INGOs, UN and Institutional donors.
* Leading on the development and utilisation of a consistent, coherent, meaningful and positive IR image and set of core policy and advocacy messages.
* Strengthening the messages, profile and recognition of IR and information on its activities through proactive communications and engagement;
* Leading on and coordinating IR’s high-level engagements, external relations and advocacy work.

1. To lead on the on going efforts to ensure that public communications, messages, public policy, advocacy and campaigning priorities of the organisation reach wider audience to influence, involve and inspire people to the issues and vision that are core to Islamic Relief. This will be achieved by leading IRI work in influencing decision makers in Ireland and globally in order to lobby for policy changes and actions that have impact on poverty eradication and social justice.
2. **To lead on smooth and systematic communication and cooperation throughout the organisation by actively supporting cross- organisational processes by:**

* Overseeing the development of a well-coordinated organisational communication system;
* Overseeing the development of and ensuring the utilisation of improved systems for archiving, reporting and sharing of information.
* Ensure the promotion of information exchange, by writing up booklets, programme case studies and learning from experience at all level.

1. **Provide direction to ensure the effectiveness and positive impact of the programmes implemented by the Country Office and sub-office(s) by:**

* Maintain effective communications within the team in Ireland.
* Review, update and communicate the country situation analysis and emergency response to the relevant boards.
* Ensure the production of high quality donor reports, annual reports and project proposals for both IRW and donors by the agreed deadlines
* Ensure transparency and accountability in all programmes and follow humanitarian accountability principles and standards

1. **Ensure effective country management and administration is in place by:**

* Ensuring financial, procurement and budgetary guidelines and controls are in place
* Ensuring accounts are produced on time and in accordance with the regulator’s policies and procedures
* Ensuring effective grant management in accordance to IRW procedures and performance targets
* Ensure that robust and effective security plans and procedures are in place and regularly updated
* Ensure the HR and H&S activities of the organisation are in line with its mission and values as well as the Irish law

**IR Ireland**

1. **To lead on the development, implementation and regular review of IRI’s strategy, work plans, and systems that ensure that:**

* IRI objectives are monitored and achieved on the basis of KPIs.
* IRI work is planned and managed efficiently, effectively, and reliably.
* IRI’s departments/units are effectively, efficiently and reliably managed.
* IRI is appropriately staffed to achieve the IRI objectives.
* IRI continuously analyses and adapts to the risks and opportunities posed by both internal and external changing environments.
* IRI decision-making is efficient, effective and sound.
* Financial and resource management is sound.
* IRI contributes to an efficient and effective surge capacity of the wider organisation that ensure IRW's timely and adequate response to humanitarian disasters.
* IRI pro-actively and continuously monitors, evaluates, learns from and benchmarks its work.
* Partnerships, networks, institutional relations and funding opportunities are developed and utilised.
* The Partners and field structure are supported consistently and adequately, and are able to fully utilise IRW's strategic guidance and technical support.
* All reporting requirements and obligations are met.

**2. To lead the fundraising strategies and activities within Ireland ensuring:**

* That IR continues to be an innovative lead actor in Ireland, and that it continuously rethinks and monitors the IRI fund raising and relationship development and maintenance tools and approaches, and that continuously adepts to changing environments.
* That IRI’s activities meet KPIs and are:
* In line with donor, field structure and IR needs and requirements,
* Developed and managed in a way that minimises organisational risk,
* In line with the broader IR organisational strategy,
* In line with the various codes of conduct that IR is committed to,
* Effectively and efficiently coordinated internally and externally,
* Regularly reviewed, updated and learned from,
* Consistent and in adherence with the overall IR brand and positive image.
* That the strategies, annual targets and budgets to maximise income are in line with IR’s strategic plan.
* That staff and volunteers are aware of and can utilise a suitable and workable profile of IR Ireland.
* That IR ultimately has a positive impact on the people and communities that IR Ireland works with and for.
* Actively recruit, account manage and develop a growing portfolio of mosques, organisations, groups, businesses and institutes interested in developing into Islamic Relief committed supporters and donors.
* Recruit and work with individuals within the mosque communities, organisations, groups, businesses and institutes who actively fundraise in aid of Islamic Relief or represent Islamic Relief within their communities.
* Promote Islamic Relief’s clothing operation by identifying new locations and approaching appropriate land owners for space for a clothing bank as well as identifying other avenues to grow and develop the clothing operation including liaising with purchasers, organisations and groups to help develop new areas of growth and strengthen and develop existing avenues.

**3. To ensure staff and volunteer performance, development and satisfaction in IRI by:**

* Managing positive employee relations;
* Effectively line managing unit and department heads;
* Developing and maintaining a learning-conducive environment within IRI;
* Monitoring and improving staff performance through regular one-to-one and IRI meetings; periodic reviews and appraisals; and the development and adherence to staff learning/development plans;
* Optimise staff performance through ensuring that effective processes are in place to support and encourage their personal and professional development
* Ensuring that staff, volunteers and consultants operate in a safe and healthy work environment.
* Ensure the full implementation of IRW’s personal Management policies and code of Conduct.

**PERSON SPECIFICATION**

It is essential that the post holder shows a good understanding and empathy with the Islamic values and principles as well as commitment to IRW’s vision and mission.

* Experience of developing and establishing strategies and work plans which help to deliver the wider organisational objectives.
* Proven ability to give direction to staff at senior levels through delegation of authority and tasks.
* Strong financial and resource management, which enables strategic goals to be achieved within budgetary constraints.
* Demonstrated skills in fundraising and networking which lead to positive relationships with external bodies.
* Ability to guide staff development towards achieving key performance indicators and organisational strategy.
* A strong understanding of how to build, guide and motivate teams that have a clear innovative direction as well as working collaboratively as part of a high performing senior team.
* Sound communication skills, which delivers complex information persuasively and with clarity in a wide range situations.
* Proven ability to report on decisions which have been draw from sound analysis of available data.
* To work in a way which always considers the organisations long term vision whilst maintaining an overview of its immediate situation.
* A well established understanding of international development and humanitarian work, with a proven track record in initiating and maintaining successful partnerships and relationships at the highest levels.
* Proven ability in public speaking and all other aspects of communication and marketing.
* Proven track record in using up to date communications technology (i.e. multimedia, digital, publishing, public relations etc)
* Demonstrates the flexibility and energy that is required for a dynamic communications and marketing IRI.
* Proven experience of income generation that is; granted, earned or given
* Degree or higher expected qualification in fundraising, communications or associated subjects preferable. Business management degree would also be an advantage.
* Strong command of English language is essential.
* A working knowledge of a second language such as Arabic/ Urdu is desirable.
* Substantial experience and knowledge of effective budgetary control and grant management.

**KEY PERSONAL QUALITIES**

* Is committed to integrity and IR Values, upholding the highest standards in conduct.
* Strong emotional intelligence and resilience, and able to maintain composure - acting in a calm and measured way, in difficult situations.
* Has a positive demeanour and disposition, and able to overcome setbacks by motivating others.
* Is highly flexible and able to adapt to changing situations and priorities.
* Has a learning attitude and a continuous improvement philosophy.
* Initiative – ability to formulate own ideas and action plans. Implementing own initiative and those of others to achieve organisational objectives.
* Resilient and solution focussed – able to deal positively with setbacks; identify and implement solutions to difficulties.
* Willingness to be flexible about hours and location of work in order to accommodate the needs of the organisation. The role requires travel through Ireland, late nights and overnight stays.