



Director of Operations & Governance

Candidate Briefing Document



Belong To LGBTQ+
Youth Ireland

2into3
Transforming Social Impact

March 2026

ABOUT BELONG TO

Belong To is a national services and advocacy organisation for LGBTQ+ young people. Through our youth services - informing our research, education, and development work - we deliver solution-based advocacy nationally and internationally.

Rooted in direct work with LGBTQ+ young people aged 10-23, we create safe spaces, empower others through education, and lead policy and practice by sharing expertise, developing best-practice models, and reflecting lived experiences. We ensure LGBTQ+ young people's voices are heard and champion change on their behalf.

For more information, please visit www.belongto.org.



VISION

Belong To's vision is for a world where lesbian, gay, bisexual, transgender, and queer (LGBTQ+) young people are safe to shine and can confidently shape their own futures.

MISSION

To work with and for LGBTQ+ young people to create a society where we all belong.

VALUES

Trustworthy; Courageous; Rooted in experience; Inclusive and diverse; Welcoming; Strategic. We apply these values across the organisation by including a section in quarterly reviews about how each employee lives each value.

RESOURCES

Belong To has a dedicated staff team of 25 plus 63 volunteers which are led by a senior leadership team of 7.

In 2024, Belong To had an income of €2,428,089 and expenditure of €2,374,298. Over 50% of income is fundraised and earned income, with the remainder secured through statutory and philanthropic grants.

GOVERNANCE

Belong To is a registered charity and CLG, governed in accordance with its Constitution by a Board of Directors who are responsible for good governance and the strategic direction of Belong To. Our excellence in governance, accountability and leadership has been recognised by Charities Institute Ireland which has awarded us Charity Board of the Year for three years in a row.

CONTEXT FOR APPOINTMENT

Belong To is seeking a Director of Operations and Governance to support its CEO with the implementation of its *2025–2027: You Belong Here*, strategic plan.

This plan includes ambitions to grow the reach and scale of Belong To’s youth work - innovating through digital engagement and new programme models and strengthening inclusive virtual and physical spaces for young people - whilst also sustaining organisational resilience by investing in people, systems, and partnerships.



THE POSITION

Title	Director of Operations
Reporting to	Chief Executive Officer
Direct Reports	3 (<i>Operations Manager, HR & Volunteer Manager, Salesforce Administrator</i>).
Place of Work	Belong To Head Office - 13 Parliament Street, Dublin 2; flexible start time with hybrid working, subject to business requirements.
Contract Type	1-year fixed term contract, renewable subject to funding and performance.
Working Hours	35 hours per week. The nature of this post requires flexibility in the hours of work and will require occasional work in the evenings, at weekends and travel nationally and internationally.

ROLE SUMMARY

The Director of Operations and Governance will build upon the internal infrastructure that enables Belong To to deliver on its mission - overseeing day-to-day operations across departments, leading the implementation of key systems, and ensuring the organisation meets its legal and regulatory obligations.

They will work in close partnership with the CEO and senior leadership team, translating strategic priorities into effective operational delivery. They will bring rigour and clarity to how the organisation functions, while fostering a staff culture grounded in productivity, wellbeing, and shared purpose.

Operations and Organisational Effectiveness

- Manage and direct the operations of the organisation, including ICT, Salesforce database, Security, and other systems.
- Ensure the organisation is in compliance with its legal and contractual obligations.
- Manage the Operations Team and staff to achieve strategic operational goals.
- Identify and manage risk effectively.
- Manage operational budgets and work closely with the Director of Finance to ensure the strategic and operational plans have appropriate and trackable budgets and targets.
- Support the CEO to empower a dynamic Senior Management Team.

People Management

- Ensure effective systems are in place for the recruitment, induction, training, supervision and appraising of staff across all departments.
- Ensure fair and effective HR procedures are in place for all staff.
- Work with the CEO to ensure quality, professionalism, and effectiveness at all levels of management and delivery of Belong To's operating activities in accordance with organisational standards and strategic goals.
- Ensure effective systems are in place for cross functional /departmental collaboration.





Governance

- Support the CEO to develop, drive and manage the implementation of governance strategies, plans, policies and organisational rules.
- Support the CEO to coordinate risk management plans across the organisation.
- Coordinate the production of board papers, packs and reports.
- Be the staff team lead on the Governance & Risk Committee and HR Committee of the Board in relation to overseeing / managing the governance function, organising meetings, policy development, practices, compliance, supporting trustee recruitment and development, etc.
- Support the CEO to assess and ensure Belong To's compliance with legal, financial, IT, statutory and funder reporting requirements.

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisation's aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

PERSON PROFILE

This is an opportunity for a systematic and collaborative leader to play a central role in one of Ireland's most impactful youth organisations.

The successful candidate will be an organised professional, capable of strengthening teams and driving the systems and processes that allow the organisation to thrive.

Experience with charity governance and a genuine commitment to the values that underpin Belong To's work are essential.



CORE COMPETENCIES AND SKILLS



Core Criteria	Essential	Desirable
5+ years proven track record of managing operations in an NGO or similar environment	✓	
Strong creative, strategic and analytical skills and experience delivering plans across multiple channels	✓	
Excellent organisational skills	✓	
Strong presentation and communications skills, verbal and written	✓	
Proficiency in Microsoft products, (PowerPoint, Excel, Word, Teams) and operational systems	✓	
Excellent people management and relationship management skills	✓	
Ability to represent Belong To in various forums as a member of the Senior Leadership Team, as required	✓	
Certificate/Diploma in Non-Profit Leadership and Management or a similar programme		✓
Database management experience – Salesforce or similar		✓
Experience working in or volunteering with the LGBTQ+ community		✓

If this role is of interest to you and you believe you have what it takes to be successful, but don't necessarily believe that you meet every single criterion above, please do still get in touch so we can discuss further how you may be a fit.

PRIORITIES FOR POST HOLDER IN FIRST 6 MONTHS

In your first 6 months in the role, you will lead on the following priorities:

- ✓ Support the CEO with a structured rollout of the new Strategic Plan by working with the SMT to develop an implementation framework with clear KPIs, milestones, and ownership.
- ✓ Review existing systems and processes to identify areas of strength and/or areas for improvement.
- ✓ Build a strong, collaborative working relationship with the CEO, SMT, subcommittees and operations team.
- ✓ Support the CEO to develop, drive and manage the implementation of governance strategies, plans, policies and organisational rules.
- ✓ Work closely with the Director of Finance to ensure the strategic and operational plans have appropriate and trackable budgets and targets.

REMUNERATION

The starting salary for this role will be in the range of **€60,000 – 67,000** per annum, commensurate with experience.

Belong To provides staff members with an array of benefits and supports that increase their financial security, health, and well-being. We also support staff members to develop professionally and promote a healthy work life balance.

Some of these discretionary benefits and supports include:

- Paid time off, including 26 holiday days, and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes
- Educational assistance programmes (including paid study / exam leave and an educational fund towards the costs of fees)
- An Employee Assistance Programme (EAP) covering you, and your loved ones
- A death in service benefit which will pay a lump sum of 4 times your salary to your loved ones in the event of your untimely passing
- Family flexible working hours
- Tax saver tickets and cycle to work scheme
- Staff coaching and mentoring programmes
- Staff training and development opportunities
- Staff wellness programmes
- Pension contributions (upon completion of 6-month probationary period)

APPLICATION PROCESS

Recruitment for this role is being managed exclusively by 2into3.

If you are a values-driven professional looking to take on a rewarding role, please send your CV and cover letter to **Shannon Barrett, Principal - Talent Services, 2into3.**

The closing date for applications is **Friday, 03rd April, 2026.**

All enquiries regarding the role will be held in strictest confidence.

- **E-mail** shannon.barrett@2into3.com
- **Mobile** + 353 86 180 6051
- **Address** 2into3, The Academy, 42 Pearse Street, Dublin 2, D02 YX88
- **Website** www.2into3.com

Belong To is an equal opportunities employer committed to a diverse work environment and welcomes suitably qualified applicants from all sections of society.

At 2into3, we endeavour to make all reasonable accommodations to facilitate the participation of candidates in the recruitment process. Please let us know if you require any specific accommodations at any stage of the recruitment process.

All expressions of interest and applications received will be processed in accordance with GDPR requirements; please review our [Privacy Statement](#).

This position will be offered subject to garda vetting and pre-employment reference checks. The successful candidate shall be required to complete a pre-employment medical check and be certified as fit to perform the duties of the role in advance of taking up employment.

