



Service Manager – Bessboro, Cork

The Alzheimer Society of Ireland works across the country in the heart of local communities providing dementia specific services and advocating for the rights of people affected by dementia to quality supports and services.

Our vision is an Ireland where people affected by dementia are valued and supported.

A national non-profit organisation, The Alzheimer Society of Ireland is person centred, rights-based and grassroots led with the voice of the person with dementia and their carer at its core.

We are recruiting a **Service Manager** to lead the Day Centre service in The Alzheimer Society of Ireland Bessboro, Blackrock, Cork, T12 HF70 who will report to the Operations Manager.

This is a **permanent contract working 37.5 hours per week**.

Reporting to Operations Manager, this position's primary responsibility is to deliver efficient and effective support services to people living with dementia and their families. This will be achieved through the impactful, supportive, and delivery-focused leadership of front-line management within the service.

With a strong focus on efficiency, systems and quality of care, the Service Manager will ensure consistently high standards are achieved across all facets of his/her responsibility.

Salary will be commensurate with the care sector, and dependent on relevant experience.

If you are interested in applying for this post, please submit a full and up-to-date CV and covering letter explaining why you feel you could undertake this role and send it to recruit@alzheimer.ie

Closing date for applications is the **10th December 2025**

The Alzheimer Society of Ireland is an Equal Opportunities Employer.

Job Description

Job Title: Service Manager	Job Holder:
Job Location: Bessboro & Dementia support services in the Cork City area	Reports to: Operations Manager

Purpose of Position:

Reporting to Operations Manager, this position's primary responsibility is to deliver efficient and effective support services to persons living with dementia and their families. This will be achieved through the impactful, supportive, and delivery-focused leadership of front-line management within the service. With a strong focus on efficiency, systems and quality of care, the Service Manager will ensure consistently high standards are achieved across all facets of his/her responsibility.

Main Duties and Responsibilities include:

Services Development

Principal Accountabilities

- Maximise the impact and reach of all services.
- Ensure excellent relationships are developed and maintained with multiple stakeholders.
- Identify opportunities to grow Dementia Services within the region.
- Grow and develop the range and number of dementia services for existing service users and those awaiting services in line with the Society's strategic objectives and targets.
- Bring innovative and cost-effective solutions to the development of services and operations.
- Manage and maintain records and documentation and standard operating procedures to include legislative and compliance documentation for the Service.
- Engage in Operational Strategic projects as assigned by the Operations Manager
- Represent the Service on various Committees and working groups
- Assist in actively marketing the services and promote a positive personal/professional profile within the local community / region.

Leadership

Principal Accountabilities

- Motivate, coach, and empower all team members to perform to the best of their ability.
- Implement full performance management of team including setting objectives, reviewing progress, and addressing any performance issues that may arise.
- Lead the teams to ensure that we meet and/or exceed all targets whilst always focused on best practice and flexibility to deliver to Service Users requirements.
- Ensure the effective management of all human resources (staff & volunteers); ensure clarity of roles, assignment of duties, adequate staff client ratios, arrangement of leave and payment of salaries etc.
- Ensure fair and consistent application of all ASI policies and procedures including the ASI Health and Safety system.
- Provide clear, concise, and timely information to team members.
- Support and develop the volunteer's network and ensure new volunteers are supported and trained.
- Lead effective communication and integration between the services and National Office

- Ensure that the reputation of the Society and the Service is protected and developed by ensuring that all operational, financial, and regulatory standards are met in line with Society policy and procedure
- Play a lead role in change programmes ensuring successful delivery and effectively managing the people implications of change in line with best practice and employment law.

Quality and standards

Principal Accountabilities

- Contribute to the development of new service models based on innovative practice and comprehensive evaluation.
- Ensure consultation, learning and training are central to quality.
- Ensure that follow up procedures are followed to always enhance quality standards.
- Responsible for ensuring standards of care and operational policies for services are consistently met.
- Identify and manage risks and maintain an up-to-date risk register
- Services complaints / incidents are consistently reported, and progress tracked on corrective actions.
- To lead and monitor a culture of continuous quality improvement.
- Ensure that the policies and procedures in relation to the safeguarding of service users supported by the ASI Services are adhered to.

Financial management

Principal Accountabilities

- Proactively manage the operations budget.
- Provide timely, accurate and detailed budget data to Operations Manager on a monthly, quarterly, and annual basis, identifying and explaining anomalies or trends as appropriate.
- Coordination of the annual HSE Service arrangements to include review and submit for sign off & maintain records.
- To prepare and submit detailed business proposals supporting operational decision-making cases and funding applications both internally and externally as required.
- Ensure monthly, quarterly and annual reporting to the HSE is submitted.
- To carry out any other duties that may be assigned from time to time.

The above statements are intended to describe the general nature and level of work required for this position. They are not intended to be an exhaustive list. The holder of this position is required to respond with a flexible approach when tasks arise which are not specifically covered in this job description.

Person Specification

Knowledge/Experience:

- Minimum of 3 years' experience in a similar role and a fast-paced environment
- A third level qualification in business, management or facility management is desirable.
- Proven ability to provide excellent leadership of successful teams (staff & volunteers)
- Experience of people Management
- Proven skills in formulating strategies for service development.
- Excellent communication, time management and organizational skills
- Experience of budget development, financial profit/loss process and human resources.
- Ability to be innovative and creative and to promote an environment for change and continuous improvement.
- Strong business and commercial awareness with the ability to evaluate the viability of the services.

- Experience leading Operations projects which add value to an organization.
- Proficient in MS Office (Excel, word, PowerPoint & Outlook) & SharePoint

Job Requirements:

With proven significant achievements in a management role, the successful applicant will need to demonstrate the following competencies:

- Leadership & staff Management
- Excellent analytical, written, verbal and presentation skills.
- Strong organisational and time management skills
- Excellent communication & interpersonal skills
- Ability to multitask, prioritise, meet deadlines and make best use of resources.
- Ability to work independently and as part of a team.
- Problem solving and analytical skills.
- Attention to detail and accuracy.
- Collaborative, positive, professional and enthusiastic attitude to work
- Supports the operational excellence agenda and identifies areas of continuous improvements.
- Committed to delivering high quality results for self and team.

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