



Comhairle Cathrach Chorcaí  
Cork City Council

**Job Specification**

**SERVICE MANAGER**

**Cork Foyer Project**

**&**

**Bishopsgrove Supported Student  
Accommodation Project**

**Closing Date:**

**4pm, Thursday 20<sup>th</sup> November 2025**

To be read in conjunction with

[Our Candidate Information Booklet](#)

## BACKGROUND

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Located on Ireland's scenic south coast, Cork City is the country's second-largest urban centre and home to over 224,000 people. Since the 2019 boundary extension, Cork has entered a new phase of ambitious growth and development, with its population projected to reach 335,000 by 2040. Backed by over €2.5 billion in investment, this expansion is focused on sustainable, infrastructure-led growth-enhancing housing, transport, public amenities and cultural services across the city.

Cork City Council is a large urban local authority with 1,675 employees operating across more than 40 locations. The Council is made up of 31 elected members who represent five wards across the city and play a vital role in shaping local policy, decision-making and strategic priorities. The Council has an annual revenue budget of approximately €325 million for 2025 and delivers a broad range of public services including housing, planning, transport, libraries, parks and recreation, community development, culture and placemaking. Internal services include Finance, ICT, Human Resources, Legal Affairs, and Corporate Affairs.

Our work is guided by the Corporate Plan 2024 – 2029, which sets out a clear vision and values for Cork's future – placing sustainability, innovation, service excellence, and community wellbeing at the heart of everything we do. Cork's international recognition as a UNESCO Learning City, a WHO Healthy City and one of the EU's Climate-Neutral and Smart Cities reflects the city's ambition and global outlook.

Cork City Council is committed to delivering high-quality public services by working collaboratively with strategic partners, businesses, communities and neighbourhoods. Together, we are shaping a city that continues to thrive as a vibrant place to live, study, visit, and work.

We are now seeking applications from individuals who are passionate about public service and eager to contribute to Cork's ongoing transformation. If you bring relevant experience, a commitment to service excellence, and a forward-thinking approach to innovation and customer focus – we want to hear from you. Our people are committed to our values of public service, integrity, respect, a people centred approach, responsibility, and ambition. The successful candidate will have the opportunity to play a meaningful role in shaping the city's future, driving impact and supporting Cork's continued growth and success.

The Corporate Plan can be viewed here: [Cork City Council Corporate Plan 2024–2029](#)

# Vision, Mission, & Values

## Our Vision

### Make Cork City Better

## Our Values

### Public Service

Provide high quality services and address peoples' needs in a manner that is both inclusive and equitable.



### Integrity

We act honestly, openly and fairly in all our dealings.



### Respect

We treat all people with respect



### People Centred

We engage with people in a fair, courteous and timely manner. We strive for continuous improvement.



### Responsible

We are accountable and transparent and act responsibly in our dealings and decision making.



### Ambitious

We work to attract investment to the City



## Our Mission

**People** – A City of Welcomes where a Public Service ethos is at the core of how we do business.

**Place** – An Ambitious, Vibrant, and Sustainable City ready for the future while continuing to deliver high quality services every day.

**Prosperity** – A Vibrant City of Neighbourhoods, Communities and Businesses working together to deliver on our economic and cultural potential.



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## THE ROLE

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Reporting to the Director of Housing, the role of the Service Manager will be responsible for the strong operational management of the Cork Foyer Project and Bishopsgrove Supported Student Accommodation, including contractual performance, adherence to legislative requirements, budget setting and management, and safeguarding.

You will take responsibility for the effective management of a holistic staff team and 24-hour support provision provided to homeless young people and those at imminent risk of homelessness. In preparing young people for independent living, you will adopt an asset based, trauma informed approach, ensuring service users remain at the centre of service delivery and the highest standards of customer service is delivered and maintained.

Working closely with key stakeholders and funders, you will maximise opportunities, promote community integration, advise, agree, and plan on the strategic direction of these services within resources available.

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## DUTIES

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The key duties and responsibilities of the post of Service Manager Foyer Project & Bishopsgrove Supported Student Accommodation include:

### **Service Delivery**

1. To ensure activity within the service complies with all statutory and contractual obligations to achieve the highest possible standards.
2. Develop and review scheme policies and procedures to meet legislative requirements, contractual obligations, and good management of the service.
3. To ensure all staff operate in accordance with Health & Safety legislation and adopt safe working practices.
4. To ensure the rights of young people and the homeless are understood, respected, and actively promoted, and that their views on the service provision are proactively sought and respected.
5. To ensure that all accommodation and public areas on each complex are safe and regularly maintained to a high standard. Agree key performance and quality standards with core funders, Director of Housing and the Foyer Management Committee.
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7. To prepare for and facilitate Management Committee meetings as required.

8. Maximise occupancy through proactive strategies, including the good management of allocations, contractors, and assets.
9. Minimise licence fee arrears through proactive strategies, including daily monitoring of licence fee accounts and prompt implementation of the Licence Fee Arrears policy.
10. Reduce tenancy breakdowns through good management of allocations, balancing the community appropriately, fair implementation of disciplinary procedures and staff training.
11. To ensure all evictions comply with Social Policy, Housing law and internal policies.
12. Oversee the funding, design, delivery, and attendance of all internal training programmes for service users.
13. To ensure each resident has a tailored support plan in place addressing support areas identified during the initial assessment process, risk assessment process, or support planning process.
14. Implement internal audits to monitor all areas of service provision.

### **Staff Management & Development**

1. Participate in the recruitment and selection process of all staff and ensure all staff receive an induction and equipment appropriate to their role.
2. Identify staff training needs during their induction and throughout their employment using the PMDS process. Address staff personal development through on the job training, coaching, supervision, and formal training.
3. Attend mandatory training days/courses, on or off site as and when required.
4. Be responsible for maintaining professional knowledge and competence.
5. Lead and motivate staff to perform effectively through goal setting, performance standards and feedback.
6. Provide effective communication through written correspondence, team meetings, supervision, and effective management approaches.
7. Provide appraisals and submit probations reports in a timely manner.
8. Compile and implement the monthly staff rota, ensuring the needs of the service is met.
9. Participate in the on-call rota and ensure that all on-call arrangements are effective and meet the needs of the service.
10. Manage timekeeping, staff leave, and sickness in accordance with Cork City Council policy.

11. Promote the availability of Cork City Council's Employee Assistance Programme.
12. Communicate and implement all relevant Cork City Council policies and procedures, including the Council's Dignity in the Workplace Policy and Data Protection Policy (GDPR).
13. When necessitates, and in liaison with Cork City Council, the Director of Housing and the Chair of the Foyer Management Committee, provide entitlement to, and implementation of, the disciplinary and grievance procedures.
14. Compile and communicate an annual Team Plan.

### **Financial Monitoring**

1. To facilitate the formulation of service budgets for controlling expenditure within the areas of responsibility.
2. To ensure all service expenditure is monitored and within annual budget, and any issues are raised early with Cork City Council, the Director of Housing, and the Foyer Management Committee.
3. To ensure service income is maximised whilst maintaining close relationships with Core Funders.
4. Compile and submit appropriate funding applications to support resident hardship and participation, whilst ensuring there is no conflict of interest in relation to Cork City Council.
5. To ensure that financial systems in use are adequate and effective, and that all staff operate Cork City Council financial procedures correctly.
6. To ensure adequate systems are in place to collect, bank, and monitor licence fee payments and address bad debt.
7. To ensure the Cork City Council policy for procurement and the handling of petty cash is adhered to.
8. To ensure the Foyer asset register is regularly updated and reviewed.
9. To ensure adequate notice is given of any increase in licence fee levels or other charges.
10. To ensure internal and external audits are accommodated and prepared for.

### **Communication & Interagency Working**

1. Ensure any concerns relating to service users' physical or emotional condition are communicated to the team using a variety of methods.
2. To manage, monitor and respond effectively and appropriately to young people, neighbours, and other agencies and individuals who have complaints about the service.
3. To ensure that young people and service users are informed of the Foyer and its services.

4. To ensure, staff, partner agencies and service user meetings are scheduled and held.
5. Actively promote a positive professional profile of the project within the local community, ensuring the good reputation of the organisation.
6. Develop and maintain effective working relationships with specialists and agencies who may offer resources, funding, or individual services relevant to service user needs, e.g., Cork City ETB, First Employment Services, Colleges, Training Centres, Department of Social Protection, HSE, and other government agencies, referral agencies, charitable trusts, other voluntary agencies.
7. Encourage joint working initiatives that would benefit service users and support the delivery of excellent outcomes.
8. Work in liaison with the IS Department to ensure the service websites are up to date and relevant. e the formulation of service budgets for controlling expenditure within the areas of responsibility.

### **Health & Safety**

1. To present and maintain the Foyer as a safe, secure development environment that supports young people into independence in the wider community.
2. In line with the Council/Directorate Health and Safety policies, review the service Health and Safety policies annually.
3. To ensure all legislative tests are conducted in a timely manner i.e., fire alarm, emergency lighting, PAT, RCD, fire extinguishers, fire evacuations etc. Implement any rectifying actions identified.
4. Monitor and assess risks. Implement risk reduction measures in accordance with legislative requirements, good practice, and Council's Health & Safety policy.
5. Provide appropriate representation on the Council's Safety Forums. Consult with the Council's Health & Safety section as appropriate.
6. Exclude people from accessing the service if they pose a potential risk to the security of the project, or health and safety and wellbeing of themselves, other service users, staff, and facilitators.
7. Ensure internal health and safety audits are conducted regularly and rectifying action is taken.

### **Safeguarding**

1. Act as Mandated Person for each service, including the reporting of concerns, liaising with TUSLA, Gardai and the Council's Safeguarding Officer.
2. To ensure each Safeguarding Policy and Statement is reviewed every 2 years or as required.
3. To ensure all staff are fully conversant with Safeguarding policies and procedures.

4. Liaise and assist Cork City Council in relation to the staff vetting process.

### **General**

1. Ensure that the service users receive the highest standard of residential accommodation, employment, training, and housing advice which is appropriate and accessible.
2. Deal with day-to-day suggestions, disputes, grievances, nuisance, and behavioural issues.
3. Ensure young people are aware of the Foyer rules, restrictions, terms of their Licence Agreement and Foyer policies and procedures.
4. To ensure satisfaction surveys are undertaken in a timely manner and the outcomes are recorded and analysed.
5. You be called out to attend “out of hours” emergencies for which time off in lieu will be granted.
6. To undertake any other duties as may be assigned from time to time by the Director of Housings or other nominated person.
7. Actively promote the service mission and values.
8. To ensure that at no time the Foyer is left unattended.

*The above duties are not intended to be a comprehensive list of all responsibilities involved. Accordingly, the post holder may be required to perform other duties appropriate to the post, as may be assigned from time to time, and to contribute to the ongoing development and evolution of the role while in office.*

## **QUALIFICATIONS FOR THE POST**

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### **Character**

Candidates shall be of good character.

### **Health**

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### **Education, Experience, etc.,**

Candidates shall on the latest date for receipt of completed application forms for the post:

- (a) Have a good standard of education, degree level preferably, and/or professional qualification in training, youth work or social services.
- (b) Have proven managerial, organisational, and administrative ability.



- (c) Have strong interpersonal, communications and negotiating skills.
- (d) Have three years' experience at a sufficiently senior level, in the Social/Voluntary Housing Sector, i.e., Local Authority, Housing Association, Housing Agency.
- (e) Have experience of reviewing policies, staff guidance and practices.
- (f) Have a good working knowledge of Microsoft Office packages including Word and Excel.
- (e) Have a good understanding of the employment and support needs of young people.

### **Desirable Skills**

- Demonstrate a proven ability in the areas of Health, Safety & Welfare at Work, Delivering Results i.e., Operational Planning, Delivering Quality Outcomes and Performance Through People.
- Experience of working in a residential setting.
- Experience of working with vulnerable young people.
- Knowledge Section 38/39 Service Agreements.
- Knowledge of Homelessness Legislation/Social Issues.

## **Competency Framework**

Candidates are expected to be able to demonstrate in their application and at interview (should they be called) that they possess these competencies through the experience and skills they have gained to date.

### **Management & Change - Safety, Health & Welfare at Work**

Fully implements safe systems of working in accordance with the Corporate Safety Statement and relevant Ancillary Safety Statement for their area of work.

- Ensures that they are fully aware of and in compliance with their Health and Safety responsibilities and accountabilities and up to date with current practices, and the provisions of the Corporate Safety, Ancillary Safety Statements, Safe Systems of Work Plans (SSWP) and Method Statements and ensure that their staff do likewise.
- Implements and always adheres to safe systems of work and appropriate Health and Safety processes (including monitoring and compliance) in their area of work and ensures that their staff do likewise.
- Ensures that the appropriate Health, Safety and Welfare training is carried out in their area of responsibility.

### **Delivering Results - Operational Planning**

Contributes to operational plans and develops team plans in line with priorities and actions for their area of operation, having regard to corporate goals, operational objectives, available resources. Establishes high quality service and customer care standards.

- Contributes to development of operational plans and leads the development of team plans having regard to operational objectives set out in the relevant operational plan.
- Negotiates annual resource needs and plans accordingly.
- Accurately identifies customer service needs and develops appropriate standards and policies to provide clear performance expectations.
- Consults effectively when setting customer service standards and pursues continuous improvement in customer service standards.
- Adjusts services and standards to cater for changes in customer needs and expectations.

### **Delivering Results - Delivering Quality Outcomes**

Promotes the achievement of quality outcomes in delivering services, which are linked to the corporate priorities, with a focus on continuous improvement. Evaluates the outcomes achieved against operational plans, identifies learning and implements improvements required.

- Organises the delivery of services to meet or exceed the required standard through collaborating with, instructing and motivating employees and by managing resources effectively.
- Develops and implements quality assurance measures to achieve compliance with performance standards or benchmarks.
- Delivers services, projects and tasks on time, within budget and achieving expected performance standards.
- Critically evaluates outcomes and processes used to achieve them.
- Identifies and implements improvements in core work processes and outcomes. Assesses feedback and evaluates outcomes to drive continuous improvement.

### **Performance Through People - Managing Performance**

Effectively manages performance using a performance management system. Builds and leads a positive, diverse and productive team/s. Empowers and encourages people to deliver their part of the operational plan.

- Identifies training needs and ensures regular constructive performance feedback.
- Encourages team members to learn and strive to continually improve their work performance through reflecting, analysing and acting on workplace experiences.
- Delegates tasks and responsibilities to the appropriate levels and provides information, support and encouragement to enable work to be completed successfully and autonomously.
- Accepts accountability for responsibilities that have been delegated.
- Manages under performance or inappropriate behaviour effectively, openly and directly.

### **Salary**

The salary scale for the post is:

€64,914 - €66,634 - €68,170 - €69,745 - €71,269 - €72,790 (Max) - €75,395 (LSI 1) - €78,015 (LSI 2)

In accordance with Departmental Circular Letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011 will enter the scale at the minimum point.

### **Hours of Duty**

- The standard working week is 37 hours per week. The role may, on occasion, require evening or weekend work.
- Holders of the post may be required to attend for duty at any time, in accordance with arrangements made by the local authority. The Council reserves the right to alter hours of work from time to time.
- All hours worked will be subject to the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time (Regulations) Act, 2001.

### **Garda Vetting**

This post may come within the scope of the Local Authorities Garda Vetting Scheme. Further information is available in our [Candidate Information Booklet](#), which provides details on vetting requirements, the format of the competition, the principal conditions of service, and data protection under the General Data Protection Regulation (GDPR).

### **Equality, Diversity & Inclusion**

Cork City Council is an equal opportunities employer. We welcome and encourage applications from suitably qualified candidates, regardless of gender, age, civil or family status, sexual orientation, gender identity, disability, race, ethnic origin, membership of the Traveller community, religion, or belief.

### **Closing Date**

The deadline for receipt of applications is **4pm, Thursday 20<sup>th</sup> November 2025**.