Membership & Operations Lead

Shared Role | SERI & Football Cooperative

Job Title:	Membership & Operations Lead
Employing Organisation:	Social Enterprise Republic of Ireland (SERI)
Partner Organisation:	Football Cooperative
Location:	Ireland (remote - excellent broadband is essential)
Position Type:	Full-Time (shared equally between SERI and Football Cooperative at 2.5 days per week per organisation)
Contract Type:	21-month fixed-term contract | 6-month probation period (with a possibility of extension subject to funding)
Reports to:	CEO, SERI (primary line manager) and CEO, Football Cooperative (2.5 days per week) *Subject to week-by-week flexibility depending on organisational requirements.*
Salary & Benefits:	€60,000 gross annual salary

About the Organisations

Social Enterprise Republic of Ireland (SERI)

SERI is the national representative body for social enterprises in Ireland, established in 2020. SERI's purpose is to strengthen Ireland's social enterprise ecosystem so that social enterprises can better address poverty, disadvantage and inequality. SERI provides a National Social Enterprise Hub, the Sphere procurement platform, advisory services, peer networks and national events to over 544 active members across all 26 counties.

Football Cooperative

Football Cooperative is a volunteer-led social enterprise that places recreational football as a hook to bring men together to get active with the objective of promoting health and health literacy. Through a place-based approach, it connects a network of sites and volunteers that lead out weekly recreational football games year round. Working in partnership with key national stakeholders including the FAI, Sport Ireland and the HSE, Football Cooperative is at a crucial stage of implementing its Impact Scaling Strategy of growing the network of sites as well as health literacy engagements to help participants understand the early signs of health issues that affect men.

Purpose of the Role

The Membership & Operations Lead is a remote full-time shared role, split equally between SERI and Football Cooperative (2.5 days per week per organisation). The primary purpose of the role is to absorb the day-to-day operational workload currently carried by both CEOs, directly freeing up senior leadership time for income-generating activity: membership growth, commercial partnership development, contracts for service and fee-for-service expansion.

This is not a support role in the traditional sense — it is a strategic investment in organisational capacity. The post-holder will own operational delivery across both organisations, enabling each CEO to focus on business development, stakeholder relationships and long-term financial sustainability.

Key Responsibilities

SERI (2.5 days per week)

Membership & Community Management

- Conducting member inductions, handling inbound queries.
- Manage and moderate the National WhatsApp Community across 42 county and sub-sector groups, ensuring active and high-quality peer engagement.
- Facilitate micro networks and location-based regional networks, supporting member collaboration and knowledge exchange.
- Work with SERI's AI Engineer to maintain and develop SERI's online platforms.

Programme & Project Coordination

- Coordinate SERI's advisory services programme, managing scheduling, follow-up and reporting across 200+ annual sessions.

- Oversee project management and reporting for key initiatives.
- Prepare and submit progress reports to funders, ensuring compliance with grant requirements and reporting deadlines.
- Manage SERI's operational calendar, ensuring timely delivery of all programmes and communications.

Sphere Platform Support

- Support the management of SERI's online platforms, including the National Social Enterprise Hub and the National Social Enterprise Directory/Sphere
- Assist the CEO in developing and maintaining commercial partnerships linked to SERI's online platforms, providing operational follow-through on business development activities.

Football Cooperative (2.5 days per week)

Site Network Operations

- Manage operational logistics across the Football Cooperative site network, including venue coordination, scheduling and site communications.
- Coordinate volunteer Game Coordinators, supporting their recruitment, induction, ongoing engagement and retention.
- Manage participant registration, communications and queries across all active sites.

Impact Reporting & Administration

- Coordinate data collection, biometric reporting and impact measurement activities in partnership with academic partners.
- Prepare funder and stakeholder reports, ensuring accurate and timely submission of all required documentation.
- Maintain operational systems and records, supporting the CEO in meeting governance and compliance requirements.

Business Development Support

- Supporting the CEO in onboarding new venues and volunteer coordinators as the network grows.
- Assist in the preparation of partnership proposals, presentations and reports for institutional partners including the FAI, Sport Ireland and the HSE.

Person Specification

Essential Criteria

- Minimum five years' experience in operations, project management or community management, ideally within the social enterprise, community or third sector.
- **An exceptional organiser and project finisher who genuinely enjoys the detailed, hands-on work of getting things done.** Must demonstrate a strong track record of taking full ownership, managing competing deadlines, resolving obstacles and consistently completing projects to a high standard. **This is a delivery-focused role: we need someone whose strength and satisfaction lie in turning plans into completed work.**
- Excellent communication and interpersonal skills, with experience engaging diverse stakeholders across community, public and private sectors.
- Strong organisational and time-management skills, with **a proven ability to self-manage/work independently** and remotely across two organisations.
- Experience preparing reports, managing budgets and meeting funder compliance requirements.
- Commitment to social enterprise, community development and the values underpinning both organisations.
- Financial management competence, including expenditure tracking and cash flow management.
- Fluency in English.

Desired Criteria

- Experience using CRM systems and digital community platforms for member engagement and process automation.
- Facilitation skills and experience supporting peer networks or community groups.
- Familiarity with impact measurement, social return on investment or reporting to statutory funders.
- Experience working in a shared services or multi-stakeholder environment.

How to Apply

Interested candidates are encouraged to **send a cover letter and CV to info@socialenterprise.ie by 5pm on 27th November**. Your cover letter should address the essential criteria above and explain your interest in the shared nature of this role across both organisations.