



Information Manager – Part-time

Recruitment information

About One Family:

One Family is Ireland's national organisation for people parenting alone, sharing parenting and those separating. Our services offer support in a family-centred way to individual families through times of change and difficulty, as well as supporting those experiencing an unplanned pregnancy. We are committed to achieving equality and respect for all families.

About the role:

We are recruiting for a part-time permanent Information Manager. This Manager role will lead the national Information Service, askonefamily, in One Family. The ideal candidate will utilise their broad family support background, as well as their management skills and knowledge of stakeholder engagement to lead a staff team to continue to deliver a professional information and support service in line with One Family's mission and strategic plan 2025-2027.

askonefamily is the national information service for people parenting alone, sharing parenting or those going through a separation or divorce, their family members or friends, and for professionals within the area. Information is provided on a range of issues affecting one-parent families including social welfare, family law, childcare, housing, employment and training, health care and counselling through a range of media. A more unique aspect of the helpline is our listening service where we use basic counselling and active listening skills to support, contain and deescalate people in crisis.

Currently the national activities of the service include:

- A telephone-based Helpline information and listening support service.
- An email and social media-based support service.
- Referral and signposting both internally and externally.
- Information sections on our website: <https://onefamily.ie/information-service-helpline/>
- Information support for other One Family services including counselling, adult education and parenting.
- Information sessions as appropriate.

Role & Responsibilities:

- Direct delivery of all aspects of the askonefamily service as outlined above
- Work in collaboration with the Policy Manager and Communications Manager on issues affecting service users.

- Responsible for the overall expansion and development of askonefamily in line with One Family strategy.
- Lead and contribute to funding applications to maintain and grow the service
- Develop appropriate content for website, social media platforms, and other communication tools for a range of audiences.
- Develop and maintain key strategic relationships with referral organisations.
- Support, supervision and training of team members in line with One Family HR policies.
- Development of monitoring and evaluation systems to ensure service user feedback and a quality service.
- Responsible for child protection issues in the service.
- Attend all required staff meetings, trainings and development days.
- Represent One Family externally where appropriate.
- Participate in supervision and reviews.

Essential Experience & Skills

- Relevant third level qualification or specific trainings as well as relevant experience in the role requirements.
- Six years post-graduate experience in a relevant area and at least three years of management experience, including staff management.
- Solid track record in providing support to parents or families who experience complex and challenging situations and family transitions.
- Experience and knowledge of social welfare, child safeguarding, family law, domestic violence, mental health issues, addiction, homelessness, minority communities' needs, and other systemic issues our service users face such as stigma and isolation.
- Experience liaising with funders and preparing funder reports and proposals.
- Strong understanding of the organisation's vision and mission and other key stakeholders working in the sector.
- Good understanding of Salesforce (CRM database) and GDPR legislation.
- Excellent written and verbal communication skills .
- Strong knowledge of the importance of regularly engaging with key stakeholders.
- Excellent planning skills and the ability to think strategically.
- Ability to manage and work within a budget.
- An enthusiastic and motivated self-starter attitude with the ability to work in a team.
- Detail orientated mindset and ability to multi-task.
- Excellent interpersonal, networking and relationship-building skills.



Ideal Experience & Skills

- Third level qualification in Social Care, Counselling or other related discipline.
- Experience of working in the voluntary/community sector in Ireland.
- Knowledge or experience of the issues affecting one-parent families.

One Family provide a range of benefits including:

- Flexible working options
- Employee Assistance Programme
- Cycle to Work scheme
- 25 days annual leave (pro-rated accordingly for part time staff)
- Two staff privilege days: Christmas Eve and Good Friday
- Hybrid work
- Company laptop and phone
- Company pension contribution.

This is a part-time, permanent role for 24 hours per week. The ideal candidate would be available to work these hours across four or five days per week including a full day on Thursdays in the office. The role is based in One Family offices in Smithfield, Dublin 7 but One Family offer a hybrid model of service delivery and hybrid model of working for some roles. The full-time starting salary will be €53K - €60K for a 35-hour week, based on skills and experience with the actual salary pro-rated. The post is subject to a six-month probationary period.

Applicant Process:

A cover letter and CV addressing the required competencies should be emailed to Karen Kiernan, CEO, One Family at kkiernan@onefamily.ie by 12 noon on 17th February 2026. Your application should be marked clearly: One Family Information Manager.

Funded by:



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