

Job Description

Job title:	Operations Manager
Reports to:	Chief Executive
Responsible for:	Administration Lead
Based at:	Head office, Marsh Street, Hanley and Cheshire Mind hub, Winsford
Hours:	37 hours per week
Salary:	£38,000 - £41,000 gross per annum (dependent on experience)

North Staffs Mind has offered mental health support services for 50 years. During this time, we have continued to be innovative and responsive and have developed our services to meet the demands of the local mental health landscape. Following our recent merger with Cheshire Mind, we now offer a broad range of services which build on our counselling offer, such as online support, supported housing, mental health training, peer support, supervision, corporate support, psychoeducation and much more.

As we continue to grow and plan for a new head office, we are introducing Operations Manager as a brand new, hands-on role responsible for the smooth, safe and efficient day to day running of the back-office functions of North Staffs and Cheshire Mind. With a strong focus on commercial awareness, customer service excellence, value for money and organisational sustainability, you can be sure that you will receive the very best support on this exciting journey.

You will focus on ensuring that services, buildings, systems and processes work effectively in practice, represent good use of resources, and support income-generating activity. You will be a visible presence across the organisation, resolving operational issues, supporting managers and staff, and making sure problems are addressed quickly, practically and compliantly.

You will work closely with the senior leadership team and our wider management team to turn plans, policies and funding decisions into workable, cost-effective day-to-day delivery.

We offer a relaxed and friendly working environment and continually expand the CPD offer for our team.

Key Responsibilities

Day-to-day operations

- Take responsibility for the day-to-day smooth running of the organisation, including core back-office functions - admin, governance support, IT/telephony, facilities and compliance
- Act as a first point of contact for operational issues, problem-solving and practical decision-making
- Ensure services, teams and premises are supported to operate safely, efficiently and sustainably
- Identify operational issues early and take prompt action to resolve them, balancing quality, risk and cost
- Ensure we have appropriate systems and processes in place to cover our core operations including room and appointment booking

Administration and office operations

- Oversee the administration function to deliver excellent customer service, plan workloads effectively, be agile and deliver demonstrable impact
- Encourage collaboration across services, resulting in efficient office systems for enquiries management, record-keeping, service scheduling and supplier administration
- Research and implement room booking and appointment management system(s)
- Support the implementation and ongoing development of a full suite of performance outcomes for each service area – ensuring these are delivered through out CRM software
- Promote a culture of continuous improvement, clear communication and high-quality customer service

Facilities management

- Oversee the day-to-day management of buildings, facilities and site health and safety – ensuring our spaces are safe, welcoming, accessible and fit for purpose
- Manage relationships with landlords/managing agents and coordinate repairs, maintenance and compliance checks across all sites
- Maintain an up-to-date asset register
- Maintain and oversee an office maintenance and compliance schedule – liaising with external contractors as appropriate
- Manage facilities budgets and purchase orders (where applicable), ensuring value for money and timely renewals
- Transform room booking systems ensuring all staff are able to request routine and ad-hoc space
- Develop opportunities for hosting other organisations/services within our facility footprint e.g. business generator and hot desking

Health and Safety and compliance

- Act as operational lead for health and safety, ensuring appropriate arrangements are in place for staff, volunteers, service users and visitors
- Coordinate and maintain risk assessments (inc. lone working, DSE, fire safety, events etc.)
- Maintain incident/near miss reporting processes, investigate issues and implement learning
- Ensure appropriate training, inductions and compliance checks are completed and recorded

IT and Communications

- Be the operational point of contact for IT and telephony, coordinating support with external providers and ensuring timely resolution of issues
- Maintain an IT/telephony improvement log and contribute to future planning and procurement
- Support secure and effective ways of working including appropriate permissions, data handling and business continuity arrangements (aligned with GDPR and our policies)
- Improve efficiency by reviewing and streamlining day-to-day processes and call handling data

Operational risk management and governance support

- Coordinate operational risk management, including maintaining an operational risk register and ensuring mitigating actions are owned and progressed
- Work with service leads to ensure all are covered by appropriate risk registers and standard operating procedures.
- Escalate significant risks or concerns promptly to senior leadership and contribute to the Board risk subcommittee as appropriate
- Support insurance renewals, claims processes and evidence gathering, liaising with brokers/insurers as required
- Support audits, inspections and internal reviews from an operational perspective
- Ensure operational actions arising from incidents, complaints or reviews are completed and embedded
- Ensure the teams' activities are appropriately and proportionally included within our reporting dashboards

Quality

- Coordinate submissions for the Mind Quality Mark accreditation scheme and support our BACP accreditation process
- Maintain a central register of policies and procedures, including owners, approval route, review dates and version control
- Ensure operational policies and procedures are practical, accessible and implemented consistently across the organisation
- Support staff and volunteers to understand and follow key procedures through guidance, training coordination and easy-to-use resources

General responsibilities

- Work flexibly across services and sites as required
- Uphold North Staffs Mind's values, policies and procedures at all times and support psychologically safe and inclusive practice
- Handle confidential information appropriately
- Contribute to continuous improvement and organisational sustainability
- Attend team meetings as and when required
- Be committed to your own professional development and attend training, as requested
- Undertake any other duties consistent with the nature of the role

Person Specification

Essential

- Experience in a hands-on operational management role
- Commercial awareness, with experience of managing resources, costs or contracts
- Experience of line managing staff and supporting performance and delivery
- Strong practical understanding of health and safety and operational compliance and suitable H&S qualification or willing to work towards
- Proven ability to manage competing priorities and respond to issues as they arise
- Confident, practical decision-maker with a solutions-focused approach
- Strong communication skills and the ability to work effectively with colleagues at all levels
- Organised, approachable and comfortable being visible and accessible

Desirable

- Experience in a mental health, care, housing or voluntary sector environment
- Experience managing premises or multi-site operations
- Experience of Project Management and tools that assist successful project completion
- Experience supporting fundraising, income generation or commissioned services
- Relevant qualification in operations, facilities or management (or equivalent experience)

Personal qualities

- Practical and commercially aware
- Calm, reliable and solutions-focused under pressure
- Approachable, supportive and confident
- Comfortable balancing hands-on delivery with people management
- Committed to equality, inclusion and wellbeing