

Recruitment Pack

Head of Operations

October 2021

Thank you for your interest in working with Lancashire Mind

Who are we?

Lancashire Mind is an independent mental health charity, delivering a strategy that has been co-created with the people of Lancashire.

We're an active member of the national Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing excellent opportunities for good practice sharing and partnership working.

Our purpose is to achieve the best possible mental health and wellbeing for everyone in Lancashire. To achieve this, we will:

Connect Minds through ongoing engagement and co-creation

Change Minds by challenging stigma and increasing knowledge around mental health

Support Minds by being a source of help, where, when and how people need it.

Around 1 in 4 people in Lancashire are currently living with a mental health condition. While these individuals can play an active role in society they still face too many barriers to good health and wellbeing.

COVID-19 has had a devastating impact on individuals, communities, jobs, and life chances. We're only just beginning to understand the impact of the pandemic on the mental health of the people we serve so it's even more important that we keep engaging with people across Lancashire and ensuring their voices are heard.

We believe that everyone can achieve mental wellbeing and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of

14, building resilience from an early age is central to the work we do.

Our work empowers people in Lancashire to value and take care of their mental health. We work in partnership with others to provide support, raise awareness and campaign across Lancashire to make mental wellbeing a priority.

We are determined to ensure we're an organisation that is representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation. We will not rest until we achieve mental wellbeing for everyone in Lancashire.

Lancashire Mind in 2021, is in a strong position in terms of finance, leadership and with the launch of our new strategy.

Our five strategic aims are:

1. To listen, learn and influence
2. To work with others to solve problems
3. To make it easy to talk about mental health and wellbeing
4. To get people the help they need
5. To keep getting better

Our purpose, mission and aims are underpinned by four values, which are to be: Real, Bold, Caring and Open.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition and, for those who do to have a better chance of remaining well.

We believe that, working together with others, we can make Lancashire a leading county for mental wellbeing, and ensure everyone experiencing a mental health condition is treated as an equal member of society.

Join us to connect, change and support minds.

The role

Lancashire Mind's Operations Team support the, smooth and effective day-to-day running of the organisation, providing administrative support to the whole staff team and managing the Lancashire Mind building and facilities. The Team is also the first point of contact for members of the public, greeting visitors and providing support and signposting information.

We seek a Head of Operations who is confident and capable working on their own initiative and can adapt quickly to changing situations, knowing how to manage multiple priorities, including delegating work to other members of the team.

As Lancashire Mind's Head of Operations, you will need to develop an in-depth knowledge of current services and an understanding of how the organisation operates, to know how to best support each service area.

We need a Head of Operations who is experienced in supporting HR processes and who has extensive knowledge of IT and preferably some knowledge of CRM systems.

You will be confident in building and maintaining relationships with external suppliers and be commercially minded, to achieve efficiency and cost effectiveness.

As a member of the senior management team, the Head of Operations will need to work effectively with the CEO, Head of Development, Head of Services and Head of Tenancy to develop and implement strategies, policies and processes for the organisation.

We want someone who can provide effective leadership and management, particularly in areas of Governance & Compliance, Health & Safety, Quality Management, IT and Internal Communications.

Finally, and perhaps most importantly, we need a Head of Operations who adheres to our strategic aims and organisational values.

Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.

What people enjoy about working with Lancashire Mind

- Challenging, varied, flexible and innovative work
 - A shared passion for mental health and wellbeing across the organisation
 - Rewarding work - making a difference, seeing progression, a sense of achievement
 - Feeling valued, listened to and supported by colleagues
 - Working with people, the community, and a wide range of organisations
 - Responsibility, trust, openness and autonomy
 - Opportunities to learn
 - Meeting new people and being part of a passionate team
 - Feeling part of something revolutionary
 - Opportunity to work flexibly and achieve a good work/life balance
 - Having the opportunity to shadow colleagues and learn about each area of the organisation's work
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Employee benefits

- A 35-hour working week (full-time hours), with flexible start and finish times
 - The annual holiday entitlement for full-time members of staff is 25 days, plus 8 bank holidays, with the potential for the days between Christmas and New Year to be gifted to staff based on organisation performance (pro rata for part-time staff)
 - Lancashire Mind offer the opportunity for staff to save for their retirement by providing a workplace pension scheme
 - Staff are eligible for a company sick pay scheme after completion of a six-month probation
 - Emergency time off - we appreciate that there can be difficult times for you and your family; the organisation offers up to five days paid leave (pro rata for part-time staff)
 - All members of staff receive regular supervision, giving you protected time to reflect on and plan the work you do
 - Lancashire Mind is committed to providing learning and development opportunities
 - Workplace wellbeing scheme - provided by staff champions who provide wellbeing chats, organise wellbeing activities and plan social events to support people to maintain and improve their wellbeing
 - We strive to be a green organisation and take practical steps to reduce our ecological footprint
 - We reimburse the cost of standard eye tests and annual flu jabs
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Job description

Job title: Head of Operations

Hours: Full-time (35 hours per week)

Contract: Permanent

Salary: NJC 32-37 £35,745 - £40,876

Responsible to: CEO

Location: Based in Chorley with regular travel across Lancashire and occasional travel throughout the UK. Some weekly homeworking is negotiable

Overview

The Head of Operations is responsible for the overall management and delivery of Lancashire Mind's administration and back-office functions, including liaising with an outsourced financial support provider. The Head of Operations will also have overall responsibility for governance & compliance; managing the Lancashire Mind buildings and facilities; for internal HR and IT systems and processes and any associated relationships with outsourced suppliers

Main duties and responsibilities

Organisational Leadership

- To take shared responsibility as a member of the Senior Management Team (SMT) for developing and upholding the Lancashire Mind culture, mission, vision and values
- Take shared responsibility as a member of SMT for delivering Lancashire Mind's strategic objectives
- Identify, manage, mitigate and report risks related organisational H&S and safeguarding
- Ensure the organisation's policies are appropriate, relevant, fairly and consistently applied and that all staff and volunteers are supported
- Take a leadership role across Lancashire Mind and to undertake such tasks as deemed necessary to support the CEO and SMT colleagues.

Operational delivery & development

- To manage and maintain the Lancashire Mind building and facilities
- To implement and maintain effective operational management systems relating to the HR strategy, IT strategy, Health & Safety, Quality Management and internal communications, including administration of the organisation's Office 365 and CiviCRM systems
- To implement and maintain strategic & operational systems and controls to improve productivity and cost-effectiveness across the organisation
- Risk management including assessment, planning and implementation of risk control measures
- To implement and maintain appropriate internal communication structures, policies and systems to allow all internal teams to share information that enhances productivity and effectiveness of the Lancashire Mind offer
- Leading day to day liaison with our outsourced financial support provider
- To support and manage volunteers relevant to the function
- To provide governance support to the Lancashire Mind Board of Trustees
- To be accountable for ensuring the organisation follows the agreed Lancashire Mind protocols with regards to data protection, safeguarding and management relating to staff, volunteers and service-users

- To be the deputy designated safeguarding officer and to manage centralised safeguarding and incident reporting
- To be the data protection officer and to manage centralised information governance and incident reporting
- To oversee the organisation's handling of enquiries received by phone, via social media and visits to the office from members of the public
- To engage, develop and maintain relevant levels of available expertise to support the delivery of operational efficiency (currently HR including recruitment, IT and Administration) with excellent resource planning, management and leadership
- To manage relationships with external suppliers and contractors who provide services to Lancashire Mind

Operations & other duties

- Work with the senior team to develop policies and ensure these are implemented
- Undertake all and any such other duties in relation to the work and functioning of Lancashire Mind as may be reasonably required from time to time commensurate with the post, including occasional evening and weekend work
- Participate in training as required

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this post is subject to an enhanced Disclosure and Barring Service (DBS) check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work.

Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage (A).

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
Qualifications and/or work experience	Qualified to degree level in a related subject and/or work experience in a similar role or with transferrable skills	A
Knowledge and experience	1. A proven track record of managing administrative functions (HR admin, IT admin, Internal Communications, Finance)	A and I
	2. Direct experience of working with a senior team to developing and refining appropriate operational management systems, in an organisation of similar scope	A
	3. Direct experience of identifying and managing operational risk	A and I
	4. Knowledge of Quality Management Systems is desirable but not essential	A
	5. Experience of supporting a Board of Trustees is desirable but not essential	A
	6. Knowledge of charity finance is desirable but not essential	A and I
Skills, abilities and competencies	1. The ability to influence colleagues and to embed organisational wide culture change	I
	2. Strong organisational skills with the ability to prioritise multiple tasks	I
	3. Advanced office IT skills, particularly Microsoft Office 365, including Excel	A

	4. Excellent numeracy, literacy and report writing skills, with attention to detail	A
	5. Strong interpersonal skills, with the ability to influence external supplier relationships effectively	I
Personal attributes	1. Well-developed leadership and management skills with the ability to adapt style according to circumstances	A
	2. Commitment to the strategic aims and values of the organisation	I
	3. Demonstrable commitment to equality, diversity and inclusion	A & I

To apply

If you would like to discuss the job before applying, admin@lancashiremind.org.uk who can organise a call with the CEO.

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website www.lancashiremind.org.uk/recruitment or requested by emailing admin@lancashiremind.org.uk

The deadline for applications is 11am on Monday 8th of November.

Email your completed application form to admin@lancashiremind.org.uk. Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

Interviews for this post are scheduled to take place on the week commencing 15th of November.

Successful candidates will be notified no later than 12th November. Interviews will either be held in-person at the Lancashire Mind office in Chorley or, if there is a continuing need to safeguard staff and members of the public due to covid-19, interviews will take place remotely, using Microsoft Teams.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660.

Lancashire Mind

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Registered Charity Number 1081427

Registered Company Number 3888655