



## Role Profile: Operations Manager

Closedown:	<b>9.00am on Friday 11.01.19</b>
How to apply:	<b>Complete a Mind BLMK Employment Application Form and submit to hr@mind-blmk.org.uk</b>
Post no:	<b>336</b>
Start date:	<b>As soon as possible</b>
Job title:	<b>Operations Manager</b>
Working base:	<b>Flitwick</b>
Area covered:	<b>Bedfordshire, Luton and Milton Keynes</b>
Reports to:	<b>Chief Executive</b>
Direct reports:	<b>Project Support Managers, Service Manager MK, Communications Officer and additional roles when required.</b>
Job purpose:	<b>To plan, develop, direct and oversee the management of Mind BLMK's current and future programmes; ensure the efficiency of service delivery and operations for sustainability and growth; execute and monitor long and short term plans.</b>
Contract type:	<b>Permanent</b>
Salary:	<b>£36,000 pa</b>
Contracted hours:	<b>37.0 hours per week</b>
Working days:	<b>Mondays to Fridays</b>
Working hours:	<b>7.4 hours per day</b>
Flexibility required:	<b>Occasional evenings and/or weekends to attend events/meetings</b>
Checks needed:	<b>Enhanced DBS and 2 satisfactory references</b>

## Job Description

### Management and oversight

- Ensure and oversee an organisational service structure and resources fit for service delivery; line manage relevant post holders as appropriate.
- Oversee the management of an effective workforce for all operations and service delivery, including recruitment and performance management issues.
- Identify own and workforce training and development needs and recommend appropriate training activities.
- Recommend and manage changes required in structure and activities to respond to service user needs.

### Financial management

- With the Executive team monitor budgets and the control of expenditure relating to operations.
- Ensure that appropriate financial procedures are followed and that any discrepancies are reported to the Chief Executive.
- Ensure the financial resources allocated to run activities and venues is spent in the most cost-effective way.

### Accountability and decision-making

- Oversee the operational management of Mind BLMK's services.
- Be the designated Safeguarding Lead for Mind BLMK.
- Ensure that activities meet and integrate with organisational requirements for quality management, health and safety, legal compliance, ethical policies and general duty of care.
- Be a member of the Executive Team and lead on or attend relevant committees.
- In liaison with the Executive Team, actively seek, pursue and model developmental opportunities.
- Lead on and ensure the health, safety and welfare of all those who use Mind BLMK's services and venues or who may be affected by the activities.
- Oversee service activity and financial monitoring and reporting at contract meetings.
- Deal with complaints from service users or other agencies at a level appropriate to the role and situation.
- Ensure equal access to services, that service users are treated with dignity and that no discriminatory behaviour takes place.
- Develop and maintain effective and meaningful relationships with statutory agencies with regard to the delivery of services, service contracts, new opportunities for partnership arrangements and in the resolution of problems.
- Deal with problems arising within the service and projects, referring complex or serious concerns to the Chief Executive.
- Deputise for the Chief Executive when necessary.

#### **PR**

- Represent Mind BLMK, ensuring an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build good working relationships with community groups, relevant services and activities for partnership work and signposting as well as keep updated information about them.

#### **General**

- Work within the ethos, vision and values of the organisation and in line with the organisation's strategy, policies and procedures.
- Establish and maintain effective partner working relationships with the Mind BLMK team and relevant key post holders (Finance Manager, Fundraising Manager, Market Development Manager and others as required).
- Attend and contribute to meetings relevant to the role (own supervision, appraisal, staff, peer group, Support and Delivery Partners meeting, AGM and external as required).
- Commit to continuous professional development, and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

<b>Person Specification</b>
<b>Essential experience, skill and knowledge</b>
Senior and relevant management experience in a Health / Social Care environment
Experience of working with people who have mental health needs
Knowledge and experience of assessing and advising on safeguarding concerns
Understanding of the Community and voluntary sector
Relevant qualifications and/or demonstrable professional background and experience
Strong people management skills, including managing senior staff who have own direct reports
Suitable level of financial analysis; contribute to the developing, managing and reporting on budgets
Effective partnership working (internal and external)
Problem-solving; crisis and risk management

Developing, managing and measuring the effectiveness of outcomes-focused services
Effective and confident in external as well as internal delivery of presentations, chairing and coordinating meetings, producing and communicating reports
Valid driving licence and access to a car for work; flexibility to cover a large geographical area
<b>Desirable experience, skill and knowledge</b>
2+ years in a senior and significant operational management position
Income generation and diversifying income streams
Service model design

### Entitlements/benefits:

Annual Leave	25 days
Bank Holidays	All, as per April to March for each year (usually 8)
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 3%)
Health Plan	Optional
Learning and Development	In-house and external as appropriate for the role
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously "Two Ticks") since 2008
Investors in People Charter	Mind BLMK has been awarded the Investors in People charter since 2007 ( <a href="http://www.investorsinpeople.co.uk">www.investorsinpeople.co.uk</a> )
Mindful Employer and Mindful Employer Plus signatory	Mind BLMK has been committed to the Mindful Employer charter since 2008 ( <a href="http://www.mindfulemployer.net">www.mindfulemployer.net</a> )