



## Job Description: Operations Manager

Grade: Management

Salary: £31,375

Hours: 37.5 hours per week. Permanent

### Purpose of the job:

The Operations Manager will be responsible for the day-to-day management of the charity's services and projects areas of work. The postholder will take responsibility for safeguarding, quality assurance and volunteering. This post forms part of the management team at the charity and therefore will be expected to carry out management duties across the team. This post will also take a lead in the development of the external training functions of the charity.

### Key responsibilities:

- To lead on and manage the projects and services of the charity.
- Be a point of contact for external funders and commissioners.
- To take a lead with the CEO on Health and Safety for the charity.
- Lead on safeguarding for the charity.
- Lead on quality assurance for the charity
- Line manage staff including managers within areas of responsibility.
- Take responsibility for the volunteering strand within the charity
- Multi-agency working: Research and develop working relationships with statutory and third sector services, and other agencies.
- Work with the Business Development and Sustainability Manager to develop business plans and respond to tenders and funding opportunities.
- Administrative responsibilities: comprehensively and promptly completing all relevant paperwork and online records.
- To deputise for the CEO when required.

## General duties

- Uphold and promote Mind Aberystwyth's values, policies and procedures.
- To be responsible for ensuring all activity does not compromise the name of Mind Aberystwyth, its legal liability, or its financial liability.
- Engage in learning and development to increase knowledge and skills.

This job description is indicative of the range of current duties and responsibilities of the post holder; however, it is not comprehensive. It is inevitable that duties will change to reflect the organisations continued development, and it is essential therefore that it should be regarded with a degree of flexibility, so that changing needs can be met. These changes will be discussed with the post holder. Substantial changes could require a job evaluation re-assessment, which could affect job grade and contractual terms.

## Person specification:

<b>Essential Criteria:</b>
Demonstrable track record of operating at a management level with extensive people management experience
Proven track record of providing support services, with an in-depth knowledge of social care/wellbeing/mental health issues
Knowledge of quality control systems and best practice
Experience of setting and working with budgets and maximising the use of all available resources
Ability to develop and deliver high quality needs led support services
Skilled communicator who can relate and engage with people at all levels within the organisation, with members of the public and external agencies
Ability to positively manage people and services which deliver excellent performance
Evidence of researching and leading service development which demonstrates the effective involvement of service users and all key stakeholders.
Experience of implementing safeguarding procedures in a number of contexts and first-hand experience of dealing with safeguarding issues.

Experience of implementing health and safety policies and risk assessments in various contexts
Good attention to detail and accurate record keeping with good literacy and numeracy skills. ICT competent, including previous experience of using a variety of Microsoft Office programmes, and is comfortable using Video Conferencing applications regularly (Zoom, Teams etc).
Excellent interpersonal skills and the ability to liaise with people at all levels by telephone, face to face and in writing.
Calm under pressure, resilient, and can set and maintain personal and professional boundaries when responding to individuals experiencing distress.
Ability to engage with supervision, to reflect, and to raise issues/concerns to line manager.
Proven ability to work alone, and as part of a team.
Be creative and possess the ability and willingness to work pro-actively in flexible and non-conventional ways.
Willingness to work flexibly in an agile manner including at home and in the office when required, and potentially undertake daily travel throughout Ceredigion., and occasionally through Wales
To be considered for the post applicants must have a full, clean driving licence, and regular use of a vehicle during working hours for which you will be expected to provide evidence of having in-date insurance, including business cover, MOT (if applicable) and tax.
Willingness to engage in a programme of Continuing Professional Development.
The ability to communicate through the medium of Welsh or willingness to learn Welsh.

<b>Desirable criteria</b>
Procurement knowledge and experience
Proven track record of delivery of significant contracts

<b>Qualifications</b>		
Professional Qualification in health, social care, youth and community work or equivalent subject. OR Level 5 or above qualification in Health and Social	Essential	

Care Management.		
Management qualification	Essential	
GCSE grades A-C in English language, Maths and Sciences.	Essential	
A-Level / BTEC or equivalent qualification.		Essential
Degree level qualification		Essential
GCSE Welsh language or equivalent		Desirable
Adult and/or CYP Safeguarding Level 2		Essential
Project management Qualification		Desirable

## Salary

The successful applicant(s) will be offered a salary of £31,375 (full time equivalent). This is an hourly rate of £16.09

## Hours

Mind Aberystwyth are seeking an employee to work 37.5 hours per week. We will consider employing individuals on a part time or job share basis.

## Contract

Successful applicants will be appointed on a permanent basis. Subject to two satisfactory references, DBS check and a 6 month probation period.

## Annual Leave

Mind Aberystwyth has a generous annual leave allowance of 30 days plus Bank Holidays for a full-time equivalent staff member. This will be pro-rata if part time.

## Location

All staff are working partly from home, in the office and out in the community, you may be expected to be prepared to work flexible hours and to travel throughout Ceredigion.

## Disclosure and barring service check (DBS)

This position will require the successful candidate to undergo an Enhanced DBS check and sign-up to the Update Service, as you will be delivering services to vulnerable adults and/or young people.