

Job Description

Job Title	Head of Operations
Service/Department	Senior Leadership Team
Salary	£43,000 per annum
Hours	37.5 per week
Base	Colchester
Responsible to	Chief Executive

Job Summary:

The Head of Operations will lead and manage the service operational aspects of the charity, ensuring the effective delivery of its key services and contributing driving organisational innovation and growth. The role focuses on operational excellence, enabling a supportive and inclusive culture for staff, and ensuring the charity's services achieve meaningful outcomes for the individuals and communities we support. You will work alongside other members of the Senior Leadership Team (SLT) on strategic projects, liaising with staff, managers, and trustees to enhance the charity's impact.

Key Responsibilities
Operational Excellence

- Oversee the planning, delivery, and evaluation of the charity's core services to ensure effectiveness, efficiency, and alignment with organisational goals.
- Lead on the implementation of continuous improvement initiatives, focusing on outcomes and impact.
- Monitor and constructively and collaboratively review key performance indicators and report progress to the CEO and Trustees and commissioners.
- Develop and improve operational frameworks, policies, and procedures to enhance service delivery.
- To act as the organisation's Designated Adult and Children's Safeguarding Lead and Caldicott Guardian.
- To work in conjunction with the CEO and other members of SLT to create and develop innovative service provision that has lived experience at its heart.
- To be responsible for managing budgets across services and departments.
- Pro-actively and collaboratively manage risks across services and develop and update policies and procedures when required as well as ensuring teams are upskilled to create safe environments where people are learning and improving.

Staff Support and Development

- Provide strong, compassionate leadership to Service Managers and other team members.
- Ensure staff receive regular supervision, appraisals, and professional development opportunities.
- Promote staff well-being, fostering a positive and inclusive workplace culture.
- Act as a mentor to managers and team leads, enabling them to grow in their roles; providing opportunities to deliver succession and growth.

Organisational Development

- Drive organisational change initiatives, enhancing capacity and capability to respond to community needs.
- Work with SLT colleagues to develop and implement innovative service models.
- Ensure compliance with policies, procedures, and sector standards while focusing on how services are experienced.

Line Management

- To have full line management responsibility for Service Managers and administrators holding responsibility for discipline, grievance, and absence management acting in accordance with policies and procedures.
- To ensure the effective performance management, appraisal and development of direct reports
- Be available to all staff in the absence of any Service Manager(s) for operational issues as they arise.

Stakeholder Engagement

- Proactively managing the relationship and liaise with commissioners, funders, and partners to maintain strong relationships and deliver timely, relevant reporting for the benefit of the charity, colleagues, and beneficiaries.
- Represent the charity as a member of the leadership team and an ambassador, promoting the organisation's values.
- Provide data and insights on mental health trends to inform strategy and decision-making.
- In conjunction with CEO and the Head of Income Generation and Engagement ensure the charity enables the local Mental Health eco system.

Service Delivery

- Investigate patient safety incidents, complaints and SUI's in accordance with guidelines whilst ensuring learning is identified and delivered.
- Support the mobilisation of new services, including recruitment, induction, and training to ensure safe and effective delivery.
- Develop, deliver and support the organisations Lived Experience Panel strategy in conjunction with the CEO.
- Collaborate on action plans for audits, such as the Mind Quality Mark and other relevant frameworks.
- Chair regular Service Manager meetings, set priorities, agree actions, and review service delivery in line with KPI's and Quality and attend team meetings when required.
- To consult and inform staff on its relevant legal obligations, national and local guidelines and best practice methods in ensuring the Charity is fully compliant with these, reporting progress to the Chief Executive and Trustees through regular communication, board reports and attendance at relevant Sub Committees.

Administration

- Ensure effective administrative systems are established and maintained across the organisation.
- Undertake additional duties as directed by the Chief Executive to support the charity's services.
- Participate in the writing and implementing of policies and procedures, with reference statutory legislation that ensure safe working practice within the Charity.

Organisational values: <i>Post-holders should be able to demonstrate the following:</i>	
Value	Phrase
Listening	We listen to the needs of our communities and each other, actively engaging, learning and sharing every day.
Inclusive	We develop inclusive services and support that respect the diversity and dignity of everyone on our communities.
Co-producing	We co-produce, believing that people affected by a service are best placed to help design it and reach collective outcomes together.
Trusted	We build trust in our communities by consistently delivering high quality services and being honest in everything we do.
Innovative	We explore new ideas and ways of working and build a culture that embraces innovation, excellence and creative solutions.
Supportive	We foster a culture of empathy, respect and open communication to support our communities and each other.

Person Specification: Head of Operations

Category	Essential	Desirable
Education & Qualification	<ul style="list-style-type: none"> • Degree-level qualification in management or equivalent significant experience. 	<ul style="list-style-type: none"> • Management experience at a senior level in healthcare. • Monitoring Evaluation Accountability and Learning qualification
Experience	<ul style="list-style-type: none"> • Experience of working within a mental health service setting and/or qualification in Mental Health • Experience of working with budgets • Significant experience of managing staff • Service/Departmental Management experience - minimum of 3 years. • Experience of working with a range of professionals/agencies. • Experience of safeguarding adults. 	<ul style="list-style-type: none"> • Experience/understanding of working in a charity setting • Involvement in bid/tender writing • Working with volunteers • Experience of safeguarding children • Health, safety, and facilities management
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> • Knowledge of safeguarding practices for adults and children. • Strong skills in project management, strategic planning, and staff development. • Exceptional communication skills and the ability to work effectively with diverse stakeholders building long term relationships. • Knowledge of monitoring, evaluation, and quality assurance frameworks. • Ability to inspire and motivate teams, promoting a positive and inclusive culture. • Ability to understand and analyse key issues in complex situations, and apply creative and innovative approaches to problem solving. • Ability to work autonomously and self motivate. • Ability to translate national policy into working policy, practice and procedure in a mental health setting. • Good IT skills • Ability to work flexibly (some out of hours work required) 	<ul style="list-style-type: none"> • Knowledge of local/national voluntary sector processes
Personal Characteristics	<ul style="list-style-type: none"> • Caring and compassionate approach. • A curiosity and willingness to learn attitude, not afraid to ask for help. • Initiative • Ability to appreciate, understand and value diversity in non-judgmental manner • Car driver/owner 	