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# Operations Director

# Job Description and Person Specification

# Job Title: Operations Director

**Salary Grade:** NJC SCP 34-38, this is currently £41,529 to £45,520 per annum inclusive of Inner London Weighting

**Hours:** 35 hours (part time hours will be considered, and salary will be pro-rata)

**Accountable to:** CEO

**Location:** Tower Hamlets, Newham and Redbridge

**Contract:** Initially 12 months, with possible extension

**Closing Date:**  12noon, Monday 8th November 2021

**About Mind in Tower Hamlets and Newham**

We are a local, registered charity affiliated to national Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.

**Background**

We work with communities from diverse backgrounds and continually invest in building an inclusive organizational culture with diverse leaders through active Listening, Learning and Leading.  Over the last 18 months we have explored racism and the impact that this has had on the lives of our clients and staff. This has resulted in the development of our strategic objective towards becoming an anti-racist organisation (ARO).

**Overview**

Mind in Tower Hamlets and Newham operate a range of services including: Mental Health, Advocacy, Talking Therapies, Employment and Advice and Information. See attached Annual Report: <https://view.pagetiger.com/annualreport2019/1>.

In order to manage the range of services, contracts, partnerships and team members we require strong leadership skills, creativity, responsiveness and flexible approaches.

Our current structure requires a number of Operational Directors with specialist and generalist skills to ensure that we remain a vibrant and proactive charity. Our structure does need to be fluid as we are constantly having to review our services, we bid for new services and indeed we may lose services.

**Job Summary:**

To work closely with the CEO to ensure that Mind in Tower Hamlets and Newham are delivering high quality services that meet the needs of our current and future communities. To ensure a consistent fair and supportive approach to staff management across the organisation.

To be responsible for the operational day to day management of the services under your direct authority which currently includes services across Tower Hamlets, Newham and Redbridge.

You will also work with the CEO on contract management and new developments. You may be called on to oversee other areas as and when required.

To work closely with commissioners of services to clearly monitor performance against contract and key performance indicators and build positive relationships with commissioners.

Be the lead person for specific strategic services as directed by the CEO which may include new service development, mobilising new services, developing our work with racialised and marginalised communities.

MITHN has identified a new strategic objective to work towards becoming an anti-racist organisation. The Operations Director will work collaboratively with the team, partners and trustees to ensure that the work towards this objective is carried out.

**Key role areas**

1. **Service design, development and delivery**

To work with the CEO to develop the organisations wider strategic plan and to support the annual business planning process.

To work closely with the CEO to design, develop, deliver and review/evaluate services which meet the ever-changing needs of our community.

To actively develop new services through writing tenders, bidding for new services or developing partnership relationships.

To embed coproduction practices in the design, development and delivery of all services.

To be a thought leader and expert, providing organisational leadership and expertise around your respective specialist service area.

1. **Contract management and delivery of key performance indicators**

To work with the CEO, negotiate contracts and service agreements relating to services

To take a lead role in the service contract monitoring meetings with commissioners or funders, ensuring that the respective monitoring reports are completed as required.

To ensure effective management of budgets for services you are accountable and ensure that all financial regulations are met in relation to authorising expenditure and reporting on income.

1. **Staff management**

To take a lead role in the recruitment, induction, support, supervision and appraisal of the staff team you are responsible for. To take a proactive approach to staff development and training so that the team works effectively and can deliver high quality services

To undertake line-management responsibilities for the team including team meetings, reflective practice, service review and evaluation.

To work alongside project managers and coordinators across the organisation to ensure that services are effectively managed.

To co-ordinate staff and oversee day to day delivery of services, participating as necessary to ensure a high-quality delivery of services.

To effectively manage absence - annual leave, sickness, training, compassionate leave etc.

To provide exemplary leadership and line management to staff, undertaking and utilising coaching skills to support staff to maximise their full potential.

To achieve MITHN’s strategic objectives and in accordance with MITHN’s commitment to a mentally healthy workplace.

To support our organisational objective to work towards becoming an anti-racist organisation and working proactively with seldom heard communities to ensure that we are accessible, inclusive and deliver services that are culturally sensitive and appropriate.

1. **Operational Day to day management**

To be an active member of the Senior Leadership Team and play a proactive role in the strategic and operational management of the organisation.

To ensure that service specific risk assessments are in place and health and safety requirements are met.

To work collaboratively and assist the integration of support and services within the wider services of Mind in Tower and Newham and Mind in Redbridge.

To develop and maintain effective relationships with stakeholders and partners (including health, social services and voluntary agencies) across varying levels of seniority, to maximise success and create new opportunities for growth. Help create a culture of co-operation, flexibility and adaptability to achieve our aims/objectives

To ensure that the services you are accountable for work within and meets agreed case working standards, monitoring systems/requirements and service goals

To work alongside other Senior Managers to ensure that the organisation meets the quality standards of National Mind and other quality standards

1. **Business Development within our Local Boroughs**

To work closely with the CEO to develop business opportunities within Tower Hamlets, Newham and Redbridge.

To engage with local commissioners to explore opportunities for development of services within the boroughs

To collaborate with local providers to build potential partnerships which may enable us to deliver new services across the boroughs.

To support the CEO to apply for new funds, complete applications for funding and develop new models of working that respond to local needs.

To take a lead role in the Transformation Agenda in mental health services within our boroughs.

## General

To attend and participate in relevant meetings (internal and external) and give reports and presentations when required.

To comply with, promote and contribute to the development of Mind in Tower Hamlets and Newham’s ‘Philosophies and Aims’, it’s equal opportunities and all organisational policies.

To work as part of the team to ensure that service provision works in accordance with and promotes the needs of Black and Minority Ethnic communities, considering racial, cultural and language diversity.

Other than where central administrative support is available, to be administratively self-servicing.

Where necessary to provide cover within the team and undertake additional duties, of a minor and/or non-recurrent basis relevant to the grade, as may be required.

**All Job Descriptions are subject to periodic review.**

**Revised September 2021**

[**Code of Conduct**](https://mindthn.sharepoint.com/MITHN/Company/Policies%20and%20Procedures/3%20-%20Employee%20relations/Code%20of%20Conduct.doc?web=1)

**Operations Director**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form

|  |  |  |
| --- | --- | --- |
| No. |  | Essential/Desirable |
| Qualification |
|  | Qualified to at least degree level or equivalent | E |
|  | Professional qualification in a related discipline – i.e. health and social care, project management, community development, etc.. | D |
| Experience |
|  | Substantial and demonstrable experience of working within a charitable organisation ideally within the field of mental health  | E |
|  | Strong experience of leadership and people management  | E |
|  | Experience of managing multiple and diverse projects/services and new developments.  | E |
|  | Experience of building strong and enduring relationships with a range of partners | E |
|  | Experience of change management and identifying new and innovative methods to improve services and working | E |
|  | Demonstrable experience of producing written reports, including statistical and financial information | E |
|  | Experience of working within agreed budgets and managing budgets and resources | E |
| **Skills/Abilities** |
|  | Excellent written and verbal communication skills and the ability to present information to a range of audiences | E |
|  | Proven ability to proactively work with ‘seldom heard communities’ and ensure that services are culturally sensitive and appropriate. This includes but is not limited to - racialised communities, Faith communities, LGBTQ+ and other marginalised communities.  | E |
|  | Demonstrable ability to prioritise workloads and problem solve, and the ability to operate in an agile manner | E |
|  | Ability to effectively manage services and ensure high quality services | E |
|  | Ability to establish and maintain relationships with professionals and stakeholders across varying disciplines and levels of seniority. | E |
|  | Demonstrates support for innovation and organisational changes, seizing opportunities to influence the future direction of the organisation  | E |
|  | Ability to use Microsoft Office and be administratively self-servicing and demonstration of key self-management skills | E |
|  | Ability to maintain accurate records and to provide information required for monitoring  | E |
|  | Demonstrable ability to develop and implement policies | E |
| Knowledge |
|  | Understanding of and demonstrable commitment to equality and diversity, anti-racist and anti-discriminatory practices | E |
|  | Understanding of the main issues facing people experiencing mental health difficulties  | E |
| Qualities  |
|  | Ability to influence and lead others to achieve shared goals | E |
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|  | Ability to work flexibly and work unsocial hours, as required and help others | E |
|  | Demonstration of respect for diversity, inclusivity, and good working relationships | E |
|  | Upholding ethics and organisational values | E |
|  | Demonstration of commitment to own learning and continuous improvement through training and development | E |