



Welcome to the McPin Foundation

Thank you for your interest in our organisation and our Operations Manager position.

About us

The McPin Foundation exists to transform mental health research by placing people affected by mental health problems at its centre. Each of our employees is vital to us in delivering our mission, which is to 'champion experts by experience in research so that people's mental health is improved in communities everywhere'.

Our Vision

A world where the value of expertise based upon experience is recognised and is at the heart of all stages of mental health research

Our Core Values

We passionately believe involving people directly affected by mental health problems improves research

We are driven to produce work of the highest quality

We are inclusive and listen to all opinions and perspectives

We collaborate with others to deliver our mission

We care about the wellbeing of everyone connected with us

The post holder will join a busy team at the McPin Foundation, consisting of a team of researchers working on a range of studies, a Public Involvement in Research team, and a small Operations team, all based in our offices in London. We also have a wider network of freelance and contracted researchers who work with us on specific projects around the country.

You can find out more about us at www.mcpin.org.

Job Description

Job Title: Operations Manager	Prepared by: Research Director
Location: Head office. 7-14 Great Dover Street, London SE1 4YR	Interview Date: w/c 15 th April 2019

Terms and conditions

Hours: Part-time 3 days per week (22.5 hours)
Salary: £21,300 per annum 0.6 FTE (£35,500 FTE)

Holidays FTE: 25 days plus 8 public holidays and 3 additional days at Christmas

Employment status: Permanent

Probationary period: 6 months

Notice period: 12 weeks

The post holder will be required to have enhanced DBS check

About the job

The Operations Manager provides a key role in the charity leading our operations function which includes office management, Human Resources (HR), workplace wellbeing and financial systems and processes. Our ambitious and friendly team includes researchers, patient and public involvement experts, and communication specialists. We are looking for someone with an interest in mental health research, and making a positive impact on the lives of people living with mental health problems.

The post would ideally suit someone with excellent communication skills (both written and oral), well developed people management skills, and experience in HR. The focus on HR is important because a large part of the role is supporting all staff to develop in their role at McPin, provide confidential guidance to staff and line managers, and manage wellbeing in the workplace. You will be supported by the team Administrator and you will line manage this post. Working in a small team, in a central role, you will bring a can do attitude to the workplace, inspiring others to be positive, forward thinking and manage their wellbeing at work.

The post holder will enjoy working and developing teams; they will be efficient and be detail oriented. We encourage people with direct experience of mental health problems to work for us.

This post will be based at our head office: 7-14 Great Dover Street, London SE1 4YR, but some travelling in the UK will be occasionally required.

Key Responsibilities

- **Management:** Responsible for the day to day running of our head office, including efficient administration systems, and a clutter free work environment. Linking with staff from our serviced office supplier and ICT provider. Supervising staff in the operations team (line managing the team Administrator). Working within a team ethos that strives for quality, efficiency, critical learning and empowerment.
- **Human Resources (HR):** Manage and continuously improve recruitment, induction, performance management, disciplinary and grievance processes and act as the first port of call for all HR queries (this is a significant part of the role, supported by an external HR consultant). Develop new organisational policies as required and review existing policies regularly. Write reports for board of trustees and senior leadership team when required.
- **Staff wellbeing:** Lead the wellbeing at work programme at McPin for all our staff, supporting people to develop strategies to manage their wellbeing at work, creating an environment that prioritises wellbeing at work alongside producing quality impactful work. Take a lead in organising staff events including staff away day and wellbeing event.
- **Skill development and training:** Manage the McPin Foundation's training and development plan and budget for all staff, deliver specific training to staff including induction and workplace wellbeing. Responsible for ensuring all staff have opportunities for professional development and growth in their role.
- **Finance:** Manage financial processes including our accounts using Xero, have in place guidance and policies in line with charity commission guidance for all financial procedures, linking with research director and our accountants. Work with our external payroll manager to manage the company payroll, monitor the charity bank accounts and be responsible for paying invoices. Assist the Research Director to produce budget reports as required for project leads.
- **Quality:** Operate and continuously improve business systems and processes to ensure that clients, suppliers, staff and contractors are dealt with efficiently and effectively and that all statutory obligations are met.

The key responsibilities above give a broad outline of the functions of the post. However, these must be approached in a flexible manner. The post holder will be expected to adapt to changing circumstances and undertake other duties appropriate to the grade of post as allocated by your Line Manager. The outline of responsibilities may change from time to time.

Competencies

A post holder who is meeting the requirements of this role will demonstrate the following competencies in their work:

Quality

You encourage the delivery of high quality work across the team by developing and supporting SMART goals and clearly defined quality standards. You prioritise and organise your own and others' workload effectively. You take responsibility for the quality of your own and others' work. You coach and help to develop members of the team to improve performance. You demonstrate openness to new ways of doing things and continuous improvement. You resolve any quality issues and risks appropriately, seeking further support when necessary.

* SMART goal is defined as one that is specific, measurable, achievable, results-focused, and time-bound

Involving

You promote the involvement of expertise from experience in our work. This is to ensure that our mental health projects and communications address relevant questions that have the greatest impact on people's lives. You seek out opportunities to involve stakeholders in our work, mindful of our commitment to diversity and develop new ways of doing so, with a commitment to learning. You draw on your own lived experience if appropriate. You challenge unhelpful assumptions if and when they are found relevant to progressing involvement activities. You find innovative ways of promoting the importance of involvement work to the sector and public.

Inclusive

You support equality and diversity at McPin. You take into account all opinions and perspectives to improve your work and advance the work of McPin. You treat others with respect even when they express views that differ to your own. You encourage the team to engage and ensure others listen. You challenge bias, prejudice and intolerance and aim to resolve any issues when possible, you are able to identify when an issue needs to be escalated to a manager. You are conscious of the impact of own behaviours on others. You encourage giving and receiving constructive feedback to improve your work. You act in accordance with our equality and diversity policy.

Collaborative

You develop collaborative working at McPin both within the organisation and through partnerships with other organisations. This includes leading your own project teams. You collaborate effectively with others and develop new ways of working to promote team development and cohesion. You recognise and resolve tensions and disagreements with others, engage with them to achieve a positive solution. You look for development and learning opportunities that complement the rest of the team.

Caring

You champion workplace wellbeing at McPin. You care for the wellbeing of those you line manage and everyone connected with McPin. You take responsibility for noticing and supporting workplace wellbeing for those who you line manage and others engaged in project work. You seek positive solutions when concerned about the wellbeing of others. You advocate for staff and team when required and work with Senior Leadership Team (SLT) to resolve issues.

Leading

You lead projects with minimal support and model effective leadership behaviours consistent with the values McPin. You provide supervision to members of the team, supporting the management of workload, their personal development and provide effective team leadership on projects.

Person Specification

E = Essential

D = Desirable

Knowledge

- Good understanding of mental health and the impact of mental health problems on people's lives (E) including how mental health can impact on people within the workplace (E)
- Good knowledge of HR procedures and processes (E) and wellbeing at work strategies (D)
- Good understanding of coaching approaches (D)
- Good knowledge of financial management (D)

Skills:

- Excellent inter-personal skills, an ability to inspire and develop others, positive can do attitude and work effectively within a small team (E)
- Excellent written skills, with good attention to detail (E)
- Confident working with financial information, including spread sheets (E)
- Highly organised and efficient, excellent planning abilities (E), good event management skills (D)
- Able to manage complex situations including relationships with colleagues and external partners (E)
- Able to sensitively support and recognise need for support in others, taking into account principles of equality and diversity (E)
- Able to build staff trust in a small team, work confidentially and respectfully promoting and developing standards for how McPin values translate in the way to support everyone who works with us (E)
- Must take responsibility for development of self and others in the team, by taking an active role in learning opportunities and be able to identify learning needs (E)
- Able to identify team development needs, and provide assistance to the Senior Leadership Team on how to manage these (E)
- Excellent computer skills, particularly in using Microsoft Office software – Word, PowerPoint, Excel, Outlook (E)

Experience

- Office management, ensuring systems are in place to create a positive and productive working environment (E)
- Line management or supervisory experience (E)
- Experience of working with people affected by mental health problems in a team setting (D)
- Experience of financial processing (E), and using Xero accounting software (D)
- Experience in delivering HR support (E) and developing HR procedures and processes (D)
- Personal experience of mental health issues and using mental health services (D)

Qualifications

- Appropriate level of education and qualifications in order to demonstrate clear ability in skills, knowledge and competency for this post (E)