

Welcome to the McPin Foundation

Thank you for your interest in our organisation and this Operations Support Officer 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, a Communications 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. The post holder's office base is our London office, but many staff are currently working remotely.

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



Job Description	
Job Title: Operations Support Officer	Prepared by: Operations Manager
Location: Head office/working remotely 7-14 Great Dover Street, London, SE1 4YR	Closing Date: Wednesday 8 th September, 9.00am Interview Date: w/c 27 th September 2021
<p>Terms and conditions</p> <p>Hours: 37.5 hours per week (but may consider part time)</p> <p>Salary FTE: £27,925 per annum FTE</p> <p>Holidays FTE: 25 days plus 8 public holidays and 3 additional days at Christmas</p> <p>Employment status: 2 years fixed term</p> <p>Probationary period: 6 months</p> <p>Notice period: 8 weeks</p>	
<p><u>About the job</u></p> <p>We are recruiting an Operations Support Officer to join our mental health research charity in Borough, London, to provide vital Human Resources, administrative and wellbeing support to ensure the smooth and supportive running of our team.</p> <p>We are looking for a highly organised and efficient ‘people person’ who will be able to carry out a range of day-to-day tasks including HR administration and the support and promotion of wellbeing at McPin. Attention to detail, an administrative mind and a compassionate communicator are vital to this role as well as the ability to use your initiative and manage your own workload. Every day will be different, with the opportunity for you to develop your skills and support our projects.</p> <p>We strongly encourage Black People and People of Colour to apply as they are currently under-represented in our workforce.</p> <p>It is essential that the post holder upholds the values of the organisation. We encourage people with lived experience of mental health issues to work for us, using their unique skills and knowledge as an ‘expert from experience’. For more information about our approach to this, please visit our website.</p> <p>This post will involve a mix of working remotely and in our head office: 7-14 Great Dover Street, London SE1 4YR. Ideally, the postholder will be based in London or the surrounding regions. Occasional travelling in other parts of the UK may also be required.</p> <p>Benefits of working at McPin include NEST Pension scheme with 6% employer contribution, Wellbeing support and mentoring scheme, Employee Assistance Programme with Health Assured.</p>	

Key Responsibilities

HR administration:

- Act as the first port of call for all internal HR queries
- Administer annual leave, sickness and special leave records and forms
- Monitor HR lifecycle of team including appraisals, increments and maintain accurate records
- Co-ordinate DBS and Occupational Health checks
- Supporting the Operations Manager with staff recruitment and Human Resources data management
- Support induction process and associated training
- Co-ordinate team training budgets, researching and booking courses

Support and wellbeing

- Assist in the support of staff working remotely, including H&S, equipment requirements and awareness of wellbeing.
- Manage mentoring programme, introductions and paperwork
- Support Access to Work applications and associated purchasing
- Co-ordinate reasonable adjustments for the team
- Support our anti-racism action plan, making amendments and providing admin support where necessary
- Promote wellbeing offer, EAP and Access to Work scheme, research other avenues of support
- Provide support to team members to raise issues

Project support and administration:

- Co-ordinate alongside the Operations Manager and external HR consultant to update McPin's policies
- Support the progress and development of McPin in the Government's Disability Confident scheme
- Support the Operations Manager with the 10 for 10 Resources project, working to highlight neurodiverse and intersectional issues in Operations
- Note/minute-taking as required

Other:

- Comply with regulations including the Data Protection Act, as well as the McPin Foundation's policies and research governance framework and assist with implementing new record keeping systems in accordance with the incoming General Data Protection Regulations
- Show a commitment to personal development in order to deliver high quality work
- Attend and contribute to the team's monthly meetings and other organisational activities
- Work at all times within McPin's principles, policies and procedures, acting as an ambassador of the organisation

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 prioritise and organise your own workload effectively. You deliver accurate, complete and well-presented work on time. You pay appropriate attention to detail. You understand and follow McPin's professional policies, procedures and quality standards. You use initiative and get on with your own work, but know when to ask for help. You evaluate the quality of your own work. You identify and report any problems, issues or errors made with work immediately to the appropriate manager and makes suggestions for improvement.



Involving

You build effective relationships with people affected by mental health problems and others in the course of delivering your work. With support, you involve stakeholders in projects and reflect on the impact. You make recommendations for how we improve involvement at McPin. You are able to draw on own lived experience if appropriate.



Inclusivity

You take into account all opinions and perspectives. You treat others with respect even when they express views that differ to your own. You challenge bias, prejudice and intolerance and bring it to the attention of a manager. You are conscious of the impact of own behaviours on others. You act in accordance with our equality and diversity policy.



Collaboration

You collaborate with others to deliver our mission. You encourage colleagues to participate and give them time and space in which to do so. You notice when colleagues are struggling or in need of help, and offer help even when this is outside the bounds of your own role and responsibilities. You recognise and resolve tensions and disagreements with colleagues, seeking advice from your own manager when appropriate.



Caring

You show care for the wellbeing of everyone connected with us. Where you come across any concerns regarding the wellbeing of others in the workplace you bring this to the attention of the appropriate manager.



Leading

You have established ways of working within your project teams. You reflect and learn from others. You have an awareness of your own preferred ways of working and your impact upon others. You make suggestions for working in better or more effective ways, which are then put into practice.

Person specification

Potential and passion are more important to us than a long job history. Our belief in “expertise by experience” means we would like to hear about your unique life experiences and why you feel they make you suitable to work with McPin. Experiences can come from paid employment, volunteering, education.

E = Essential

D = Desirable

Knowledge

- Understanding of mental health and the impact of mental health problems on people’s lives. (E)
- Understanding of HR processes and policies gained through work experience (E)
- Good knowledge and understanding of effective ways to communicate to a range of different audiences and assessing their communication needs (E)
- Understanding of intersectionality and a commitment to inclusivity and equity (E)

Skill

- Highly organised and efficient, with the ability to manage competing priorities and work to deadlines (E)
- Able to work confidently within a small team using initiative and emotional intelligence (E)
- Adept communicator – oral and written skills to demonstrate clarity, transparency, compassion and kindness (E)
- Proficient in accurate data processing and working with spreadsheets (E)
- Excellent attention to detail (E)
- Excellent computer skills, particularly in using Microsoft Office software – Word, PowerPoint, Excel, Outlook (E) and WordPress (D)

Experience

- Experience of working in an office environment, setting up and running HR administrative systems (E)
- Experience of managing confidential data and confident in what this means (E)
- Experience with HR policy development/research (D)
- Experience of supporting wellbeing of others in a work/education/other setting (E)
- Experience in managing own wellbeing (E)
- Personal experience of mental health issues – own, family, friend (D)

Qualifications

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