



## 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, consisting of social researchers working on a range of studies, a Public Involvement in Research team, and a Policy Manager. The small operations team is this post and an administrator. Most staff are based in our offices in London, but we also have a wider network of freelance and contracted researchers around the country who work with us on specific projects. The operations manager is central to the smooth running of the whole organisation.

You can find out more about us at [www.mcpin.org](http://www.mcpin.org).

## Job Description

<b>Job Title:</b> Operations Manager	<b>Prepared by:</b> Research Director
<b>Location:</b> Head office. 32-36 Loman street, London SE1 0EH	<b>Closing Date:</b> Friday 24 <sup>th</sup> February at 17:00 <b>Interview Date:</b> 9 <sup>th</sup> March 2017

### Terms and conditions

Hours: Full time 37.5 hours (though candidates who would like to work part time or job share are encouraged to apply - minimum would be 3 days per week).

Salary FTE: Starts at £29,482.18 plus an Inner London Weighting allowance of £4,000.

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 (on successful completion of your probation period)

### About the job

The Operations Manager provides vital support to all our work through office and HR management, financial systems and processes, and workplace wellbeing planning. Our ambitious and friendly team conducts a range of mental health and evaluation projects, all of which place people with experience of mental health problems at their centre. 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.

This post is part of the senior management team at McPin and thus has a role in shaping the strategic direction of the organisation. You will be supported by a Team Administrator. You may also be responsible for managing other staff when they are contributing to projects which the Operations Manager leads.

We encourage people with direct experience of mental health problems to work for us.

This post will be based at our head office: 32-36 Loman Street, London SE1 0EH.

### Key Responsibilities

- Support the development and costing of an annual business plan for the McPin Foundation;
- Responsible for the day to day running of our head office;
- Manage and continuously improve recruitment, induction, performance management and disciplinary and grievance processes and act as the first port of call for all HR enquiries (this is a significant part of the role, supported by an external HR consultant);
- Manage the McPin Foundation's training and development plan and budget, to ensure that the

professional and personal growth of the team is being taken forward and money spent on development is being well spent;

- Lead the wellbeing programme at McPin, addressing wellbeing at work for all our staff;
- 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;
- Prepare and present reports on budgets, progress against plans and opportunities to improve quality and value for money;
- Deliver McPin Foundation communications with other senior staff, including the production of a quarterly newsletter, updating website content, advertising involvement opportunities through social media platforms, fundraising events, and managing relationships with supporters and donors.

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.

## Person Specification

### Personal Competencies

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

- **Teamwork:** You will have a track record of building commitment and enthusiasm to the achievement of team goals – knowing when to listen and promote involvement and when to be assertive.
- **Quality:** You will have a firm commitment to quality and continuous improvement, evaluating your own and others' work and raising any quality issues and related risks sensitively to the relevant person.
- **Equality:** You will value people as individuals, taking into account your own and others' behaviour and its effects on others, and taking appropriate action when your own or others' behaviours fail effectively to promote equality and diversity.
- **Information Seeking:** You will have a real sense of curiosity and be able to gather, analyse, interpret and present extensive and or complex data and information of sufficient quality and quantity.
- **Communication:** You will be able to ensure effective communication with a range of people on a range of matters, constructively managing barriers. Evidence ability to develop and maintain communication in difficult situations and with people on difficult matters, recognising and reflecting on the barriers to effective communication, and modifying responses where necessary.
- **Proactivity:** You will be able to see where action is required and be willing to take it, ensuring that you have appropriate support and having started something you will see it through to a conclusion.
- **Organisation:** You will be planful and structured in your approach to your work with an eye for detail and an ability to spot the flaws in a plan or process.

### **Knowledge**

- Good understanding of mental health and the impact of mental health problems on people's lives
- Must have basic knowledge of HR processes

### **Skills:**

- Written and verbal communication skills using a range of different media, including email, telephone, social media and web
- Organisational and planning skills
- Computer skills, particularly in using Microsoft Office software – word, power point, excel, outlook

### **Experience**

- Office management duties, ensuring systems are in place to create a positive and productive working environment
- Experience of compiling and reviewing budgets
- Familiarity with the operation of HR policies and procedures – we may provide opportunities for development in this area to the successful candidate
- Some supervisory experience would be an advantage

### **Qualifications**

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