

 **Mind**
South East and
Central Essex



Head of Operations

Candidate Information Pack

June 2024

Welcome from our Chair

I am delighted to acknowledge my personal appreciation of your expression of interest in the position of Head of Operations at South East and Central Essex MIND (“SECEM”).

Our new Head of Operations will be joining us at an exciting time, leading upon the re-evaluation and refinement of our historic strategies whilst also supporting our ambition to elevate the level of support and resources we offer to the communities we serve through the development of new strategies that are under development currently and which you will have the opportunity to help shape.

We are a small / medium-sized charity eager to foster further growth where possible in a controlled and professional manner.

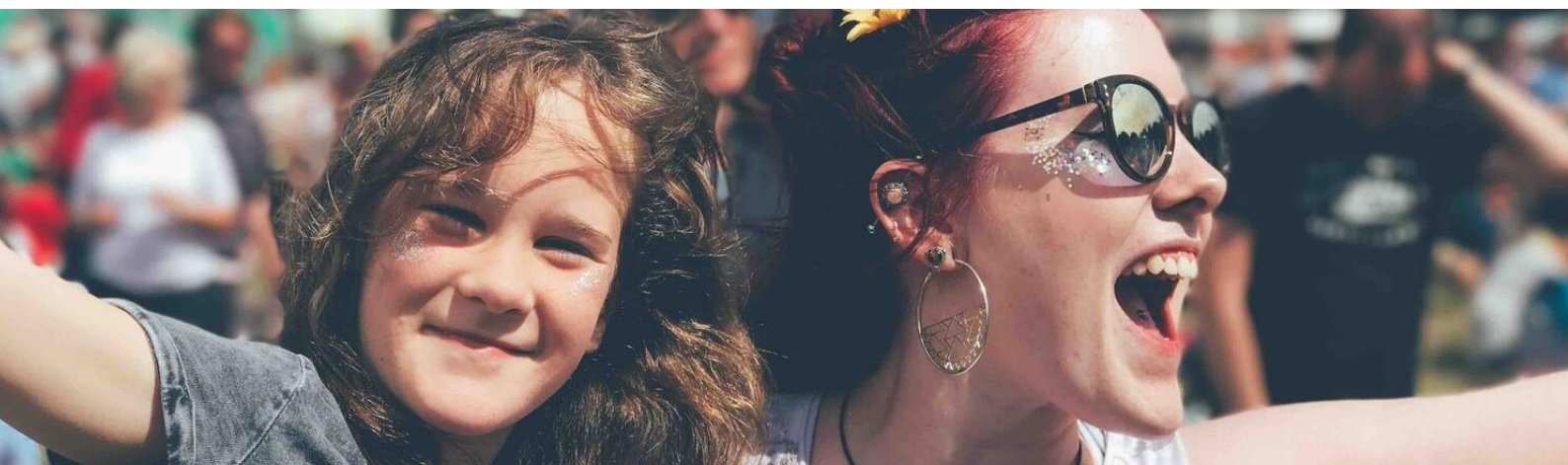
We are a diverse organisation, and we actively work to reflect the community in which we work.

As a local Mind organisation, we are proud members of the Mind Network, benefitting from substantial support from National Mind, as well as fostering strong partnerships with our sister organisations across Essex.

The role of Head of Operations plays a pivotal role in overseeing various aspects of our operations, including governance, compliance, safeguarding, operations and team management, finance, human resources, IT, and administrative functions. It is the glue that ensures South East and Central Essex MIND continues to deliver our important work, and gives our CEO and Trustees the confidence to expand our reach.

I eagerly anticipate the opportunity to learn more about your experience and interest in the work we do, and how you can contribute to the continued success of South East and Central Essex MIND.

Gary Raven, FCA



About us

We are South East and Central Essex Mind (SECE Mind). We support people to live well in their communities and at work. We are passionate about change. We find innovative ways of supporting everyone to develop their potential by providing advice and support. We are working together for a common social purpose, sharing responsibility and accountability. We value working in partnership. We know that bringing together different perspectives can help find solutions to complex problems. We ensure that people experience better mental health. We are an independent charity and also an active member of the Mind network.

Our charity serves the areas of Southend, Castle Point and Rochford and Chelmsford supporting local people with their mental health and wellbeing needs. Our team consists of over 23 dedicated staff members and volunteers who provide a wide variety of services and activities, such as supported housing, counselling, CYP services and mental health training. Our focus is on promoting recovery and wellbeing, empowering individuals to lead meaningful lives.

Our vision is to empower people to improve their mental health and wellbeing by increasing opportunities for co-design and co-production, providing early intervention, peer support and opportunities to build resilience. In recent years, SECE Mind has provided key commissioned services in the community and whilst our financial health is stable, we recognise the importance of diversifying our income streams further for long-term sustainability.



Our vision, mission and values

Our Vision

Empowering people in South East and Central Essex to improve their mental health and well-being

Our Mission

Move from a grant dependent charity to a sustainable charity to enable continued provision of vital mental health services

Our Purpose

Connecting people to their individual human needs

Our values are at the heart of all we do:

- Open – We reach out to anyone who needs us
- Together – We're stronger in partnerships
- Responsive – We listen, we act
- Independent – We speak out fearlessly
- Unstoppable – We never give up

What our clients say

"I am eternally grateful to my counsellor for their patience, compassion, and guidance during our sessions. I went into our sessions with a complete open mind, yet scared and feeling very vulnerable. I could not have felt any more at ease with them. I will forever remember all that they have done for me, and the place they has gotten me to in my life. Forever thankful."

"When I first contacted SECE Mind, I was made to feel really welcome"

"South East and Central Essex Mind were very responsive to my personal needs, circumstances and requirements".

"We have selected South East and Central Essex Mind to partner on the initiative as experts in this field and they are keen to help us develop bespoke training based on the specific needs of our young people".

Role description: Head of Operations

Key Information

Department	Management
Working Hours	Full Time with opportunity for hybrid 1-2 days per week, 37.5hrs per week
Salary	£38,000-£45,000 per annum dependent on experience
Responsible to	CEO

Main Purpose of the Job

Ensuring organisational effectiveness by playing a pivotal role in overseeing various aspects of our operations, including governance, compliance, safeguarding, operations and team management, finance, human resources, IT, and administrative functions. Working closely with the CEO and senior management team (SMT), you will be responsible for ensuring the smooth and efficient functioning of our day-to-day operations, while contributing to the strategic planning and growth of the organisation.

As our CEO's external focus increases, you will support them by leading the day-to-day internal operations and business activities to ensure the smooth running of South East and Central Essex Mind. You will act as a strong team leader, who motivates and inspires a small team, fostering and supporting the CEO to champion a positive organisational culture.

Key Responsibilities

Governance

- Maintain the Risk Register and ensure mitigation strategies are in place and operational to limit the organisation's risk.
- Responsible for facilitating the Board of Trustees, including setting up meetings, taking minutes, and updating current policies with the CEO.
- Responsible for collation and updating of company policies, procedures and systems.

- Ensure a safe working environment for all staff, visitors and users of the service: to meet legal and organisational expectations in relation to safeguarding and health and safety.
- Ensure the financial systems and procedures in place safeguard the finances of the organisation and are the most effective they can be.
- Responsibility for the management of premises, office moves and physical resources.
- Ensuring the Environmental policy is upheld by all staff and freelance personnel and regularly reviewed and updated.
- Ensuring the Equality and Diversity policy is upheld by all staff and freelance personnel and regularly reviewed and updated.
- Identify, develop and maintain income-generating activities and relationships, including commissioned services, grants, charity fund-raising and corporate sponsorship.
- Identify and respond to risks and changes in the external environment that might affect the organisation including keeping up to date with changes to the local environment/ needs and gaps of Mental Health support.

Compliance

- Complete Companies House and Charity Commission returns and regular filing.
- Work with the nominated Data Controller to ensure GDPR regulations and other marketing legislation is complied with.

Operations & Team Management

- Strategic management of all resources; human, financial, administrative and physical, to maximum effect.
- Responsible for managing the operational functions of the organisation.
- Ensure effective and appropriate communication, organising team meetings and be the key liaison point for all staff.
- Provide effective management to your team, setting clear objectives, managing and developing the team to deliver high performance levels.
- Create effective relationships with staff and senior management colleagues, collaborating and working jointly to deliver growth and excellent levels of service.

Finance

Management Support:

- To work closely with senior management, providing financial and operational expertise in the development and implementation of organisational strategies, policies and practices.
- Responsibility for overseeing the day to day financial management and cash flow of South East and Central Essex Mind working closely with the CEO and Financial Administrator.
- Responsible for producing regular financial updates for the CEO.
- Prepare management information including finance reports, budgets, grant claims for project managers, the CEO and Board of Trustees.

Team Support:

- Responsibility for drafting the annual organisational budget in liaison with the CEO and working with managers to draft departmental budgets.

Funders:

- Supporting the budget development for funding applications and bids for contracts.
- Responsible for producing thorough income and expenditure reports to funders.

External:

- Oversee the preparation of Year End accounts, with the Financial Administrator and external accountant.

Day to Day:

- Oversee the efficient management of day-to-day financial operations such as invoicing, payroll and the pension scheme.
- Ensure payments to suppliers and subcontractors are made promptly and in line with contracts.
- Responsibility for the effective management of the finance system, managing any upgrades and maintenance issues.
- Responsible for effective management of credit control and payments to suppliers.

HR

- Working with the CEO (and with our HR support) to manage all HR processes within South East and Central Essex Mind, ensuring best practice at all times and keeping up to date with relevant changes in legislation.
- Developing and implementing an effective skills development plan for South East and Central Essex Mind, reviewing and organising relevant training, mentoring, coaching and skills development for all staff.
- Support the recruitment, training and management of staff and volunteers.
- Responsibility for the management of recruitment, ensuring best practice around equality of opportunity, diversity and representation at all times.
- Drafting and issuing contracts for core staff and subcontractors.
- Management of a robust appraisal system for all core staff.
- Overseeing our online HR portal, Bright HR, monitoring and maintaining the annual leave and sickness log for all staff members.
- Ensure the Equal Opportunities policy is implemented, both within delivery of service and treatment of all employees.

General

- Championing the vision of South East and Central Essex Mind.
- Maximise the use of new technology within operational services.
- Alongside the CEO, to provide a point of contact for all relevant partners.
- Undertake other duties as required by the CEO.

Person Specification

Experience, Skills and Knowledge

All experience may be paid or voluntary, full or part-time, in the UK or overseas

Essential

- Knowledge of the regulatory requirements for a charity.
- Professional, enthusiastic and self-motivated with a commitment to the aims of SECE Mind.
- A commitment to supporting the purpose of SECE Mind and better mental health for all.

- Experience of driving organisational strategy and managing change.
- Proven experience of leading teams and developing strategies to improve performance.
- Previous experience of management, co-ordination, preparation and delivery of financial information to stakeholders including Boards of Trustees.
- Experience of leading the financial and administrative operations of a charity.
- Highly numerate with previous experience of setting and managing budgets, management accounts and cashflows.
- Excellent administrative skills with rigorous attention to detail.
- Ability to work collaboratively and transparently as part of a team and provide support for colleagues.
- Excellent people management skills.
- Ability to manage multiple priorities, work to deadlines and be calm under pressure.
- Excellent verbal and written communication skills.
- Strong commitment to equality of opportunity and the ability to bring this to the forefront in a professional context.
- Discretion and judgment when dealing with sensitive and/or confidential information.
- Flexible and adaptable.

Desirable

- Experience of managing HR processes.
- A working knowledge of financial software.
- Experience of creating contracts.
- Experience of managing office functions, including IT and systems knowledge.
- Knowledge of PowerPoint and experience of using databases, websites and other software such as Adobe packages.

How to apply

[Eastside People](#) is supporting [South East and Central Mind](#) in the recruitment for this role. Please [click here to apply](#) by submitting your CV and a cover letter. Please respond to the following areas in your cover letter:

- Your familiarity with mental health challenges and how this resonates with you.
- Your experience/knowledge in relation to the Person Specification.

Please note that we will focus on your **demonstrable experience and potential in the areas listed under the Person Specification** and do not expect candidates to have experience in all responsibilities outlined in the Job Description. We would discourage you from deselecting yourself if you are in doubt about meeting all the criteria. Instead, if you have specific questions about the role, please email Melissa Coope, melissa@eastsidepeople.org at our recruitment partners Eastside People.

We want you to have every opportunity to demonstrate your skills, ability, and potential. Please contact us if you require any assistance or adjustments so that we can help with making the application process work for you.

The closing date for applications is **Friday 12th July** and our candidate assessment schedule is as follows:

EP interviews carried out through the recruitment process with final interviews taking place by **Tuesday 16th** online. Shortlisted candidates will be invited to interview on **Wednesday 17th July**.

Formal competency-based interviews with South East and Central Mind taking place on **Friday 19th July**.



Eastside People

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Eastside People is the trading name for Eastside Consulting Ltd. Company number: 4958922.