

Job title:	Operational Manager
Responsible to:	Chief Officer, Healthy Minds
Responsible for:	Primary areas of responsibility detailed below
Salary:	£32,990 per annum plus 5% pension
Contract:	Permanent subject to funding
Hours:	37.5 per week
Annual Leave:	25 days, plus 8 days bank holiday
Based:	Halifax
This post is subject to an enhanced DBS clearance	

MAIN PURPOSE OF THE ROLE

- To support the Chief Officer, particularly in operational management and delivery of Healthy Minds' services; areas of primary responsibility are set out below.
- To provide effective leadership, supervision and direction to staff, and high-quality management of the service in order to ensure that appropriate outcomes are secured, in line with funders' and commissioners' expectations.
- Working with the Chief Officer, Operational Manager colleague and service Team Leaders, to be responsible for delivering and expanding current services, and developing new services.
- To maintain and develop the ethos of Healthy Minds as a service-user-led organisation

Primary areas of responsibility

As outlined in this job description, with primary responsibility for:

- **Time Out:** Children & Young People's Emotional Health & Wellbeing Project
- **Roshani:** Emotional Health & Wellbeing Project for BME groups
- **Volunteering:** support and supervision for Volunteer Coordinator
- **Healthy Minds administration team**, with oversight of core functions including:
 - General admin
 - Monitoring and reporting systems
 - Facilities and premises
 - Marketing and communications

Staff Management

- To provide day-to-day leadership to staff and to develop and maintain an effective team approach, recognising and maximising the collective knowledge, skills and experience available within teams.
- To recruit, coach and develop a staff team that will effectively deliver contracted services. To carry out staff appraisals and monitor individual performance against agreed targets. To ensure training is provided where necessary.
- To manage office resources and staff, in order to meet agreed plans and strategies. To manage systems and resources in order to make sure that staff members are deployed effectively, absence is covered and service delivery runs smoothly.

Service Delivery

- To create and maintain policies and procedures to support a consistent work culture relating to staff, clients, trustees and volunteers.
- To ensure that all organisational, service and project specific systems, policies and procedures are understood, adhered to and periodically reviewed by the team.
- To ensure that all monitoring and evaluation systems are adhered to in order to meet external and internal monitoring requests and to engage the team in using the findings to improve service quality
- To develop existing, and build new, relationships with relevant organisations, including Local Authority and NHS.
- To ensure that feedback from service-users is sought and utilised in a transparent and effective way.

Service development

- To maintain an up-to-date knowledge of public-health priorities, mental-health and social-care services, and voluntary-sector initiatives, locally and nationally, and to feed this knowledge into the commissioning process with the aim of developing more appropriate and responsive mental-health services that meet the needs of the people of Calderdale.
- To ensure effective working with partners in the NHS, Local Authority and all relevant statutory and voluntary-sector services.
- To develop all services in line with the aims of the co-production and peer-support model.
- To formally empower service-users and other community partners to take part in decision-making processes and in service development and review.

Financial Management

To manage and maintain the resources of Healthy Minds in a prudent and timely manner, in consultation with the Chief Officer and Finance Officer, e.g. monitoring budgets to ensure that services are adequately resourced and responsive to necessary changes.

General

- To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
- To operate within the aims, policies and practices of the charity at all times and to be committed to and promote the organisation's equal opportunities and anti-discriminatory policies.
- To ensure information is dealt with in accordance with the charity's policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
- To undertake any other duties as directed by the Chief Officer and / or Board, in line with the responsibilities of this post.
- The person specification for this role sets out the qualities expected of the post-holder and should be taken into account alongside this job description