

Candidate Pack

**Chief
Operating
Officer**

Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

open door 

We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times.

We have two main sites in Birkenhead, and over the past 14 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space, Bloom Building. From Bloom, we offer hot-desking, workshops, tenancies and more. We host art exhibitions, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- Human
- Fire
- Visionary
- Professionalism





Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

Our future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have established a robust senior leadership team, governed by a strong board of trustees and have just passed our 14th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

100%

of staff feel valued by their manager.

100%

of staff feel they are part of a supportive team and have good working relationships.

100%

of staff feel positive about the work they are doing at Open Door.

A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be for the charity and for your personal and professional development.

The ways we achieve this include:

- Access to networking events within the third sector and beyond
- Access to training opportunities within your role
- Regular one to one meetings with your line manager

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people’s purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

Lee Pennington - Charity Director



Job description

Role: Chief Operating Officer

Working pattern: Full time 37.5 hours per week

Location: Joy, Birkenhead and Bloom Building, Birkenhead

Contract type: Permanent*

Salary: £65,000 - £70,000 DOE

*Dependent on a successful 6-month probationary period, demonstrating ODC values and excellent execution of responsibilities.

Other benefits:

- 25 days annual leave (pro rata) excluding bank holidays, plus annual Christmas shutdown
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests
- Private healthcare



Role Overview

The Chief Operating Officer (COO) is the organisational lead for all of our operations at Open Door Charity. Sitting alongside the CEO, the COO ensures the charity runs smoothly, ethically and effectively, with the systems, people and processes in place to deliver high-quality, creative and impactful mental health support for young people.

The COO leads and will directly line manage a small number of Directors and Managers, providing senior oversight, alignment and accountability across the organisation. They ensure Directors and Managers are empowered, supported and held to account for the performance of their areas.

The COO does not lead on business development, bidding, commercial partnerships or strategic growth - these remain the responsibility of the CEO and the Strategic Growth Department. Instead, the COO ensures that once opportunities are secured, the organisation is operationally ready to deliver them with excellence. They will however contribute towards income generation.

This is a new senior leadership role, created to strengthen the charity's foundations as we enter a period of significant expansion, including the opening of Joy. The COO will bring clarity, structure and momentum to the charity's operations. The COO will have direct influence over our long-term strategy, as part of a growth minded and ambitious Strategy Group.

Main Duties and Responsibilities

Operational Leadership & Organisational Management

- Provide senior leadership across all operations, ensuring smooth, efficient and high-quality delivery
- Lead and support a senior team, ensuring clarity of expectations, strong performance and alignment with organisational priorities
- Translate strategic goals into operational plans, workflows and accountability structures
- Ensure cross-team coordination, strong communication and effective organisational rhythm
- Lead on organisational risk management, business continuity, operational decision-making and problem-solving
- Lead cyber and information security
- Ensure the Bloom Building and Joy operate safely, efficiently and in line with the charity's values
- Formal processes created and in place for delegation

People, Culture & Leadership

- Support leaders to lead their teams confidently, consistently and in line with Open Door's values
- Strengthen organisational culture, embedding autonomy, recognition, wellbeing and high standards
- Oversee workforce planning and professional development frameworks
- To create and implement a performance development framework for the charity
- Oversight and ownership of training and development across ODC

Deliver great, safe and impactful services

- To lead Director of Services to ensure strategic delivery aims are on track
- Ensure safeguarding responsibilities are met across all operational areas, working closely with Director of Services
- COO will clear the obstacles or challenges that lie in the way of Director of Services

Main Duties and Responsibilities

Data, Impact & Compliance

- Leverage data and tech to improve insight decision making and organisational impact
- Lead the CRM Manager and ensure the organisation captures, interprets and uses data effectively
- Own the production of monthly strategic impact insights for the Charity Director and Strategy Group highlighting performance, risks and opportunities
- Establishing a clear demarcation of responsibilities for all work relating external contract and grant monitoring report
- Ensure new projects and services have clear plans for impact capture, with responsibilities assigned across teams
- Responsibility for information governance and data protection across the charity, including DPO responsibilities, training and data-sharing agreements
- Ensure compliance with relevant legislation, charity governance requirements and sector standards

Operational Delivery of New Work

- Work closely with Director of Services and Deputy Charity Director to ensure that when new work is secured by the Strategic Growth Department, the organisation is operationally ready to deliver
- Work with Strategic Growth Dept and Director of Services to understand requirements, resourcing needs and delivery implications
- Lead internal mobilisation processes, ensuring teams, systems and data capture processes are prepared from day one
- Oversee procurement, contracting, facilities and organisational compliance

Main Duties and Responsibilities

Finance

- Work closely with Head of Finance to ensure strong financial operations, budget management and resource planning

External Relationships & Representation

- Represent the charity at external meetings, events and partnership forums where required
- Liaise with external partners (e.g., IT, research, design, facilities) to ensure operational needs are met and aligned with strategic goals

Systems

- Ensure systems are secure, resilient and aligned to organisational and compliance needs
- To ensure a consistent approach is taken across the charity with regards to systems, such as proper use of Microsoft Suite and Slack
- To undertake regular review of such systems to ensure they continue to best meet our needs
- Authority to make decisions on contracts and elements of legal operations

You will be a great fit if...

You have this experience:

- Senior operational leadership experience within a charity, public sector or values-driven organisation
- Experience leading senior staff (e.g., Directors or Heads of Service)
- Experience designing and improving organisational systems, processes and workflows
- Experience working with data, impact measurement or CRM systems, with the ability to interpret and communicate insights
- Experience overseeing compliance, safeguarding, data protection or governance responsibilities
- Experience managing complex stakeholder relationships
- Experience working in fast-paced, growing organisations with multiple priorities

You have these skills:

- Strong operational leadership and organisational design skills
- Ability to turn strategy into clear, actionable operational plans
- Skilled at interpreting data and using it to inform decision-making
- Excellent communication skills, able to work confidently with technical and non-technical colleagues
- High attention to detail and strong judgement
- Ability to manage multiple priorities and maintain calm under pressure
- Strong understanding of data protection legislation and ability to deliver DPO responsibilities
- Ability to evolve tools, processes and systems to meet organisational needs

You will be a great fit if...

You demonstrate these behaviours:

- Proactive, self-motivated and able to work independently and collaboratively.
- Personable and confident communicator, able to build rapport across all levels.
- Empathetic, flexible and adaptable.
- Calm, resilient and solutions-focused.
- Passionate about Open Door's mission, values and creative approach.
- Commitment to high standards and ethical practice.
- Willingness to travel for meetings and represent the charity externally.
- Drive to stay up to date with sector developments and best practice.

Any questions, get in touch

Email us:

vacancies@opendoorcharity.com



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**FUNDRAISING
REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV, completed equality & diversity form and cover letter outlining how you meet the requirements through to vacancies@opendoorcharity.com with the job title as the subject line.

We look forward to hearing from you!



www.opendoorcharity.com

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