



**sound
minds**

Head of Operations Recruitment Pack

July 2026

About Sound Minds

The arts for mental health – peer support delivered creatively

Sound Minds is a user-led charity transforming lives through music, film and art. We are a thriving community bound together by creativity and a shared belief in mutual learning and peer support.

Founded in 1999 as an alternative to mainstream mental health services our mission is simple: to enable people to recover and flourish and to challenge discrimination.

Funded by Arts Council England, our Battersea studios house a creative community with music rehearsal, tuition, recording, filmmaking, drama, a visual art studio, and a choir.

Our Canerows Programme delivers a ward visiting service at Springfield Hospital and community-based Peer Support.

We operate at scale. Over 2025/26 we delivered 854 creative sessions with 3,515 participations; put on 34 gigs and exhibitions with an audience of 3,329; served 1,528 lunches: and delivered 1,642 peer support sessions.

Job Title:	Head of Operations
Salary:	£42,833 per annum, pro rata
Start date:	As soon as possible
Contract:	Fixed term contract until 16 th June 2030 (potential to extend subject to funding)
Working hours:	Part-time, 4 days (28 hrs) per week
Annual Leave:	25 days + bank holidays, pro-rata. Sound Minds closes over the Christmas period (dates agreed annually at discretion of management), with this time provided as paid leave in addition to annual leave entitlement
Pension:	3% employer contribution (Nest)
Reporting to:	CEO (line manager)
Responsible for:	Administrator, Peer Support Workers x 3, Senior Peer Support Worker & Coordinator, Canerows Programme Manager, Community Development Worker
Location:	This is predominantly an on-site role, working from Sound Minds premises (20-22 York Road, SW11 3QA) with occasional working-from-home time as agreed with CEO

Purpose of the role

The Head of Operations is a member of the senior leadership team at Sound Minds and leads the management and day-to-day operations of a vibrant community premises.

Sound Minds is in a period of review and consolidation, following growth of its programmes and having secured Arts Council England National Portfolio Organisation status. The Head of Operations will further develop and implement robust systems to support this growth and the charity's future aims.

The role leads on all operational, health and safety, premises, IT, systems, human resources, evaluation, and reporting activity. The Head of Operations manages the delivery of Sound Minds' Peer Support service and will act as Deputy Designated Safeguarding Lead. They deputise for the CEO as required.

They will assist the CEO on maintaining key relationships with external stakeholders and external communications.

Sound Minds is a creative place, and the Head of Operations will need a passion for organisation and administration.

Key Responsibilities

- Lead and manage all aspects of operational, health and safety, premises, IT, systems, human resources, evaluation and reporting activity.
- To work within policy and guidelines for health and safety, safeguarding and risk management promoting a safety conscious culture and ensuring that Sound Minds fulfils its responsibilities under the law as an employer and service provider.
- To develop and manage and maintain Sound Minds studios, ensuring adequate infrastructure and resources including refurbishments, relationships with landlords, and the purchase of utilities.
- To manage a programme of facilities renewal, repairs and servicing for the premises.
- To manage the delivery of Sound Minds' Peer Support service, ensuring supervision needs for staff are met, developing and implementing necessary systems, liaison with external stakeholders and in particular the NHS Trust
- To oversee the referral process for new members and lead on the development of a new CRM solution.
- To lead on the creation, review and implementation of all organisational policies.
- To manage Sound Minds' IT systems, ensuring they are fit for purpose and in accordance with data protection laws.
- To lead on Sound Minds' approach to employee learning and development, including ensuring that probation, appraisal, and training needs are met.
- Support and mentor all direct reports encouraging a collaborative approach to working.
- To manage internal communications and the recruitment of staff, sessional workers and volunteers.
- To lead on all reporting for the organisation including quarterly reports to funders.
- Manage key relationships including legal advisors, insurance brokers and advisors.
- Set, agree and manage annual budgets for areas of responsibility.

Duties - General

- To act as Deputy Designated Safeguarding Lead
- To act as one of Sound Minds' trained Fire Marshalls.
- To maintain robust systems of routine administration in all areas.
- To adhere to data / information collection requirements for the organisation, complying with legislation in this area.
- To communicate well with our members and users and demonstrate a helpful and friendly attitude at all times.
- To promote respect, tolerance and understanding for the beliefs, cultures of members, volunteers and staff.

- To be sensitive to issues of confidentiality and boundaries at all times.
- Attend meetings and supervision as required.
- To be occasionally responsible for opening and locking up.
- Comply with all organisational policies and procedures, site rules and statutory regulations.
- Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate or possible.
- Any other duties that may be required in connection with this role.

Person Specification

Essential

- Proven experience of operations management and operational processes and procedures.
- Experience of managing services in a mental health, health or social care setting.
- Interest in the arts and music.
- Experience of organising, supervising and supporting others in the workplace.
- Experienced manager with the ability to lead a multi-disciplinary team.
- Experience of producing staff contracts and organisational policies.
- Strong proven experience in risk assessment, health and safety, and fire safety management.
- Being responsible, or assisting, in the running and maintenance of a premises.
- Well organised, with good time management skills and attention to detail.
- Financially numerate with experience of managing and setting budgets.
- Excellent IT skills, including an advanced knowledge of Excel and the effective use of IT platforms for internal comms.
- A high standard of verbal and written English.
- An understanding of the values and behaviour expected within this role.
- High level of self-motivation and resilience and the ability to meet demanding targets within deadlines.
- Understanding of and commitment to equal opportunities.

Desirable

- Lived experience of mental health problems.
- Experience of working with people with mental health problems in any setting.
- Experience of working as part of a cohesive, multi-disciplinary senior management team.
- Experience of implementing best practice in safeguarding vulnerable adults.
- Successful track record of completing funding applications from trusts and foundations or bid application writing in the public sector.
- Experience of implementing IT solutions on an organisational level.
- Clean driving licence



Sound Minds strives to maintain a diverse community of staff and volunteers who are reflective of the people we serve. While we welcome applications from all backgrounds, we particularly encourage applications from people with lived experience of mental health problems and people from global majority backgrounds.

How to apply:

Deadline for applications: 10:00am, Monday 7th September 2026

Please note: we may close the opportunity early if we receive a high number of applications, so please submit your application promptly.

Application form:

- Download the Application Form for the role from our website: www.soundminds.co.uk/news/recruitment/
- Complete the form and rename the file 'Your name_Head of Operations'
- Return your completed form to staff@soundminds.co.uk with 'Head of Operations' in the subject line.

Equal Opportunities Monitoring Form:

- Please also complete the Equal Opportunities Monitoring Form from the link on our website.

We want everyone who believes they meet the person specification to feel comfortable and confident applying for this role. It is our responsibility to make the application process accessible - if you require this pack in a different format or if you would like to apply in a different way, please email Sound Minds' Administrator, Lindsey, at lindsey.cross@soundminds.co.uk

Interviews: Friday 18th September 2026

Will be held in-person at Sound Minds, 20-22 York Road, London, SW11 3QA. There is a space on the application form to inform us of any access requirements you have for the interview.