

## Welcome to the McPin Foundation

Thank you for your interest in our organisation and this Operations Manager position.

### About us

The McPin Foundation exists to transform mental health research by placing people affected by mental health issues at its centre.

#### *Our Vision*

Our mission is to improve everyone's mental health through research informed and directed by expertise generated through lived experience. We want the value of lived experience of mental health issues to be upheld and embraced, which is why we put it at the heart of all our work.

#### *Our Goals*

To be a mental health research pioneer  
To achieve change through influencing and research impact  
To help people we are connected with to develop and flourish  
To challenge inequality and injustice in society

#### *Our Core Values*

We **oppose oppression**. We stand against discrimination, abuse, inequality and violence in all its forms. We strive to equalise power imbalances in research and make McPin an inclusive organisation.

We are **compassionate**. We care about the work we do and the wellbeing of everyone connected to us. We approach our work with careful intentions and kindness. We support our colleagues and partners to deliver impactful work.

We are **collaborative**. We approach everything we do by centring lived experience and collective working to deliver meaningful research that improves lives. We listen to each other and value the expertise each person and organisation brings to our project or partnership.

We are **courageous**. We are guided by our beliefs to act confidently and boldly – sometimes making difficult decisions. We encourage everyone working with us to be pioneers, following the best and most meaningful approaches while striving to be innovative and creative.

The post holder will join a team at the McPin Foundation, all based in our offices in London, although we operate a hybrid working practice with all staff working from home some of the time. We also have a wider network of freelance and contracted advisors and researchers who work with us on specific projects around the country.

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

Job Description	
<p><b>Job Title:</b> Operations Manager</p>	<p><b>Prepared by:</b> Senior Operations Manager</p>
<p><b>Location: Head office</b> – Unit 1.4, Green House, 244-254 Cambridge Heath Road, Bethnal Green, London E2 9DA</p>	<p><b>Closing Date:</b> Tuesday 21<sup>st</sup> April, 9 am <b>Interview date:</b> w/c 4<sup>th</sup> May 2026</p>
<p><b>Terms and conditions</b></p> <p>Hours: 30 hours per week (0.8 FTE) – some flexibility may be possible</p> <p>Salary FTE: Starting from £40,562 per annum FTE</p> <p>Holidays FTE: 25 days plus 8 public holidays and 3 additional days at Christmas Employment status: 2 year fixed term Probationary period: 6 months Notice period: 12 weeks</p>	
<p><b><u>About the job</u></b></p> <p>The Operations Manager provides a key role in our charity managing our people and operations functions. This includes the day-to-day running of our office space in Bethnal Green, human resources, workplace wellbeing, IT, and asset and data management. It also includes supporting the finance function at McPin alongside the senior finance officer. You will provide guidance and support, bringing skills in working across teams and breaking down barriers. You will develop new initiatives and ensure compliance with health and safety, IT and data security governance.</p> <p>The post would suit someone with proven experience in human resources, health and safety and IT/data management. You will have excellent communication skills (both written and spoken) and well-developed people and line management skills, understanding how to share important information in clear, compassionate and engaging ways. You will be supported by the team administrator and operations support officer, who you will line manage in this post. Working in a small team in a central role, you will bring a can-do attitude to the workplace, inspiring others to be confident and forward thinking. Supporting the team’s wellbeing at work is a vital part of the role.</p> <p>The post holder must uphold the values of the organisation. We encourage people with lived experience of mental health issues to work for us, drawing on their skills as well as their direct experiences of managing mental health issues.</p> <p>This post will be based at our head office in Bethnal Green, London but some travelling in the UK may be required. We operate a hybrid working model – with staff working both remotely and in the office, <b>we expect the person in this role to attend the office at least two days a week.</b></p>	

### **Work with us**

Our committed and friendly team conduct a range of mental health research, involvement and evaluation projects, all of which place people with experience of mental health issues at their centre.

This post would ideally suit someone who is

- Efficient
- Practical
- Excited by problem-solving opportunities
- Enjoys working on processes and projects
- Is looking to work for a values-led organisation.

They would need

- Confidence dealing with a wide variety of operational issues
- Ability to collaborate and use initiative when managing multiple projects simultaneously
- Compassion for the unique nature of lived experience work
- A commitment to inclusion and equity

Our team is committed to transforming mental health research through collaboration, inclusion and a belief in equity and anti-oppressive behaviour. **We strongly encourage applications from Black people, People of Colour, people who are LGBTQIA+, those with a disability and those who identify themselves in marginalised groups, as well as people with lived experience of mental health issues.**

We offer benefits including a competitive salary, hybrid/flexible working, a NEST Pension scheme with 6% employer contribution, wellbeing support and mentoring scheme, an individual training budget and access to an Employee Assistance Programme and healthcare cash plan with Hospital Saturday Fund.

### **Key Responsibilities**

- **Management:** Responsible for the day to day running of our head office, including efficient administration systems, and a safe working environment. Acting as the primary link between The McPin Foundation and our building managers. Line managing staff in the operations team. Working within a team ethos that strives for quality, efficiency, critical learning and empowerment.
- **Human Resources (HR):** Manage and seek to improve all aspects of the employee lifecycle including recruitment, induction, development, performance management, disciplinary/grievance processes and staff exits. Support the operations support officer in administration of Breathe HR, our online HR platform. Act as a port of call for all HR queries (this is a significant part of the role, supported by an external HR consultant).
- **Technology and asset management:** Act as primary liaison between McPin and our IT and mobile phone service provider, raising and approving tickets as required and ensuring our 365 platform and shared sites are maintained and developed.
- **Data management:** Support the head of research and involvement, senior operations manager and the external data protection officer to ensure data protection regulations are met.

- **Staff wellbeing:** Support the delivery of the wellbeing strategy at McPin for all our staff, creating an environment that prioritises wellbeing alongside producing quality impactful work. Champion our ambition to be leaders in the field for workplace wellbeing and a beacon for other organisations. Collaborate with the senior operations manager to organise staff events, including staff away days and a wellbeing event.
- **Learning and development:** Support the senior operations manager with the design, development and delivery of McPin's training and development plan, delivering specific training to staff where required.
- **Finance:** Manage financial processes alongside the senior finance officer and administrator, supporting the processing of invoices and reconciliation on Xero accounting software and work with our external payroll provider to manage the company payroll.

The key responsibilities above give a broad outline of the functions of the post. 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.

## **Competencies**

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



### **Quality**

You encourage the delivery of high quality work across the team by developing and supporting SMART goals and clearly defined quality standards. You prioritise and organise your own and others' workload effectively. You take responsibility for the quality of your own and others' work. You coach and help to develop members of the team to improve performance. You demonstrate openness to new ways of doing things and continuous improvement. You resolve any quality issues and risks appropriately, seeking further support when necessary.

\* SMART goal is defined as one that is specific, measurable, achievable, results-focused, and time-bound



### **Involving**

You promote the involvement of expertise from experience in our work. This is to ensure that our mental health projects and communications address relevant questions that have the greatest impact on people's lives. You seek out opportunities to involve stakeholders in our work, mindful of our commitment to diversity and develop new ways of doing so, with a commitment to learning. You draw on your own lived experience if appropriate. You challenge unhelpful assumptions if and when they are found relevant to progressing involvement activities. You find innovative ways of promoting the importance of involvement work to the sector and public.



### **Inclusivity**

You support equality and diversity at McPin. You take into account all opinions and perspectives to improve your work and advance the work of McPin. You treat others with respect even when they express views that differ to your own. You encourage the team to engage and ensure others listen. You challenge bias, prejudice and intolerance and aim to resolve any issues when possible, you are able to identify when an issue needs to be escalated to a manager. You are conscious of the impact of own behaviours on others. You encourage giving and receiving constructive feedback to improve your work. You act in accordance with our equality and diversity policy.



### **Collaboration**

You develop collaborative working at McPin both within the organisation and through partnerships with other organisations. This includes leading your own project teams. You collaborate effectively with others and develop new ways of working to promote team development and cohesion. You recognise and resolve tensions and disagreements with others, engage with them to achieve a positive solution. You look for development and learning opportunities that complement the rest of the team.



### **Caring**

You champion workplace wellbeing at McPin. You care for the wellbeing of those you line manage and everyone connected with McPin. You take responsibility for noticing and supporting workplace wellbeing for those who you line manage and others engaged in project work. You seek positive solutions when concerned about the wellbeing of others. You advocate for staff and team when required and work with Senior Leadership Team (SLT) to resolve issues.



### **Leading**

You lead projects with minimal support and model effective leadership behaviours consistent with the values McPin. You provide supervision to members of the team, supporting the management of workload, their personal development and provide effective team leadership on projects.

## **Person Specification**

**E = Essential**

**D = Desirable**

### **Knowledge**

- Good understanding of mental health and the impact of mental health issues on people's lives (E) including how mental health can impact on people within the workplace (E)
- Good knowledge of HR procedures and processes and wellbeing at work strategies (E)
- Good knowledge of IT and data management (E)
- Good understanding of confidentiality, data security and governance (E)
- Good understanding of coaching approaches (D)
- Good understanding of intersectionality and a commitment to inclusivity, equity and anti-oppressive practices underpinned by continuous self-education to build appropriate knowledge (E)

### **Skills:**

- Excellent interpersonal skills, an ability to inspire and develop others, positive can-do attitude and work effectively within teams (E)
- Excellent communication skills, with good attention to detail (E)
- Highly organised and efficient, excellent planning and prioritising abilities (E), good event management skills (D)
- Able to manage complex situations including relationships with colleagues and external partners (E)
- Able to sensitively support and recognise need for support in others, taking into account principles of equality and diversity (E)
- Able to build staff trust in a small team, work confidentially and respectfully promoting and developing standards for how McPin values translate in the way to support everyone who works with us (E)
- Must take responsibility for development of self and others in the team, by taking an active role in learning opportunities and be able to identify learning needs (E)
- Excellent computer skills, particularly in using Microsoft Office software – Word, PowerPoint, Excel, Outlook (E)

### **Experience**

- Office management, ensuring systems are in place to create a positive, productive and safe working environment (E)
- Experience in delivering HR support (E) and developing HR procedures and processes (D)
- Experience of people management as a line manager, supervisor or other role (E)
- Experience of managing IT and data security processes in a work environment (E)
- Experience of financial processing (E), and using Xero accounting software (D)
- Experience of working in a charity (D)
- Experience of working with people affected by mental health issues in a team setting (D)

### **Qualifications**

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