

Job Description	
Post	Operations and Business Manager
Salary	£38,000 - £46,000 p.a. (5% Pension contribution)
Contract	Permanent
Hours	35 hours (we support flexible working)
Location	Hybrid – Home working and London office
Accountable to	CEO The Point of Care Foundation
Responsible to	CEO The Point of Care Foundation

The Point of care Foundation is a registered charity and social enterprise. Thanks for your initial interest in this role.

Our vision is radical improvement in the way we care and are cared for.

Our mission is to humanise health and social care by working to improve patients' and service users' experience of care and increase support for the people who work with them.

Our objectives for public benefit, as set out in our constitution, are:

Advancement of education particularly those working in health and social care, in methods and skills to improve patient and service user's care experience and to promote research for the public benefit with the object of improving health and social care outcome for patients, service users and their families and carers.

We achieve this through the delivery of a range of programmes and bespoke consultancy work. Our current activities can be seen on our website [here](#).

Our Values:

- Innovative and inspirational
- Practical and supportive
- Based on best evidence
- Independent and transparent
- Committed to what we do

Job Purpose The Operations and Business Manager role involves diverse responsibilities aimed at ensuring the smooth functioning of administrative, governance, and business management functions to ensure effective operations, compliance, and support for the organisation's objectives.	
Key responsibilities	
Working relationships	<ul style="list-style-type: none"> • Collaborate with POCF team, associates, stakeholders and board members. • Foster positive relationships with customers and clients.
Operations	<ul style="list-style-type: none"> • Identify and address operational risks, ensuring capabilities align with POCF's goals. • Develop capabilities for current and new programmes while ensuring regulatory compliance. • Establish and oversee procedures for IT equipment, cybersecurity, document storage, and colleague recruitment. • Oversee virtual reception and ensure excellent customer service.
Governance	<ul style="list-style-type: none"> • Undertake the role of Data Protection Officer. • Maintain an updated staff handbook and ensure legal compliance, including Data Protection Laws. • Working with the Director of Finance and Resources ensure that all contracts with colleagues, clients and associates are fit for purpose, up to date, signed and stored safely. • Support the CEO to schedule and prepare for Board meetings. • Take notes at Board meetings and prepare minutes and action logs. • Maintain the POCF risk register and Board register of interests.
Business Management Systems and CRM	<ul style="list-style-type: none"> • Oversee internal business systems to ensure the smooth running of the organisation; this will include the CRM, and customer facing financial management systems e.g. sales invoicing. • Maintain and develop the CRM to ensure it is meeting the needs of the organisation. • Develop and oversee a standard operating procedure to ensure that the data in the system is free from errors, duplication and other issues that might reduce effectiveness. • Undertake regular system cleansing. • Provide training and support to colleagues and associates to ensure they are familiar with and know how to use the CRM. • Review user guides and produce updates as required. • Ensure automations between the CRM and other business systems, (e.g.. sales invoicing) are operational and up to date. • Liaising with the Director of Finance and Resources, develop and oversee a standard operating procedure for sales invoices, taking into account client procurement systems. Ensure invoices are issued correctly and promptly via our accounts software, with

	credit control processes in place to ensure invoices are paid in good time.
Line Management	<ul style="list-style-type: none"> • Management of Programmes support and administration colleagues.
Other	<ul style="list-style-type: none"> • Represent the POCF in a professional and positive manner with both internal and external stakeholders, and in doing so reflect the values of the organisation. • Undertake any other duties that may reasonably be required, and are commensurate with the grade of the job, in furtherance of the objectives of the POCF mission. • Ensure compliance with the POCF policies, procedures, and contract of employment.

Person specification

Requirement	Description	Essential (E) / Desirable (D)
1. Education, qualification and professional membership	Relevant undergraduate degree or equivalent relevant experience.	E
	Business Administration qualification	D
	CIPD membership	D
2. Operations Management	Proven experience in operations and business management including the design and implementation of operational and business processes.	E
	Knowledge of governance and compliance.	E
4. Communication skills	Excellent communication skills both written and verbal and ability to develop and maintain relationships with stakeholders, customers and team members.	E
5. Relationships	Experience of line management.	E
	Ability to build relationships with members of the team and with clients and other external partners and stakeholders.	E
	An understanding of, and commitment to, equal opportunities and cultural diversity.	E
6. Subject knowledge	Knowledge of human resources management and latest recruitment practices.	E
	Familiarity with using finance and accounting software.	D
7. IT and data	Knowledge and experience of using CRM systems to maintain, track and analyse business management data.	E
	Understanding of GDPR.	E
	Excellent IT skills and experienced user of MS Office suite.	E
8. Team player	Commitment to the mission and values of The Point of Care Foundation.	E
9. Personal development	Interested in continuing development of self and skills.	E



If you are interested in the role and would like to discuss it informally before deciding whether to go ahead, we'd be pleased to arrange a chat. Please email recruitment@pointofcarefoundation.org.uk and we can proceed from there.

Please apply via the [CharityJob.co.uk](https://www.charityjob.co.uk) website enclosing the following:

- CV
- A short covering letter setting out why you are interested in the role
- A response to the following question 500 words maximum: *Excellent operations and business functions are at the heart of every successful organisation – what would you say are your top 3 key conditions for success and how would you achieve them?*

The deadline for applications is 9am on Monday 8th April 2024.

Interviews will be held on or around 17th April 2024.