



## Operations Lead

### Job description and person specification

<b>Salary</b>	£27,291 - £31,974 FTE (depending on skills and experience)
<b>Contract</b>	Permanent- Part time (28 hours per week)
<b>Reporting to</b>	Head of Finance, Training and Operations
<b>Reports from</b>	People and Culture Officer, IT and Data Officer
<b>Locations</b>	Sevenoaks Wellbeing Centre and we operate flexible working in which staff can work from home for part of the week.

#### About West Kent Mind

West Kent Mind enriches lives through better mental health by offering support to get well, stay well and thrive. We are an ambitious, award-winning organisation, and an enthusiastic member of the Mind federation. We value collaboration, partnership, creativity, and growth.

Engaging in projects with the potential to positively impact people's lives can be truly rewarding. Surrounded by individuals who provide support and motivation, personal growth and progress are encouraged, resulting in a feeling of achievement and satisfaction in the work accomplished. Teaming up with people, committed to making that difference, can instil a sense of purpose and determination, inspiring individuals to excel and make valuable contributions to their community.

#### About the role

As our Operations Lead, you will work closely with the Head of Finance, Training and Operations to ensure the smooth day to day running of our operational support services. You will be responsible for overseeing the day-to-day operational 'flow' of the office, enabling West Kent Mind to run like a well-oiled machine with a big heart.

#### Who you are

All previous experience may be paid or voluntary, full or part-time, in the UK or overseas.

- You may not have any professional qualifications, but you will be able to demonstrate solid project management experience and transferable skills that can support other individuals in their development.
- You can demonstrate the ability to understand and present data effectively through reports and presentations.

- You are process driven in order to deliver efficiency, consistency and quality ensuring that we make the most of our charity resources.
- You are confident within the modern office environment and have an ability to adapt, and a willingness to learn about new systems and software.
- You will advocate the significance of effective, efficient and robust operational support.

## What you will offer us

- You may or may not have worked in the charity sector before. You will already know what it's like to work in a small organisation and what it takes to develop and deliver impactful operational support. If you've worked in a different sector, please tell us, we want to hear about your transferable skills.
- You will be familiar with providing high quality operational support within a busy and varied environment and the thought of doing that for West Kent Mind will thrill you.
- Your 'happy place' is creating efficiency and order, being the first point of contact to help support your colleagues in their daily work.
- You are proactive and pride yourself on having a willing attitude which will allow you to turn your hand to any task.
- You will be proficient and confident in your use of the Microsoft Office Suite (particularly Word, PowerPoint and Outlook, and have a working knowledge of Excel)
- You will be a first-rate communicator, adept at both face-to-face interactions with colleagues and stakeholders and providing written instructions and reports.
- You should have some experience in supervising, coaching and developing team members.

## Key responsibilities

- As our Operations Lead, you will be our building and internal processes go-to expert, providing that all important first point of contact to help support your colleagues in their daily work.
- Your typical working day will vary from day to day and will include regular meetings with the Head of Finance, Training and Operations to discuss any challenges and to ensure continuous alignment of priorities.
- You will oversee all aspects of Health and Safety compliance including leading preparations for our annual inspection, developing and upholding policy, implementing mandatory training and inductions, maintaining supplies and equipment and conducting regular risk assessments to identify potential issues that could disrupt a safe and pleasant office environment.
- You will develop and maintain contingency plans records and registers to address any potential risks and safeguard our assets.

- You will supervise and support the work of our People and Culture Officer and IT and Data Officer, developing and maintaining standard operating procedures, ensuring that they are up to date and easily accessible.
- You will assist the Head of Finance, Training and Operations with the provision of operational administrative support, contract management and the development of ad hoc projects to promote a culture of continuous learning and improvement.

## **Adopting our fundraising culture**

West Kent Mind operates and encourages a fundraising culture, this means that our staff, volunteers and trustees are all fundraising advocates and contribute to an organisational fundraising ethos. We expect all colleagues to play their part in generating income, this could be anything from being pro-active working with colleagues to secure funding for your area of work, to writing a heartfelt thank you note to a donor, or putting together a testimonial from a beneficiary to demonstrate funding impact for a grant application. Securing income is vital to our survival and we expect everyone to embrace our ethos. We don't expect you to be a fundraising expert but we do expect you to fully adopt our fundraising culture with energy and passion.

## **Benefits**

We're a charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable, and dedicated team with a big heart.

## **Holidays**

It's important to take time off. We give you 23 days a year, increasing by one day per year of service up to 30 days, plus bank holidays.

To refresh and recuperate before the start of a new year, we also give you an extra three days holiday between Christmas and New Year.

For part-timers this is all calculated pro-rata.

## **Learning**

We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring. Everyone, regardless of role, is offered free Mental Health First Aid training.

## **Pension**

If eligible you'll be auto-enrolled into our pension scheme, and our contribution is based on 3% of your salary.

## **Employee Assistance Programme**

Everyone can access our Employee Assistance Programme. It's confidential and includes 24/7 telephone advice, counselling and a suite of online tools to help you stay happy and healthy.