

Operations Manager (Maternity Cover) - Job Description

Location: Kew, London.

Reports to: Dr Alison Greenwood PsychD, Chief Executive

Contract: Full time 9-5:30pm Monday to Friday with hybrid working Thursday & Friday, 12-month contract

Job Overview: The Operations Manager is responsible for Dose of Nature's day-to-day operational management, providing a welcoming and efficient front face and ensuring organisational effectiveness to support the delivery of Dose of Nature's strategic objectives. This is an exciting opportunity for an enthusiastic team player to join our warm and friendly charity team on a full-time basis for a period of one year, with the possibility of a part-time position thereafter. Dose of Nature is in an exciting phase as we continue to receive greater funding to expand our reach. The nature of the job responsibilities may require occasional flexible hours, including some evening and weekend hours up to 6 times per year, or adjusted beginning and ending times, for example to support with monthly evening training sessions.

Dose of Nature is a mental health charity whose objective is to improve the mental health and wellbeing of individuals through increased engagement with the natural world. Our work is rooted in a wealth of scientific evidence that demonstrates the physiological and psychological benefits of spending time in nature. We deliver 'nature prescriptions' to people referred by their GP with a wide range of mental health issues, including depression, anxiety, trauma, and addiction. Our Dose of Nature Prescription Programme is overseen by psychologists and is a genuine alternative to both medication and more traditional psychological interventions. Through a combination of education, first-hand experience, and practical and motivational support, we aim to encourage a greater connection with nature, and inspire lifestyle changes that will have a significant and lasting impact on mental wellbeing. Dose of Nature is a fun, supportive and lively organisation that encourages creativity and independence, as well as a strong sense of working together as a team.

The role is 37.5 hours per week and will involve working at Pensford Field, Kew, Monday to Wednesday from 9am-5:30pm and from home Thursday and Friday 9-5:30pm.

This document sets out the main responsibilities and duties of the post, but is neither exhaustive nor exclusive and the postholder may be required to undertake such other duties and responsibilities as may reasonably be expected of an employee of this grade.

Key responsibilities and duties

- To oversee the smooth running of the studio and field, ensuring Dose of Nature's operational systems, processes and policies are fit-for-purpose, compliant with current legal requirements and are maintained effectively and efficiently.
- To be the initial point of contact for all enquiries, responding quickly and efficiently to requests for information and other enquiries from a wide range of stakeholders, including clients, volunteer guides and trustees, health professionals, supporters, media, and academic institutions.
- To be the main point of contact for volunteer guides; leading all aspects of the recruitment and induction process with the support from our Senior Administrator; and providing guidance and support to existing guides – including management of the on-going training programme.
- To manage the programme of regular group sessions – ensuring volunteer group leaders and participants have the support they need so the sessions run smoothly; ensuring dedicated support is in place for each group and proactively managing the seasonal timetable.



- To assist the team in monitoring performance, including preparing internal and external performance reports on a monthly, quarterly and annual basis.
- To manage and oversee the booking system for all client appointments and to support psychologists as appropriate.
- To manage communication and marketing materials, including maintenance of website, developing and updating printed materials including promotional leaflets, training booklets, and weekly timetable communication emails and bi-annual newsletters. Work with Senior Administrator to distribute regular communications and materials and to maintain a dynamic collection of digital copy including photos, videos and media footage.
- To lead community relationship building for Dose of Nature, to include attending promotional and networking events from time to time.
- To assist the Chief Executive in the implementation and continued development of the Growth Strategy, including providing regular updates to trustees.
- To manage the internship and work experience programmes – overseeing recruitment, giving clear guidance on standards and day-to-day management support.
- To ensure statutory compliance with Health and Safety legislation – conducting risk assessments, monitoring performance and reviewing procedures.
- To plan and coordinate regular Dose of Nature community social events, including two half day events and monthly evening events and AGM.
- To monitor monthly spend and budgets including payment of expenses and incoming donations.



Person specification

Education: Educated to degree level or equivalent

Preferred experience (please see * below):

- Experience of setting-up and managing operational systems and processes
- Experiencing of collating, recording and presenting performance data
- Experience of working with vulnerable people
- Fluent English speaker (required)
- Driving licence (essential).

Skills:

- Strong organisational and project management skills – efficient, well-organised, able to prioritise and find practical solutions to issues.
- Well-developed skills in the ability to communicate effectively, orally and in writing – able to present complex information in a concise and accessible manner; write letters and emails; write promotional material; collate reports; proof read.
- Demonstrated ability to provide excellent customer service and always be helpful.
- Confident and polite telephone manner, capable of handling client and supplier interactions professionally.
- Organised and methodical approach to planning and delivery, able to work under own initiative and manage competing priorities
- Good level of IT literacy and competency in Microsoft Office (Excel, Outlook and Word), CRMs, and mobile devices; experience of setting up new systems and processes; competent in data analysis; keen eye for detail.
- High level relationship building and influencing skills – engaging and confident communication style.
- Integrity and experience of dealing appropriately with confidential and sensitive information.

Behaviour:

- Enthusiastic and committed to Dose of Nature's vision and values – passionate about making a difference to the lives of people who are vulnerable and with mental health issues, through spending time in nature.
- Warm, open and sensitive – able to create rapport, build relationships and inspire confidence.
- Adaptable, flexible and practical – willing to roll sleeves up and do what's needed to get the job done.
- Committed self-starter – with a can-do attitude towards all tasks, embracing challenges with enthusiasm and determination and able to work on own initiative with minimal supervision.
- Open to learn, receive feedback – committed to own professional development.
- Team player – able to work collaboratively; able to inspire and motivate others.

** If you do not fit all the criteria but have relevant skills and experience that could make you a good fit for the role, then we would love to hear from you. You do not need to have done this exact role before.*

Benefits:

- Kind and caring colleagues who work collaboratively as a team.
- Flexibility to work from home for at least 40% of your time.
- Generous holiday entitlement.
- Pension scheme.

To apply to join our team, please submit your CV and a cover letter outlining your experience and suitability for the role.

