



JOB DESCRIPTION AND PERSON SPECIFICATION

Job title: Head of Resources

Hours: 22 hours per week

Salary: Band E, £37,299 - £38,426, starting at the bottom of the scale.

Accountable to: CEO

Based at: OTR's Bath office, Manvers Street, Bath, BA1

Contract type: Permanent

Who we are

Off the Record Bath & North East Somerset (OTR) is a mental health and wellbeing charity that gives local young people a safe space to be heard and be themselves. We provide a range of free services for young people, including counselling, listening support, youth participation, advocacy, support for care leavers and a LGBTQ+ focused youth group.

You'll be joining us at an exciting time as we mark our 30th anniversary with our Young Futures appeal, helping us to reach more young people from under-represented communities.

Equity, diversity, and inclusion are at the heart of what we value as an organisation. OTR is committed to equal employment opportunities regardless of race, age, religion, sex, sexual orientation, disability or any other status protected by law.

Purpose of the role:

This senior role will manage and oversee OTR's main operational functions, including finance, human resources, fundraising, office management, data, policies and communications. We recognise that you may not have experience in all these areas, but may be skilled in one or more of them.

You will lead and inspire our Resources team, line managing them to enable our client-facing teams to deliver the best possible services for young people. You'll be motivated by our mission and play a key role in making it happen.

You will be part of OTR's senior management team (SMT), working closely with the Head of Voice Services and Head of Wellbeing Services as well as the CEO to actively oversee the growth and development of the organisation, and delivery of our strategy.

Your attributes:

We are looking for someone methodical, calm and extremely organised, who thrives in a busy role where no two days are the same. You'll enjoy overseeing and managing multiple workstreams, have a strategic mindset and be at ease working with figures and data.

Your enthusiasm and personality are as important to us as your experience to date. If you can't tick off every point in the person specification below but feel you have the right transferable skills to succeed in the post, please do still apply.



If you would like an informal, confidential conversation about the role before applying, please email office@offtherecord-banes.co.uk to arrange a time for a chat with our CEO.

Key duties

- **Driving efficiency through our finances** - overseeing financial procedures to ensure OTR's bookkeeping, payroll and annual accounts are delivered accurately and on time.
- **Budgeting** – with the CEO, creating annual budgets and monitoring against these against agreed KPIs.
- **Line management** of Office Manager, Data & Learning Officer and Development Manager, including day-to-day support, monthly 1:1s and annual appraisals.
- **Enhancing our systems and processes** – with an innovative mindset, working across the team to identify and implement improvements to the processes that support our work.
- **Making OTR a great employer** – ensuring our HR function supports our staff to thrive, with oversight of recruitment, contracts, annual leave, sickness monitoring and training/development, along with an understanding of relevant employment law.
- **Overseeing our fundraising** – working with the Development Manager, CEO and others to ensure OTR brings in the resources needed to deliver against our objectives.
- **Evidencing our impact through data** - working with the Data & Learning Officer on our contractual reporting requirements and impact reporting, ensuring our database and other systems enable OTR to make informed decisions about our service delivery.
- **Leading a safe and comfortable workplace**– overseeing the work of our Office Manager, including health and safety; making procurement decisions and innovating ways to make our premises secure and welcoming for staff and clients.
- **Communications** - writing internal staff-wide communications and overseeing our online and wider external communications, including our website.
- **Be digitally driven** – help us to maximise the opportunities from digital innovations, including AI.

Joint responsibilities as part of the Senior Management Team (SMT)

- **Policies** - working with the SMT to create and develop the right suite of policies to govern our organisation.
- **Strategy** – overseeing and managing the implementation of OTR's organisational strategy, including reporting to the Board.

General (applicable to all team members)

- Participate in the day-to-day work of the organisation – such as reporting, attending team and other meetings as required, and taking a flexible approach to general administrative and support tasks
- Be an ambassador for OTR, actively promoting our vision and work
- Ensure the effective implementation of the organisation's policies and overall organisational objectives, including Health & Safety policies and procedures, taking responsibility for their own personal health, safety and welfare in the workplace.
- Following safeguarding policies and procedures in all aspects of the work with children and young people.



- Actively promoting good equal opportunities practices across all aspects of work and taking positive steps to counter discrimination however and wherever it occurs.
- Participate constructively in supervision and staff development opportunities including training and team building initiatives.
- Contribute to co-operative working across all the services within OTR.
- Promote and enable active involvement of young people in planning, improving and making decisions about OTR services.
- Ensure effective and accessible communication with staff, service users and the general public.
- Contribute to maintaining and developing effective professional relationships both internally and with outside agencies.
- Undertake any other reasonable duties consistent with the skills and duties needed for this role, as required.

Working pattern and location

This role can be worked within our core hours of 8am – 6pm Monday to Friday. We will discuss your preferred working pattern at interview. The ideal candidate will be able to work on one or both of Tuesdays and Wednesdays to align with other senior team members.

This role is based at our office in central Bath, which is very close to Bath Spa train station and Bath central bus station. The post holder will be based in a shared office with access to meeting rooms.

You will be expected to be in the office for the majority of your working week but will also be able to work from home as agreed with your line manager.

How to apply

If you're ready to proceed, we would love to hear from you. Please visit our website www.offtherecord-banes.co.uk/work-for-us to download the application form, and send the completed version, together with our Equal Opportunities monitoring form, to office@offtherecord-banes.co.uk.

The closing date for applications is Monday 22nd July at 5pm. Interviews will take place in Bath on Thursday 8th August.

Terms and Conditions

- Contract: Permanent, with a probationary period of 6 months
- Paid leave entitlement: 25 days plus 2 discretionary days and all English public holidays, plus up to 5 extra days to recognise continuous service, accrued at one per year. This entitlement is pro-rated for part-time employees.
- Two days' paid volunteering leave to enable you to support causes that matter to you (FTE)
- Pension scheme
- Death-in-service benefit
- Training and development opportunities for all our staff

Appointments will be subject to satisfactory references and an Enhanced level Criminal Records Bureau check.



The job description is a general outline of the job duties and responsibilities and may be amended as OTR develops. The post holder maybe required to undertake other additional duties as may be reasonably required from time to time.



PERSON SPECIFICATION – Head of Resources

	Essential	Desirable
Education/training/ qualifications		<ul style="list-style-type: none"> • Qualification in one of the following areas: Finance / HR / Fundraising / Project Management / Data / Communications • Other specialist qualification that relates to the role responsibilities
Experience	<ul style="list-style-type: none"> • Significant, demonstrable experience in at least one of the following areas: Finance / HR / Fundraising / Project management / Data / Communications • Managing multiple workstreams with competing demands • Line management • Supplier and/or contract management 	<ul style="list-style-type: none"> • Not for profit sector experience • Experience in a similarly-sized organisation • Further experience across the breadth of role responsibilities • Experience in a leadership capacity
Knowledge	<ul style="list-style-type: none"> • Very skilled with all things digital, being able to navigate and understand databases and other systems. • Proven skills in understanding and manipulating figures and data to improve operations • Understanding of how to lead a team, setting clear goals, coaching and supporting those around you to be their best 	<ul style="list-style-type: none"> • Understanding of employment law in relation to a HR function
Interpersonal skills	<ul style="list-style-type: none"> • Exceptionally organised, using plans, systems and processes to effectively manage yourself and those in your team 	



	<ul style="list-style-type: none">• Clear and fluent communication style, both verbally and in writing• An eye for detail, to include numbers and text• Able to learn from your mistakes and make improvements• Someone who remains calm under pressure, able to formulate a way forward	
Additional requirements	<ul style="list-style-type: none">• Belief in OTR's vision and mission	