

Job Description

Job title	Operations Officer
Salary & Hours	18 hours per week, worked over 3 days, to include one evening (finishing at 9pm). Scale SCP1, FTE £27,741 pa.
Responsible to	Executive Director
Contract	12 months, to then be reviewed
Location	Wellspring House, Starbeck
Benefits	25 days holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 30 days.

Vision

Wellspring's aim is to restore hope, develop resilience and facilitate positive change.

Objectives

- Provide affordable, psychological support to adults and young people in distress
- Promote good mental health through education and training
- Be recognised as a centre of excellence within our field

Purpose of the role

We are looking for someone who is self-motivated, able to take the initiative, and work reflectively to fulfil the requirement of the role. This post holder is responsible for managing the day-to-day operations, building management, Regulatory compliance (Health & Safety and GDPR) and IT oversight.

The Operations Officer will ensure the safe, smooth, and efficient running of the daily activities of the charity. This post requires someone who is exceptionally well organised and efficient, is used to dealing with a diverse workload, has strong IT skills and is practically minded.

The post holder must be sympathetic to the Christian ethos and vision of Wellspring.

Key Tasks

Regulatory compliance and Health & Safety

- Act as designated Health & Safety representative.
- Ensure the necessary health & safety checks are taken when required.
- Maintain an up-to-date knowledge of health and safety and best practice guidelines and ensure implementation of these across the organisation.
- Take the lead on advising the organisation on GDPR and ensure it is complying with recommended procedures.
- Identify risks involved in work activities and ensure that the organisation members undertake such activities in a way that minimises those risks. Carry out risk assessments as required.

- Take overall responsibility for the rolling review of policies in line with current practice and legislation, working closely with relevant trustees and staff (HR Officer, Executive Director and Therapeutic Lead)
- Ensure policies are implemented and adhered to in conjunction with the Therapeutic Lead, Executive Director and Trustees.
- Contribute to the work of the governance sub-committee.
- Ensure statutory annual training, relevant to the post-holders area, is completed by all staff and volunteers.

Building Management

- Ensure the office is safe and tidy, enabling volunteers and staff to carry out their duties.
- Liaise with volunteers and contractors to ensure the fabric of the building is well maintained.
- Manage utility and service payments.
- Arrange and oversee building maintenance work by outside companies to keep the building and outside area in good working order (e.g. plumbing, electrics and fire safety).
- Carry out minor DIY type repairs, where appropriate.
- Manage the cleaning contract and monitor cleaning operatives.
- Ensuring regular statutory service requirements are carried out, e.g. Lilor, Pat tests etc.

IT Oversight

- Liaise with external IT providers to provide, upgrade, maintain, troubleshoot and ensure smooth operation of IT and telephone systems to support staff and organisational requirements.
- Provide a point of contact for staff and volunteers for all IT related issues and resolve these where possible.
- Responsible for the smooth running of the Lamplight software package and undertaking an Administrators role for this.

Day-to-day operations

- Oversee the hiring of therapy rooms and the training room to external practitioners and groups.
- Take overall responsibility for the day-to-day operational requirements of Wellspring and work flexibly to ensure regular contact with all operational team members.
- Work closely with the Administrator providing support and oversight for running the office.
- Authorise the processing of expenses, payments, and invoices, working with the Finance Officer and Administrator.

Relationships

- Meet regularly with line manager to share information, agree goals/ deadlines and contribute to strategic discussions as appropriate.
- With all staff, represent the work of the charity at fundraising and promotional events. Within all work seek to establish new relationships for the benefit of the organisation.
- Help create a supportive, open and inclusive team environment in which individuals feel respected and valued for their contribution.