



APPLICATION PACK

Operations Officer

Thank you for the interest you have shown in our vacancy for an Operations Officer. This pack covers all the information you should need about Wellspring and the role:

- Introduction to Wellspring
- Wellspring's commitment to safeguarding
- Job description
- Person specification
- Terms and conditions of employment

However, please do not hesitate to contact us if you have any questions.

To ensure that you complete the form as effectively as possible, you may wish to take note of the following information:

1. To apply for the post you must complete the application form provided. CVs should not be included as the information within them will not be used as part of the shortlisting process.
2. Applicants should fill out the application form as fully as possible paying particular attention to the section requesting additional information. This section will be used to shortlist candidates against the person specification. Applicants should explain how they meet each of the criteria listed in the person specification.
3. The vacancy will close when a suitable applicant has been appointed so if you are interested in the vacancy please complete and return an application form as soon as possible.



4. Completed application forms should be saved in word format only and emailed to hr@wellspringtherapy.co.uk - Alternatively you may post your application to:

HR Manager
Wellspring Therapy and Training
78 High Street
Starbeck
Harrogate
HG2 7LW

Applicants are advised that short-listing will be completed soon after the receipt of your application and if we wish to interview you, we will contact you as soon as possible. Unfortunately, due to limited resources it is not possible for us to contact applicants who are not selected for interview nor is it possible for us to provide feedback on applications that are not shortlisted for interview. Therefore, please be aware that, if you have not heard from us within two weeks after the closing deadline, you should assume that your application has been unsuccessful on this occasion.

Safeguarding:

Applicants should be aware that Wellspring is committed to safeguarding and protecting all children, young people and adults at risk and as such implements robust safer recruitment practices. We aim to deter unsuitable applicants from applying for roles with vulnerable groups whilst ensuring that all candidates are treated fairly, consistently and in compliance with all relevant legislation.

This includes identifying and rejecting applicants who are unsuitable to work with our client groups. We ensure that we receive satisfactory references and undertake DBS checks at the level appropriate to the role we are appointing to.

Introduction to Wellspring

Founded in 2003, Wellspring is a counselling and training centre seeking to restore hope, develop resilience and facilitate positive change in the lives of children and adults suffering from emotional distress.

Our objectives are to:

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



We do this through:

- providing one-to-one counselling for children (4-18 years) and adults from our premises in Starbeck.
- Co-ordinating support groups and education on several topics within mental health.
- Providing counselling to young people in local high schools.
- Co-ordinating support groups and education on several topics within mental health.
- Facilitating and developing Wellspring Counselling Centres in other locations.

Our heart is to see an end to darkness and distress in people's lives. Our Christian Faith motivates us in the belief that all can experience freedom and hope from their experiences. Whilst we are a Christian organisation our services are open to all. We welcome volunteers and staff from a variety of backgrounds who are sympathetic to our Christian values.

In 2018, the charity moved into its current premises, which is enabling us to steadily grow. These premises provide nine counselling rooms (two designed for play therapy), a training room and comfortable space for staff and volunteers. In 2022, we supported approximately 700 individuals and provided in excess of 8000 booked counselling sessions across the year.

We are passionate about removing all barriers to individuals accessing support, which is why we are an affordable service. This means we ask clients to contribute to their sessions an amount they feel able to, from as little as £5 per session. Therefore, some of our income is sustainable coming from client fees, training events and contracts. We then generate the rest of our funding through community fundraising, campaigns, events, churches, group and individual donations, corporate sponsorship, applications to grants and foundations and renting out rooms in our building.

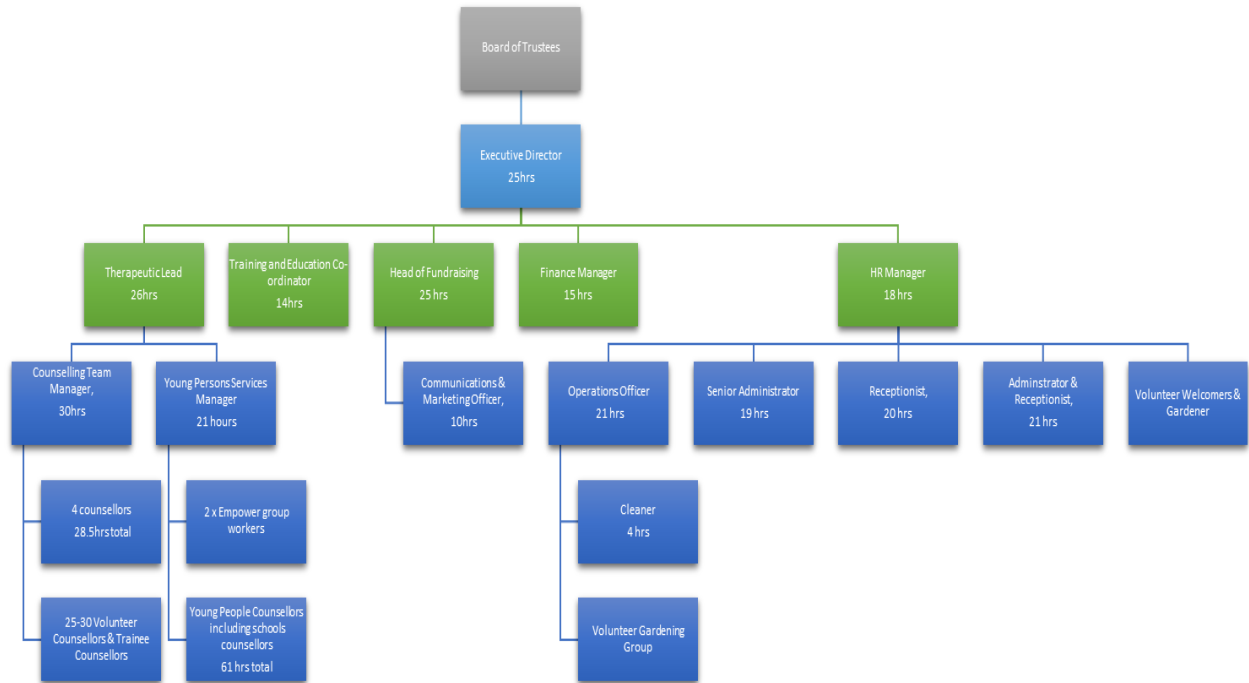
Our Team:

The current staff team is made up of 24 part-time members (Executive Director, Therapeutic Lead, Head of Fundraising, HR Manager, Training and Education Coordinator, Counselling Team Manager, Young Peoples Service Manager, Operations Officer, Finance Manager, Senior Administrator, Receptionist, Administrator and Receptionist, Communications and Marketing Officer, four Adult Counsellors, three Schools Counsellors, one Young People's Counsellors and two Young People's Group Workers and last but not least a cleaner). All staff work between four and 28 hours per week.

Our volunteer team is made up of over 40 volunteers working in a variety of roles including counsellors, welcomers, gardeners, trustees, fundraisers, event support.



Organisational Structure:



Job Description

Responsible to:	HR Manager
Responsible for:	The Cleaner and the Volunteer Gardening Team
Contract:	Permanent
Location:	Wellspring House, Starbeck

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 including Health and Safety 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

The post holder will take overall responsibility for the day-to-day operational requirements of Wellspring this includes ensuring that the building remains safe and well maintained whilst also ensuring that appropriate IT and associated infrastructure are maintained and updated in line with the needs of the charity.

Regulatory compliance and Health & Safety

- Act as designated Health and Safety representative.
- Ensure the necessary health and 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.
- 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 the Charity's Governance Committee and staff (HR Manager, 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-holder's area, is completed by all staff and volunteers. This may involve creating and delivering bespoke training.

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.
- 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.
- Provide line management for the cleaner
- Ensuring regular statutory service requirements are carried out, e.g. Lilor, Pat tests etc.
- 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.
- Maintain accurate records/Logs relating to ongoing checks, building and IT issues.

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.
- Through the use of IT Administration consoles make updates and changes to manage the infrastructure and PC environment including IT security.
- 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.



Relationships

- Meet regularly with line manager to share information, agree goals/ deadlines and contribute to strategic discussions as appropriate.
- Work in a way that supports and promotes the values and work of the Charity.
- 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.
- Comply with all relevant health and safety policies, procedures and guidance.
- Help create a supportive, open and inclusive team environment in which individuals feel respected and valued for their contribution.
- Undertake any such appropriate duties as directed by the Charity.



Person Specification

Experience

Criteria	Essential/ Desirable	Measured By: Application/ Interview
Experience of creating, carrying out and implementing risk assessments.	Essential	Application/Interview
Experience of working in a general office environment.	Essential.	Application
Experience of working in the charitable sector.	Desirable	Application
Experience of updating websites.	Desirable	Application
Experience of writing policies	Desirable	Application/Interview
Experience and understanding of working in a counselling/therapeutic environment.	Desirable	Application

Knowledge and understanding

Criteria	Essential/ Desirable	Measured By: Application/ Interview
Knowledge of buildings and charities health and safety requirements and ability to implement necessary procedures.	Essential	Application/interview
Knowledge of new software packages and be able to teach others.	Essential	Application/Interview
Able to troubleshoot IT problems and support others in this way.	Essential	Interview
Knowledge of safeguarding procedures and best practice.	Desirable	Application/Interview
Knowledge of legal obligations placed on charities and small employers.	Desirable	Application/Interview

Skills and Qualifications

Criteria	Essential/ Desirable	Measured By: Application/ Interview
Practically minded, able to carry out minor DIY orientated maintenance and coordinate contractors.	Essential	Application/Interview
Highly computer literate: confident and proficient with Word, Excel, PowerPoint, Outlook, internet and data entry.	Essential	Application
Excellent written and spoken (face to face and phone) communications skills.	Essential	Application/Interview

Personal Qualities

Criteria	Essential/ Desirable	Measured By: Application/ Interview
The post holder must be sympathetic to the Christian ethos and vision of Wellspring.	Essential	Interview
Commitment to Wellspring's equal opportunities policies and practices and creating a working environment free from discrimination and harassment.	Essential	Application
Ability to work flexibly in a small team and build strong relationships with colleagues.	Essential	Interview
Exceptional organisation, planning and administration skills.	Essential	Application/Interview
Ability to show initiative in developing the role and to work with minimal supervision.	Essential	Application/Interview
Self-motivated, punctual, reliable, and able to maintain confidentiality.	Essential	Application
Ability to manage a varied workload, balancing scheduled tasks which may have a short deadline with requests for assistance.	Essential	Interview
Occasional use of own vehicle.	Desirable.	Application



Terms and Conditions

Place of work:	Wellspring House, 78 High Street, Harrogate, HG2 7LW
Salary:	Scale SO1 23, FTE 30151 pa. Pro rata your salary will be £16884 p.a. Salaries are paid in equal monthly instalments in arrears on or before the last working day of each month.
Hours:	21 hours per week, worked over 3 days, to include Thursday evening (finishing at 8.45 pm) The nature of your work may necessitate you working outside of the agreed work pattern from time to time including occasional additional evenings and weekends to meet the needs of the service. Paid overtime is not available, but time off in lieu will be given.
Contract:	This is a permanent contract subject to availability of funding.
DBS:	The post holder will require a basic DBS check.
Family Friendly Policies:	Wellspring offers generous benefits in relation to its Family Friendly Policies. Further details are available from the HR Manager.
Holiday entitlement:	25 days holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 30 days.
Pension:	You may be eligible to be auto enrolled into the Charity's pension scheme – further details are available from the Finance Manager.
Notice period:	8 weeks following successful completion of a 3-month probationary period.
Equality and diversity:	Wellspring is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance and the elimination of all forms of discrimination in the workplace for all staff, job applicants and clients. We aim to create a working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

