

Operations Manager

Job Description

Terms and conditions

Hours:	21 hrs per week
Reports to:	Deputy Director (Finance and Operations)
Salary:	FTE £33,128.70
Holiday:	33 days to include bank holidays (pro rata)

Please apply using the attached application forms with a covering email to Justine Walsh justine@minstercentre.ac.uk.

For further information or to discuss the post contact Justine Walsh justine@minstercentre.ac.uk

This post is being advertised internally and externally.

Background and summary of the job

The Minster Centre is a registered charity based in Queens Park, London that trains psychotherapists and counsellors. Our courses are accredited by the UK Council for Psychotherapy, the British Association of Counselling and Psychotherapy, and validated by Middlesex University. The Minster Centre also provides a psychotherapy and counselling service to the local community and has a number of rooms that are hired out for therapy, training and events. The Minster Centre is a small, friendly organisation and the Operations Manager needs to be an adaptable and flexible person who enjoys working on a range of different tasks.

Main purpose of role

The Operations Manager supports the Director, Deputy Directors and Board of Trustees and is responsible for; management of the Operations team (4 staff members including a Deputy Operations Manager), Human Resources, Health & Safety, support to the Board of Trustees and the overall management of the building and related facilities and suppliers, including reception.

Main areas of responsibility

- Ensure that The Minster Centre provides friendly, comfortable and safe facilities and services to staff, students, therapists, clients and room hirers.
- Oversee the establishment and maintenance of processes and systems to support the efficient running of The Minster Centre.
- Provide administrative support to the Board of Trustees including minute taking.
- Oversee, review and co-ordinate Human Resource and Health & Safety policies and procedures including payroll and staff contracts.
- Manage the Deputy Operations Manager, Reception Manager and oversee the reception staff.

Specific responsibilities

1. General office management

Oversee the establishment and maintenance of processes and systems to support the efficient running of The Minster Centre, to include general policies and procedures, information retrieval, time and staff planning, and drafting and processing of routine correspondence.

2. Staff management

Direct line management of the Deputy Operations Manager and the Reception Manager.

General management of the wider Operations Team

3. Support to finance

Ensure that administrative support of financial activities is undertaken in a timely and accurate manner and includes:

- Preparing payment schedules and contracts for teaching staff.
- Calculating and checking monthly payroll salaries for office and teaching staff including overtime.
- Supporting the Deputy Operations Manager to check and authorise invoices from suppliers.

4. Support to the Board of Trustees

Ensuring that administrative support of Board activities is undertaken in an efficient and friendly way and includes:

- Preparing papers for and taking minutes at least quarterly Board meetings and an annual Strategy Day.
- Overseeing annual election of new Trustees.
- Ensuring data held at Companies House and the Charity Commission returns are up to date

5. Human resources

The Minster Centre has a small permanent staff and employs a larger number of tutors on short term contracts who provide training in psychotherapy and counselling. The Operations Manager will:

- Review and co-ordinate HR policies and procedures.
- Co-ordinate recruitment including placing advertisements, distributing information packs, processing applications, organising interviews, checking references.
- Oversee the monitoring and reporting of annual leave and sick leave.
- Prepare offer letters and contracts for permanent staff.
- Oversee the preparation of annual contracts for tutors.
- Process pensions contributions.
- Oversee routine staff end of probation reviews and appraisals.

6. Support the Deputy Operations Manager in facilities management

Together with Deputy Operations Manager, ensure that The Minster Centre provides friendly, comfortable and safe facilities and services to staff, students, therapists, clients and room hirers. This will include:

- Overseeing and renewing of premises-related contracts and purchases e.g. utilities, telephone systems, equipment.
- Planning and implementing maintenance, renovations and refurbishment work.
- Reviewing and co-ordinating Health & Safety policies and procedures, ensuring compliance with legislation.
- Oversee the renewal of public liability insurance and professional indemnity insurance.

7. Other tasks as requested by the Director

Person Specification

The Person Specification focuses on the knowledge, skills, experience, and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form, at interview if shortlisted, and, in some instances, through an exercise.

Essential

- Experience of working in a small, busy office and previous experience of staff management.
- Demonstrable capacity to be adaptable and flexible and willingness to tackle new tasks which may require researching information prior to implementation.
- Good communication skills, including a friendly and approachable manner and an excellent command of written and spoken English.
- Capacity to be tactful, patient and firm including when dealing with contractors, suppliers, staff and students.
- Proven ability to write clear policy and guidance documents for staff, building users, Trustees, etc.
- Proven organisational skills, with ability to prioritise work and meet deadlines in the face of multiple demands for support, and to support other staff in doing so.
- Proven ability to plan and take initiative when required. Good problem-solving skills.
- Proven ability to lead a small team and to work with others to engender good working relationships with colleagues.
- Proven knowledge of the use of Microsoft Office, Outlook and Explorer in an office environment.
- A minimum grade C or equivalent in GCSE maths and proven numeracy skills; ability to work accurately with attention to detail for instance to prepare and check payroll.
- Ability to maintain strict confidentiality, for instance in managing human resources records.

Desirable

- Experience in finance/accounting.
- Knowledge or experience of counselling and / or the counselling environment.
- Experience of using room booking software.
- Experience in supporting or membership of a board / committee, including taking minutes.
- Experience of working in Human Resources.
- Experience of facilities management.