

Job Description

Job title	Operations Coordinator
Salary & Hours	25 hours per week, to be worked over a minimum of 4 days, worked flexibly and include some evening hours. Scale SO2, Point 32- £28,485
Responsible to	Executive Director
Location	Starbeck, Harrogate North Yorkshire
Benefits	22 days holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 25 days.

Vision

Wellspring's aim is to offer God's love and healing 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.

Values

We are motivated by our Christian faith, which recognises that the gospel of Jesus has the power to transform and heal lives. We aim to be ethical in all decision making and are committed to practicing professionalism at all times within our work. We aim to be a welcoming community to :

- our clients, offering our services to all regardless of gender, sexual orientation, ethnic or cultural background and to people of any faith or none
- our staff, volunteer and trustee team.

We do this through paying great attention to the quality of our relationships, working in partnership through listening and reflection to enable creativity and empowerment in the team.

Purpose of the role

This is a new job role for the organisation so will therefore require someone who is self-motivated, able to take the initiative and work reflectively with the Executive Director to develop the role.

This post holder is responsible for managing the day-to-day finances and operating systems, as well as dealing with all general administration, building management and maintenance, health and safety and human resources.

The Operations Coordinator will ensure the safe, smooth, efficient and profitable running of the charity. They will take responsibility as Deputy Safeguarding Officer for Wellspring.

This post requires someone who is exceptionally well organised and efficient, is used to dealing with a diverse workload, has strong numeracy and literacy skills and is an excellent communicator.

The Operations Coordinator will be working closely with the Therapeutic Lead and Executive Director to support the aims and objective of the organisation.

The post holder must have a mature and active Christian faith, sharing in the Christian ethos and vision of Wellspring.

Key Tasks

Human Resources/ Management and Support of Staff & Volunteers

- Take overall responsibility for the day to day operational requirements of Wellspring and work flexibly to ensure regular contact with all team members.
- Oversee staff and volunteer recruitment, interviewing, appointing and inducting the staff and volunteers together with the appropriate member of the managerial team or one of the trustees.
- Undertake regular line management and annual appraisals for finance and administrative staff and undertake regular line management of all non counselling volunteers.
- Identify and encourage gifting within the team to contribute to the further development of Wellspring either on a voluntary basis or in paid positions in collaboration with the Director and Therapeutic Lead.
- Manage complaints and grievances relating to volunteers or staff in partnership with the Therapeutic Lead or Director.
- Arrange and plan team meetings with non clinical volunteers and staff, and attend these meetings.
- Ensure that the team (administrative staff and volunteers) comply with their contracts of employment or volunteering and job descriptions.
- Keep the Induction manual up to date, acquainting each new member with policies and procedures to which they must comply and keep all Wellspring team updated with changes to policy and procedure.
- Maintain records of all staff annual leave, other absences from the office, sickness leave and lateness.

Administration

- Working closely with the administrator, act as the central point of contact for telephone, email and postal enquiries. Taking overall responsibility for day to day administration of the office.
- Support the administrator with event and meeting administration.
- Regularly review, develop and implement administration and evaluation systems, as required in partnership with the Therapeutic Lead.
- Work with the Therapeutic Lead to ensure the coordination and administration of the counselling service. This includes ensuring appropriate welcoming cover for counsellors is arranged, maintaining databases and producing statistics and reports in accordance with the needs of the service and current grant funders.
- Support the Therapeutic Lead to oversee the maintenance and development of Wellspring's 'Sessional Hours' scheme, for counsellors, in line with available funding.

Finance

- Work closely with the Executive Director, finance staff and treasurer to monitor income, expenditure and cash flow.
- Oversee finance systems for the organisation such as processing expenses, payments and invoices and maintenance of the petty cash expenditure, working with the book keeper and administrator.

- Work with the Executive Director and Treasurer to set the annual budget. Assist colleagues with the management of project budgets.
- Assist the Director with information needed to make applications to grant awarding bodies, for regular giving, or promotion of the charity at other fundraising activities.
- With other management staff, work towards securing an increase in counselling income with the aim of achieving greater financial sustainability for the organisation.

IT Management

- Provide IT systems support to staff, undertake IT troubleshooting and liaise with external companies to ensure good maintenance and operation of the IT network and website.
- Upgrade the organisation's IT systems when appropriate.
- Oversee the maintenance and development of the website and social media pages.

Responsibility for Quality, Safety & Building Management

- Ensure the office is safe and tidy. Act as designated Health and Safety representative
- Ensure the fabric of the building is well maintained, and the necessary checks are taken when required.
- Arrange and oversee building maintenance work by outside companies to keep the building in good working order (e.g. plumbing, electrics and fire safety).
- Maintain an up-to-date knowledge of health and safety and best practice guidelines, and ensure implementation of these across the organisation.
- Take overall responsibility for the annual review of policies in line with current practice and legislation, working closely with relevant trustees and staff (Executive Director and Therapeutic Lead)
- Identify risks involved in work activities and ensure that the organisation members undertake such activities in a way that minimises those risks.
- Ensure policies are implemented and adhered to in conjunction with the Therapeutic Lead, Executive Director and Trustees.
- Take responsibility as Deputy Designated Safeguarding Officer, liaising with the Therapeutic Lead over Safeguarding issues.

Relationships

- Meet regularly with Director for line management and goal setting, contributing to discussions around strategic decisions as appropriate.
- Represent the charity at appropriate network meetings and maintain relationships with other agencies, seeking where appropriate to establish contracts in partnership with the Executive Director.
- Help create an open and inclusive team environment in which individuals feel respected and valued for their contribution.
- Work closely with the Therapeutic Lead to ensure current contracts with schools and other organisations are maintained through good relationships. Follow and ensure implementation of procedures within these contracts.
- Seek new contracts with schools and relevant organisations, with Executive Director where appropriate.