

## Job Description

Job title	Operations and Resources Officer
Salary & Hours	18 hours per week, worked over 3 days. Suggested working times, to meet the service needs would be: Mondays 10.30-18.00, Thursdays 12.00-19.30 and Fridays 8.30-15.00 (can be discussed). Scale SO1, £26,470 FTE. £12,705 pro rata 18 hours
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 with the Executive Director to further develop the role. This post holder is responsible for managing the day-to-day resources of the organisation, including Human Resources, building management, Health & Safety, and IT oversight.

The Resources Coordinator will ensure the safe, smooth, and efficient running of the charity. 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 post holder must be sympathetic to the Christian ethos and vision of Wellspring.

### Key Tasks

#### Human Resources, Management and Support of Staff & Volunteers

- 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.
- Support managers and trustees in reviewing current policies and procedures and creating new ones when appropriate.

- In collaboration with the trustee data officer, take the lead on advising the organisation on GDPR and ensure it is complying with recommended procedures.
- Ensure the charity meets current employment law standards, providing information to managers within the service with relation to current HR practices.
- Maintain records of all staff annual leave, other absences from the office, sickness leave and lateness.
- Take overall responsibility for the day to day operational requirements of Wellspring and work flexibly to ensure regular contact with all operational 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 trustees.
- Undertake regular line management and annual appraisals for finance, receptionist and administrative staff.
- Oversee the supervision of all non-counselling volunteers, ensuring the organisation is meeting their duty of care to these individuals.
- 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.
- Arrange, plan attend team meetings with non-clinical volunteers and staff.
- Ensure that the team (operational staff and volunteers) comply with their contracts of employment or volunteer job descriptions.
- Manage complaints and grievances relating to volunteers or staff in partnership with the Therapeutic Lead or Director.

### **Responsibility for Quality, Safety & Building Management**

- Ensure the office is safe and tidy. Act as designated Health and Safety representative
- Liaise with volunteers and contractors to ensure the fabric of the building is well maintained,
- Ensure the necessary health & safety 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.
- Identify risks involved in work activities and ensure that the organisation members undertake such activities in a way that minimises those risks.
- 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)
- Ensure policies are implemented and adhered to in conjunction with the Therapeutic Lead, Executive Director and Trustees.

### **Administration & IT Management**

- 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.
- Liaise with external IT providers to provide, upgrade, maintain, troubleshoot and ensure smooth operation of IT systems to support staff and organisational requirements.

### **Relationships**

- Meet regularly with Director for line management and goal setting, contributing to discussions around strategic decisions as appropriate.



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Towards Wholeness

- 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 an open and inclusive team environment in which individuals feel respected and valued for their contribution.