

Leadership Recruitment Pack



Tameside, Oldham
and Glossop

Dear Candidate,

Thank you for considering working with Tameside, Oldham, and Glossop Mind.

We are passionate about our values, so we want to provide relevant information to help you decide whether our organisation is right for you and to enable you to complete a great application.

TOG Mind is passionate about mental health and believes that:

- Mental health is as important as physical health, and applies to everyone;
- People are experts on themselves and our role is to work holistically to help people to help themselves;
- As a charity TOG Mind occupies a special place in the landscape of mental health services. We can innovate, adapt, and serve our communities in ways that others cannot;
- Our appetite for continuous development and improvement enables us to effect positive change



TOG Mind values:

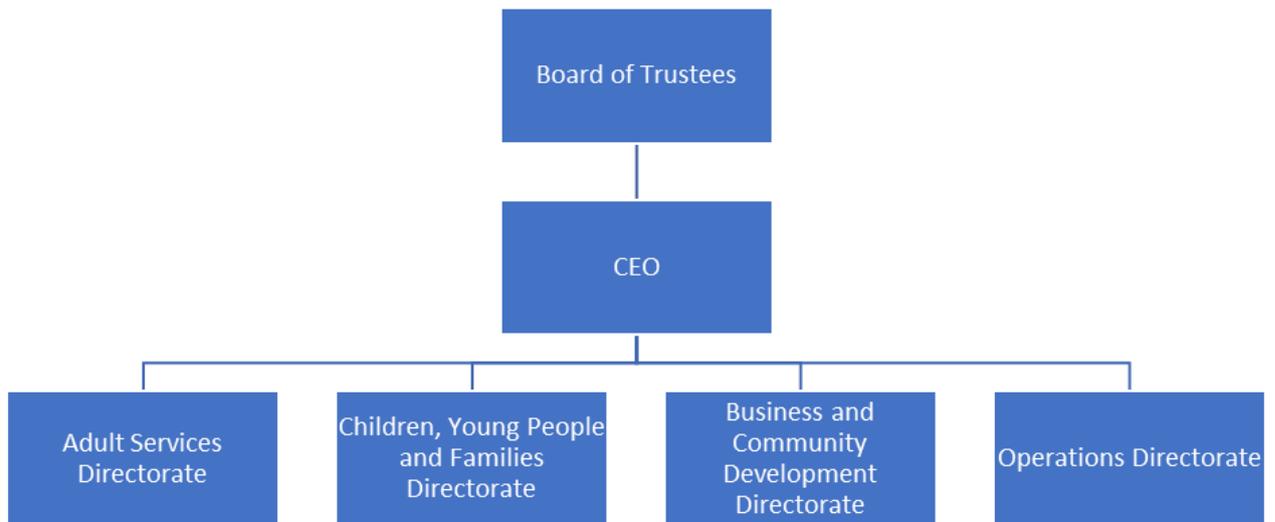
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| Relationships: | We listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation. |
| Potential: | We encourage personal responsibility for development by discovering and realising the abilities and energies of people. |
| Aspiration: | We support one another, clients, and communities to achieve better mental health. |
| Learning: | We seek insight and grow from experience finding new or better ways to contribute to the field of mental health. |

Our values were established through consultation and collaboration with our Trustees, staff, and volunteers. They are embedded in everything we do; from recruitment to service delivery to our influencing work towards better mental health for all.

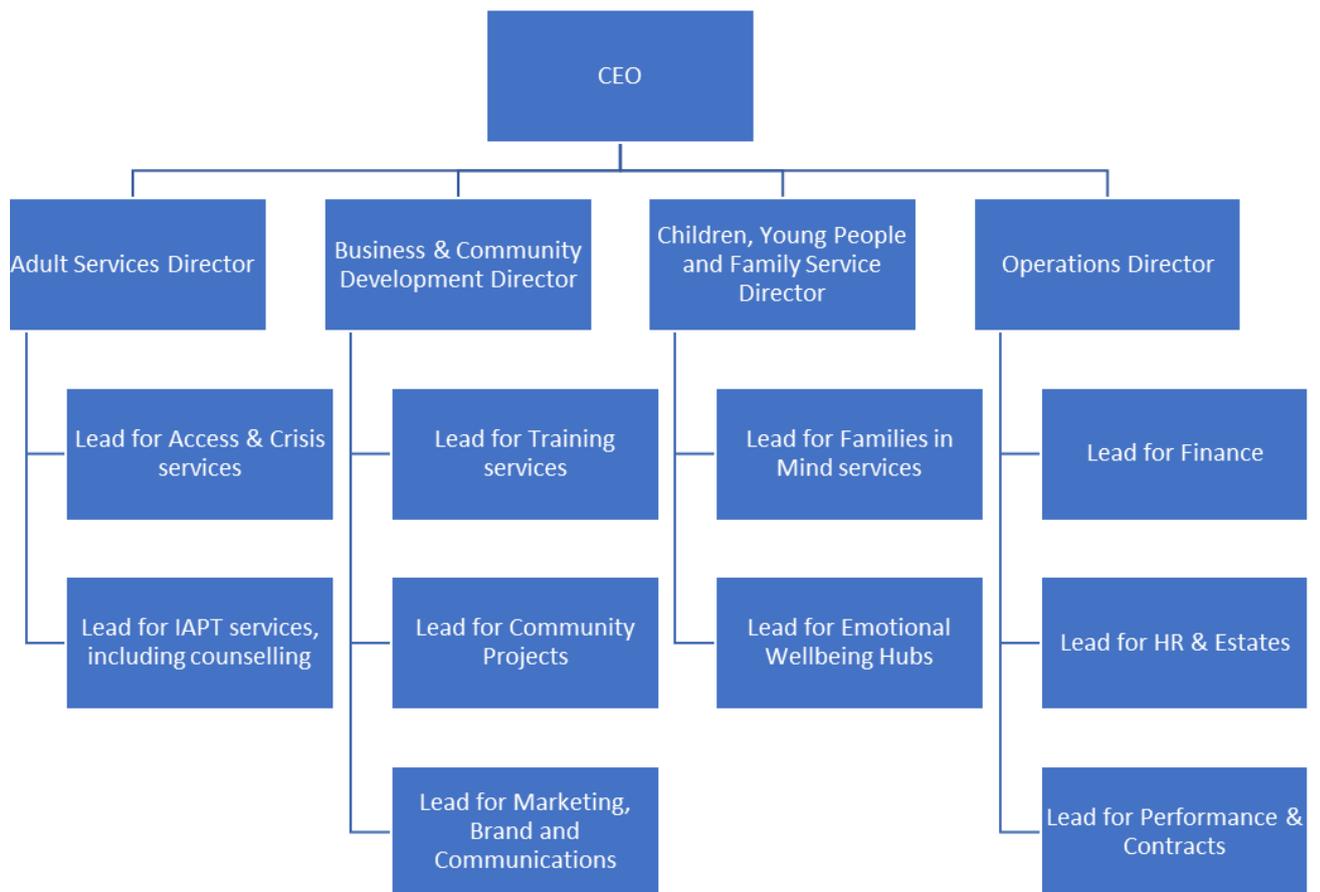
[You may notice we also have a set of values as part of our 2017 Strategic Plan.](#)

We are currently reviewing this plan and intend to bring both sets of values together.

Tameside Oldham and Glossop Mind is an independent charity which is part of a federated model with National Mind and 128 other local Minds across the country. It is delivered for local people by local people. It currently consists of a board of trustees, 105 paid members of staff and over a hundred volunteers. It has four directorates:



Each directorate is responsible for a variety of different services and functions, the Operations Director would be responsible for Finance, Human Resources & Estates, Performance and Contracts Management which underpin all the organisation's activities.



About our Finance Department

We currently have two staff members supporting on the day-to-day operating of the finance department, including invoicing for all contracts & services, managing the purchase order & suppliers payments processes, managing staff expenses and other claims, monitoring & managing contracts/leases for organisational equipment and auditing organisational assets alongside our HR department.

We are looking to also recruit a senior finance manager to provide additional support to the department, including supporting on preparations for monthly management accounts and reports, reviewing budgets for departments and specific contracts or grants and to provide financial oversight for strategic financial decisions across the organisation. We operate all financial processes electronically with a financial management system and a secure electronic filing system.

About Human Resource & Estates Department

We have a qualified senior manager overseeing all HR processes across the organisation, including recruitment, policies & procedures, health and safety and all other employee compliance requirements. We have a team of three administrative assistants supporting on day-to-day operating of the department, each with specific areas of work. We have a maintenance and health & safety lead, undertaking all mandatory checks on the buildings, leading on any estates issues and liaising with partner agencies sharing our premises. We operate all HR processes electronically with an employee management system and a secure electronic filing system.

About Performance and Contracts Management Department

We operate two client management systems for our contracts and services, which are overseen by an experienced performance lead. Our performance lead undertakes preparations for all contractual reporting for services and organisational activities, including collating data for national data submissions in line with our NHS commissioned services.

We are looking to also recruit another lead within the department to oversee the organisational Information Governance and Data Compliance required as part of our due diligence for our NHS commissioned services.

The Operations Directorate is a developing area within the organisation, which has seen significant financial growth in the last 2 years, we are looking for someone with a passion for solution-focussed working in collaboration with a diverse workforce, with the aim of providing high quality care to people in our local communities.

Within this pack you will find, the Job Description and Person specification and details for the application and interview process.

Best Wishes.

Tameside, Oldham, and Glossop Mind



Vacancy – Operations Director

Tameside, Oldham and Glossop (TOG) Mind believe mental health is as important as physical health and applies to everyone. We believe that people are experts on themselves and our role is to work holistically to help people to help themselves

Operations Director

TOG Mind is an independent locally run charity that has been providing services to the community for over 40 years. We value people and invest in people in everything we do. In the past 10 years we have helped over 500,000 people. This work is needed now more than ever as demand for community mental health services is expected to grow. We are seeking a director with experience of strategic service implementation and working collaboratively, building strong relationships. If you are driven by the creation of truly person-centered approaches and co-design services to meet people's needs, you're just what we are looking for.

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| Job Title: | Operations Director |
| Hours: | 36 hours per week (flexible working available) |
| Contract: | Permanent |
| Responsible to: | CEO |
| Based in: | Tameside, Oldham, Glossop and other Greater Manchester locations. |
| Salary: | £41,822.73 - FTE salary |

The attributes that are most important to us are:

- Ability to form good relationships
- Role modelling the organisational values
- Experience of working within a strategic leadership role
- Evidenced substantive experience of managing central operations functions such as HR, finance, quality and safety control, contract outcome management
- A management qualification to a minimum of level 5 (E) or level 7 (D) or equivalent experience in relevant sector

Application documents can be downloaded from the [Vacancies page of our website](#) or requested via HR@togmind. Applications must be received by **Tuesday 25th May at 10am**. Interviews will be held on Tuesday 8th June 2021.

TOG Mind is striving to be an equal opportunities employer and welcomes applications from all sections of the community. TOG Mind sees it as a positive advantage if you have experience of mental health issues and/or have used mental health services or had experience of volunteering.



Operations Director Job Description

Responsible for:

- Finance
- Human Resource
- Estates
- Information Governance and Data Quality
- Performance Monitoring and Contract Management
- Cross-organisational System Management

Role Values and Beliefs

TOG Mind is passionate around Mental Health and believes that

- Mental Health is as important as physical health, and applies to everyone
- People are experts on themselves and our role is to work holistically to help people to help themselves
- As a charity TOG Mind occupies a special place in the landscape of mental health services. We can innovate, adapt, and serve our communities in ways that others can not
- Our appetite for continuous development and improvement enables us to effect positive change

Job Purpose

This role is an integral part of the leadership team within TOG Mind responsible for leading on the strategic direction and success of the organisation

This role is the accountable and strategic lead over the central operations across the organisation ensuring the organisation meets all legal requirements. Role includes the management of three distinct yet interconnected departments; Finance, Human Resources, including estates and Data & Compliance.

The role leads a team of senior personnel, some of which are specialist roles requiring specific qualifications and/or experience, overseeing departments which are vital for effective and compliant charitable organisational management.

Key functions of this post are:

Financial

- To act as the lead for contract & financial management for the organisation, ensuring proactive frameworks are implemented and adhered to.

- To ensure practices and processes are in place for effective financial management including compliance with regulatory requirements of Charity Commission and annual accounting audits.

Data & Quality

- To act as the Senior Information Risk Officer for Information Governance (IG) purposes and ensure IG Framework and Practices are embedded
- To implement and effectively manage organisational data recording systems/solutions, including HR, finance, telecommunications and performance monitoring.
- Lead on quality, by developing quality tools for internal auditing purposes
- Provide clear and comprehensive performance outcome frameworks to achieve contracted and aspirational goals for the Charity, ensuring these are communicated to and understood by staff.

Human Resources & Estates

- Ensure HR and operational policies and procedures in place are compliant with the law and current organisational needs
- Oversee compliance management of Human Resources and Health and Safety legislation, acting as the escalation point for external HR/HS advisors.
- Oversee facilities management to develop and maintain appropriate sites
- Ensure effective learning and development strategies and plans in place for staff and volunteers.

General

- To support the CEO, leadership team and board of trustees to develop and deliver the strategic vision and direction of the Operations directorate.
- To lead the management, development, performance and continuous improvement within the directorate to support the organisation
- To ensure compliance of legal, regulatory, contractual and funding responsibilities and obligations.
- To identify accurate benefit measures and monitor the benefits for all services.
- To work with partners to ensure that programmes of work are designed to support achievement of the strategic vision and priorities are being successfully implemented.
- To effectively engage all relevant partners and stakeholders to ensure that identified priorities and cross-cutting strategic objectives are successfully achieved, particularly including central operational functions.
- To provide accurate, timely and relevant advice to the Board of Trustees, CEO, Leadership and Management Team, as appropriate, on those aspects of policy and practice for which the role has lead responsibility; including legislative changes and organisational financial stability.
- To hold overall strategic, operational, financial and managerial responsibility and accountability for the portfolio of services within the directorate

- To be accountable for the effective planning, organising, delivery and continuous improvement and efficiency of the directorate, including its resources and allocated budgets
- To support the Board of Trustees, CEO and Senior Management Team to ensure effective partnership working across all internal cross functioning departments and external partnerships to meet customers' needs, deliver corporate strategies and achieve local objectives
- To be responsible for the implementation of individual performance management processes within the directorate
- As line manager to be responsible for performance management and developing the capabilities of managers and other staff in the directorate
- To ensure positive internal and external communications on services, performance and initiatives, including seeking and giving feedback to customers, partners and other stakeholders where necessary.
- To promote equality and inclusion across all service provision and employment through policy initiatives, personal examples, open commitment, clear action planning, and direction.
- To provide strong and visible leadership within the service, organisation and across partnerships communicating our vision and direction to develop and enhance partnership working.
- To represent TOG Mind locally, regionally, and nationally.
- To carry out additional responsibilities and projects as assigned by the CEO

Person Specification

E = Essential and must be able to demonstrate these points to be shortlisted*

Attitude and Values

1. Ability to role model the organisational values (E)
2. A desire to develop our adult and community's emotional wellbeing services and take on new challenges (E)
3. Seeking insight and growth from experience finding new or better ways to contribute to the field of mental health (E)
4. A willingness to embrace change and the unknown (E)
5. A willingness to develop and maintain positive working relationships across partnerships agencies (E)
6. A commitment to provision by encouraging personal responsibility for development by discovering and realising the abilities and energies of people (E)
7. Commitment to providing effective high-quality service (E)

Experience

1. Extensive experience of working within a strategic leadership role (E)
2. Evidenced substantive experience of managing central operations functions such as HR, finance, quality and safety control, contract outcome management (E)
3. Experience of building and maintaining successful and complex relationships with key partners & stakeholders

Qualifications

1. A management qualification to a minimum of level 5 (E) or level 7 (D) or equivalent experience
2. Qualification from a recognised Professional Accounting Body, such as ACA, ACCA, CIMA (D)

Knowledge

1. Good understanding of HR and H&S legislation and processes
2. A knowledge of Information Governance and other associated legislation
3. Knowledge of finance protocols within the voluntary sector.
4. Knowledge of Primary Care Networks, Sustainable Transformation Plans and other local and government directives, in relation to Mental Health and Social care.

Abilities

1. To provide and receive complex, sensitive, or contentious information, where there are significant barriers to acceptance which need to be overcome using developed interpersonal and communication skills. Such as, what would be required when communicating in a hostile, antagonistic or highly emotive atmosphere (E)
 2. To make judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options (E)
 3. To formulate long-term, strategic plans, which involve uncertainty, and which may impact across the organisation (E)
 4. Accountable to ensure services within area of work meet a high level of governance and accountability (E)
 5. Ability to write and implement a range of policy changes or updates and/or policy or service development for the directorate or equivalent (E)
 6. Ability to set budgets for several services including being responsible for physical assets across several services (E)
 7. Ability to complete relevant background research or development work
 8. Ability to oversee multiple departments and projects ensuring contractual requirements are met (E)
 9. Ability to prioritise and manage a wide range of tasks which vary in nature and complexity (E)
 10. Ability to develop and implement thorough and compliant clinical/risk assessments (E)
 11. Ability to lead a multidisciplinary team effectively
 12. Ability to lead on innovative service design
 13. Ability to work independently and as part of a team (E)
 14. Ability to manage and support relevant staff and volunteers
 15. Ability to undertake other reasonable task for the success of the role and/or organisation (E)
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