

## Job Description

### Operations Coordinator

#### Job Details

<b>Job Title:</b>	Operations Coordinator
<b>Hours:</b>	20- 30 hours per week ( <i>flexible hours available</i> )
<b>Salary:</b>	£24,000 (FTE per annum)
<b>Location:</b>	Swindon & Gloucestershire
<b>Reports to:</b>	Director

#### Job Purpose

We are seeking an Operations Coordinator role to assist with operational service delivery within Swindon & Gloucestershire Mind, including but not limited to overseeing utilities, advertising vacancies and supporting with shortlisting/responding to candidates and answering incoming phone calls to the main office. The Operations Coordinator will also operate finance and invoicing, petty cash systems and providing senior leaders support where required.

#### Key Responsibilities

- To support with recruitment by advertising vacancies, responding to general enquiries and responding to applicants.
- To oversee utilities contracts, ensuring they are reviewed regularly and remain cost effective.
- To manage service contracts in relation to business needs e.g., telecoms, IT and hardware requirements.
- To operate finance and invoicing e.g. checking invoices have been paid for training delivery.
- To support HR requirements including minute taking and HR meetings.
- To oversee petty cash systems.
- To listen to answerphone messages and disperse where appropriate to the relevant team members.
- To deal with calls from a range of people including people accessing our services, family members and health professionals.
- To ensure ICT systems and data recording systems are used appropriately.
- To monitor the 'admin' inbox, disperse where appropriate and respond to general enquiries.
- To have good knowledge of services in Swindon & Gloucestershire and be able to signpost and refer appropriately to external agencies and NHS services.
- To provide support to the senior leadership team, ensuring confidentiality.
- Monitor and maintain health, safety and security of self and others, taking appropriate action where required.
- To undertake general admin duties (e.g. answering the telephone) whilst in the office.

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- To record and monitor annual leave for staff within the organisation.
- To record and monitor sickness and update senior leadership team.
- To support with the complaints policy and procedure as and when requested by a member of the leadership team.
- To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed.

### **General Responsibilities**

The following are applicable to all employees and posts:

#### **Confidentiality**

- Ensure accurate and detailed records are kept and to comply with data protection procedures.
- Work with colleagues to ensure effective internal systems including but not limited to maintenance of records and GDPR compliance.

#### **Data Quality**

- General administrative duties to include data collection, monitoring and reporting outcomes.
- Ensure ICT systems and data recording systems are used appropriately in line with the organisation's policies and procedures.
- Use 'Views' database system or an alternative data software (as appropriate) to capture, track and monitor performance.

#### **Health and Safety**

- Ensure compliance with legal and health and safety regulations, such as the organisation's health and safety policy and procedure.

#### **Marketing and Networking**

- To liaise and network with relevant statutory and third sector organisations.
- To promote the service to high-risk groups by linking in with external agencies to build relationships and promote the service offer.
- Promote the organisation to the local community and other organisations.

#### **Policy and Procedure**

- To maintain up to date knowledge of legislation, national and local policies.
- To carry out work in accordance with the organisations policies and procedures, current legislation and quality standards.
- To keep up to date with the organisations policies and procedures.

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#### Professional and Personal Development

- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the organisation a great place to spend time.
- Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the organisation and in mental health services in general.
- Be prepared for, attend, and engage in staff meetings, supervision, appraisal and training as agreed with the wider organisation and your line manager.
- To work closely with the Management and Senior Leadership Team (SLT).

#### Service Delivery

- To promote the 5 Ways to Wellbeing Model as part of the organisation's support offer.
- To utilise the use of the UK Mental Health Triage Scale (UK MHTS) when completing risk assessments for people being supported.

#### Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

Experience	Essential (E) or Desirable (D)
<ul style="list-style-type: none"> <li>• Relevant experience of working in any health, social care, or any related voluntary organisation setting.</li> </ul>	D
<ul style="list-style-type: none"> <li>• Experience and knowledge of working within mental health, supporting individuals experiencing mental health problems.</li> </ul>	D
<ul style="list-style-type: none"> <li>• Experience of operating finance and invoicing.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of managing petty cash.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of dealing with phone calls</li> </ul>	E
Skills and Abilities	Essential (E) or Desirable (D)
<ul style="list-style-type: none"> <li>• Able to demonstrate a broad understanding of the concept of confidentiality.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Willingness to take part in activities which support team working.</li> </ul>	E

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<ul style="list-style-type: none"> <li>• Able to demonstrate an appreciation of equal opportunities/diversity issues.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Able to plan and prioritise workload.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Well-developed IT skills including competent use of Microsoft Office and the use of electronic record keeping systems.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Excellent communication skills and the ability to develop relationships with professionals, stakeholders and people accessing the service.</li> </ul>	E

Knowledge	Essential (E) or Desirable (D)
<ul style="list-style-type: none"> <li>• Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with people, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Demonstrates a willingness to embrace new technology and processes.</li> </ul>	E

Education/Qualifications	Essential (E) or Desirable (D)
<ul style="list-style-type: none"> <li>• GCSE/O Levels education (9-4/A*-C) in Maths &amp; English (or equivalent numeracy and literacy).</li> </ul>	E
Attitudes	
<ul style="list-style-type: none"> <li>• A commitment to working within a framework that recognises the diversity of people and encourages equality and opportunity for all.</li> </ul>	E
<ul style="list-style-type: none"> <li>• A commitment to the participation of people accessing our services in decision-making processes in the design and delivery of the services they access.</li> </ul>	E
<ul style="list-style-type: none"> <li>• A commitment to ongoing personal development and training.</li> </ul>	E
<ul style="list-style-type: none"> <li>• A commitment to the purpose, vision, mission and values of the organisation.</li> </ul>	E

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General	
<ul style="list-style-type: none"><li>• An ability to travel to venues across Swindon and Gloucestershire.</li></ul>	E
<ul style="list-style-type: none"><li>• Flexible approach to working.</li></ul>	E

### Organisational Values

Swindon and Gloucestershire Mind have a set of values, vision and mission all of which feeds into the organisation's behavioural framework.

#### Our Values:

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

#### Our Vision:

Creating services where people are recognised, valued and supported.

#### Our Mission:

Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

- Trust and Respect
- Communication
- Responsibility
- Collaboration
- Excellence
- Leadership

### Training and Support

We see training and development as an essential investment in its own future and recognise that carefully planned and well delivered training and development increases efficiency and effectiveness at individual and service levels. All staff receive the following:

- **Group & Individual Supervision**

Personalised individual supervision with your line manager, including bi-monthly debrief meetings online or at alternating venues between Swindon and Gloucestershire.

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- **Induction**  
A full induction for your job role and working environment, this includes a specific training programme pending on your role and service area.
- **Learning & Development**  
Ongoing investment in professional development, including accredited Continuous Professional Development (CPD) training and recognised mental health courses.
- **Work in your Local Community**  
Join us and collaborate closely with our external partners to help shape our organisation, contribute to our policies, strategies and future development and help those who are suffering with their mental health and wellbeing.

### Further Information

These duties are intended to be a guide to the post\* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

*\*Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

### Conditions of Employment

New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

The safety and wellbeing of our workforce and people accessing our services is our priority, which is why it is now a condition of employment for anyone joining us that they have had the recommended coronavirus vaccine by the NHS.

To apply, please check our website:  
<https://www.sgmind.org.uk/vacancies/>

For any enquiries or questions, please email:  
[recruitment@sgmind.org.uk](mailto:recruitment@sgmind.org.uk)