

Operations Project Manager (BAU Projects) - Job Description

Job Title: Operations Project Manager (BAU Projects) (Fixed Term)

Location: Melksham

Reports to: Chief Executive Responsibility

Job Purpose

Wiltshire Mind is an independent charity supporting people in Wiltshire who are experiencing mental health problems or emotional distress. Our services are accessible for everybody in our community.

Operations is critical to the success of the charity, and provides the day to day functions, ensuring efficient practices in accordance with policies at an operational level. This includes HR and recruitment, IT, Governance and compliance, Health and Safety, Facilities and GDPR.

Operationally we have two requirements; business as usual (BAU) and special projects (SP). There are two roles supporting this work which work closely to deliver both a stabilised operation now and a sustainable future operating model, which enables us to be fit for the future.

Business as usual projects cover the existing day to day operational processes which need to be reviewed and updated.

Responsibilities

- Work with the Operations Project Manager (SP) to implement and embed recently updated policies, ensuring all relevant processes and systems are updated accordingly.
- Review and improve HR processes across the charity, ensuring they are centralised and digitised. This includes:
 - Full employee and volunteer lifecycle from recruitment, onboarding through to offboarding
 - Standard ongoing processes such as leave entitlement, payroll, sickness and general HR administration

- Working with the Management Team to establish individual development training plans for employees
- Review and improve health and safety processes to ensure the recently updated policy is fully implemented and embedded. This includes:
 - Fire safety controls and tests
 - Arranging mandatory training
 - First aid arrangements and training
 - Risk assessments
 - DSE risk assessments and records
 - Monthly H&S walkaround checks
- Ensure the recently updated Complaints process is fully embedded, and coordinate any new complaints received to ensure compliance.
- Work with Operations Project Manager (SP) to achieve Cybersafe certification.
- Be the main point of contact with the IT Managed Supplier for any escalations or access approvals.
- Review and improve practices relating to data protection, including:
 - Ensuring all charity processes are GDPR compliant
 - Creating an ongoing process and schedule for the destruction of data (paper based and electronic) in line with the data retention periods outlined in existing policies
 - Supporting the Service Delivery Manager with guidance on responding to subject access requests, and co-ordinating any other access requests from stakeholders other than service users.
- Work with the Operations Project Manager (Special Projects) to provide inputs into the HR module of the Lamplight implementation.
- Evaluate the internal communications process including how and when we communicate, and which channels we use.
- Support the Head of Service Delivery with making operational changes to the service delivery processes, in areas such as IT and facilities.
- Liaise with the CEO, Finance Lead and Office Co-ordinator as necessary to ensure any changes to financial management processes are aligned with operational processes.
- Support the CEO in key governance reporting, including updating the format of the monthly Board report.

- Where relevant, implementation of processes and procedures will include testing the new processes to ensure they are fully embedded before handing over to other team members.
- Work with other team members to ensure there is sufficient cover in the office to avoid lone working.
- Undertake other activities as necessary to support the charity operations.