



Operations Manager: Planning, Governance & Infrastructure

Grade	Grade E of Mind's salary scales
Type of contract	Permanent
Directorate	Mind Cymru
Team	Operations
Reports to	Head of Operations
Responsible for	Minimum of 2 direct reports: including <ul style="list-style-type: none">• Office & Volunteer Manager• Corporate Support Officer
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
Hours	35hrs p/w

About the role

Mind Cymru's purpose is to provide strategic direction, insight and support to the rest of the organisation to enable effective working in Wales – building a strong reputation, trust in our convening power and creating active alliances that enable us to fund and deliver Mind's strategic ambitions in Wales.

We are led by the experiences, priorities and aspirations of people with mental health problems in Wales, using these insights to change Welsh policy, improve public attitudes and provide life-changing support at a national and local level.

Mind operates within a federated structure with around 115 local, independent organisations affiliated to us through a Federation agreement, of which there are 19 Local Minds in Wales.

You will be responsible for strategic planning, budget management, corporate management and governance arrangements within Mind Cymru, supporting the Head of Operations to ensure a strong focus on beneficiary impact in our planning. You will be responsible for engaging with corporate colleagues in HR, Finance, Infrastructure, Governance and Safeguarding teams across Mind to develop effective systems and processes to enhance the capability and capacity of Mind Cymru. Working closely with both internal and external stakeholders, you will develop, strengthen and establish relationships with a wide range of organisations, including colleagues across Two Nation working, and other voluntary, statutory and private sector organisations to promote and showcase our work in Wales.



Specifically, the post is responsible for:

Planning:

- To ensure Mind Cymru strategic ambitions are reflected in Mind's strategy and that Wales has a strategic plan that best reflects the experiences, priorities and aspirations of people with mental health problems in Wales
- To ensure processes are in place to identify and track business development opportunities

Governance:

- To ensure effective governance arrangements are in place that support the flow of information and knowledge within Mind Cymru and at a two-nation level with Stratford based teams
- To support Mind Cymru decision making by implementing and maintaining business intelligence systems

Infrastructure:

- To ensure effective business processes are in place (including Finance, HR, IT & Infrastructure, office environment, wellbeing support) that support our workforce to thrive and produce their best work

Responsibilities

1. Assist the Mind Cymru Senior Management Team to achieve Mind's mission, vision, values and strategic objectives in Wales and deputise internally and externally, including providing out of office cover and dealing with emergencies.
2. Support the Head of Operations to proactively manage relationships with a range of stakeholders including Welsh Government, commissioners, strategic partners, Local Minds and other delivery partners and represent Mind Cymru at external audience and partnership fora, acting as an ambassador and spokesperson as required.
3. Line manage direct reports and provide dotted line management to other staff as required.
4. Financial oversight and budget management for Mind Cymru, managing devolved budgets, monitoring income and expenditure, ensuring all required processes are maintained, delivering timely and accurate financial information, and providing regular reports to Mind Senior Management and Governance meetings.



5. Manage and oversee arrangements for recruitment, staff induction, and staff training in Mind Cymru.
6. Coordinate transactional and transformational HR projects as required, including implementing HR policies appropriately
7. Coordinate activity to ensure staff and services take account of diverse needs and that services, processes and approaches are culturally competent and improve inclusivity.
8. Manage and oversee the Volunteers framework and safeguarding arrangements in Mind Cymru.
9. Lead information security arrangements in Mind Cymru, ensuring effective links with the team in Stratford and compliance with GDPR requirements.
10. Oversee the provision of IT equipment, systems and support to enable Mind Cymru staff to work effectively within hybrid arrangements
11. Ensure provision of office accommodation and hybrid working arrangements that support staff to deliver their best work and complies with all legal and environmental requirements
12. Manage the Wales business plan, including leading the annual business planning process for Wales, liaising with wider teams across Mind, and oversight of monthly and quarterly tracking, reporting, forecasting and follow-on actions.
13. In collaboration with colleagues across Mind Directorates, lead on stakeholder management including planning and delivering a programme of stakeholder engagement activity (arranging roundtable and other external-facing events) and overseeing the use of the CRM system in Mind Cymru to enhance and build the Mind profile and reputation in Wales.
14. Contribute to Mind-wide organisational development projects, ensuring the Wales perspective is appropriately considered and addressed.
15. Oversee processes to support the effective running of the Directorate, including the Mind Cymru Board (Pwyllgor), Senior Management Team meetings, maintenance and operation of the Mind Cymru Risk Register (ensuring alignment with the Corporate Risk Register), horizon scanning, and enabling effective cross-function understanding and awareness.



16. Create and maintain strong relationships and processes with key Stratford based teams and Directorates which support effective two nation working (including Strategy & Planning, Business Development, Governance, Finance, Fundraising, Networks & Communities, Organisational Development)

17. Undertake other duties that may from time to time be necessary and are compatible with the nature and grade of the post.

Expectations

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.



- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Person specification

Essential criteria

Experience:

1. Demonstrable managerial level experience of strategic planning, corporate development and implementation of cross organisational business strategy, leading and delivering performance targets, managing systems for effective risk management, monitoring and evaluation.
2. Demonstrable experience of supporting effective decision making and operational excellence through putting in place good governance arrangements.
3. Significant experience line managing staff within an operational delivery context.
4. Significant experience of engaging, networking and working collaboratively and in partnership with individuals, groups and organisations both internally and externally, including representing your organisation at partnership and multi-agency fora.
5. Demonstrable management level experience of financial and budget planning, including management of devolved budgets.

Skills

6. Proven influencing and leadership skills with a strong background in empowerment and involvement.



7. Excellent relationship management skills, to model collaborative working and to build positive relationships between a number of external stakeholders and internal teams.
8. Self-management skills to work independently, autonomously and as part of a team, using own initiative and being flexible and adaptable.
9. Demonstrable planning and organisational skills to deliver your own and the teams work to agreed timescales and standards.
10. Excellent problem solving skills with experience of finding creative and innovative solutions.
11. Excellent interpersonal, communication and presentation skills.

Knowledge

12. Significant expertise in a specialist, technical or professional field, such as Programme Management, governance, financial planning or organisational development.
13. Demonstrable knowledge of Welsh Government policy and legislative procedures and the relationship to UK legislative and parliamentary procedures.

Desirable criteria

1. Demonstrable knowledge and understanding of mental health and social care policy within a statutory and/or voluntary sector environment.
2. The ability to communicate in Welsh.
3. Experience of working within a mental health, health or related social care field.
4. Direct or indirect experience of managing mental health problems.
5. An understanding of Mind and its networks, or similar structures within the voluntary sector.