



Job Description and Person Specification Head of Operations

POST:	Head of Operations
LOCATION:	Shipley with some cross site travel
GRADE / SALARY:	F2 £37,000 FTE per annum
HOURS:	Up to 37.5 hours per week (4 or 5 days)
ACCOUNTABLE TO:	Deputy CEO with Operations

Purpose of the Job:

To lead the day-to-day operations of multiple mental health services to effectively deliver our strategic objectives and to live and model our values.

Main Duties:

- Responsibility for the effective management and delivery of multiple teams and services.
- Work with the Deputy CEO to develop the capacity, performance, and effectiveness of The Cellar Trust service delivery.
- Lead and develop our people in a clear, fair, supportive and value driven way.
- Lead and grow our culture of excellence with appropriate challenge and support.
- Work with partners and other agencies to deliver the objectives of the services you lead.
- Constantly strive for excellence and work in an open transparent and highly ethical way.
- Be a role model for our commitment to diversity and inclusion.
- Take responsibility to support the health safety and wellbeing of the workforce.
- Produce and present high-quality reports and updates to the SLT.
- Lead the development of an effective operational leadership team.

Other Duties:

- Manage and develop new and existing projects.
- Maintain key relationships with stakeholder and partners.
- Promote our work to external organisations and manage the transition of individuals into the project.
- Review and develop service provision to meet identified local or specific client group need.
- Ensure proactive management of contracts to ensure targets are met.
- Maintain good data collection systems, project monitoring and reporting.
- Work with the Safeguarding Lead to ensure policies, protocols and procedures are met.
- Attend and represent The Cellar Trust at meetings held by relevant partners.



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Values and Behaviours:

- Create and maintain a culture of respect always challenging and rooting out discrimination and stigma.
- Demonstrate a consistent belief in people and tenacity in supporting people to improve their future.
- Be passionate about our work and inspire others to feel the same.
- Be committed to doing things well and always look for opportunities for improvement.
- Model excellent partnership and team working.



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PERSON SPECIFICATION

Listed below are the knowledge, experience skills and values you'll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

Knowledge	Method
A relevant degree, equivalent qualification, or significant equivalent experience	Application
Awareness or knowledge and/or lived experience of the challenges facing people who have difficulties relating to their mental health.	Application Assessment
Experience	
At least 2 years' experience of leading complex operational teams	Application
Effectively using technology to monitor and report on front line operations and progress against KPI/Targets.	Application Assessment
A minimum of 1 years' experience of holding a senior management position in a comparable organisation with responsibility for leading multiple services.	Application
Developing and delivering service development and improvements in a comparable environment.	Assessment
Skills	
Ability to analyse and present clearly complex financial information and income generation plans.	Assessment
Effectively lead and manage at an operational level within a strategic framework	Application Assessment
Values	
A firm belief that all people matter and deserve respect	Assessment
An evidenced belief that everyone can change	Assessment
A track record of delivering on your commitments	Assessment
A personal commitment to equality, diversity, and inclusion	Assessment