



National Survivor
User Network

HEAD OF OPERATIONS AND FINANCE RECRUITMENT PACK

CONTRACT: FIXED TERM FOR 2 YEARS

SALARY: £38,000-£42,000 FTE

HOURS: 4 DAYS PER WEEK

**LOCATION: REMOTE WORKING FROM
THE U.K.**

DEADLINE: 5PM, 28TH FEBRUARY

INTERVIEWS: 9TH MARCH



ABOUT THE NATIONAL SURVIVOR USER NETWORK

As a UK mental health charity, we are a network of people and grassroots groups with lived experience of mental ill-health, distress and trauma. We come together to create, challenge and campaign. NSUN is a user-led organisation, and all staff and trustees have lived experience of mental ill-health, distress or trauma.

Over the past 18 months, NSUN has scaled and changed. This is an exciting time to join an organisation which is growing, and a real opportunity to shape its future direction in this brand-new role. We are looking for someone with relevant skills and experience to offer strategic support at a leadership level, strengthen our internal processes and governance, and lead on human resources, systems and financial governance.

ABOUT THE ROLE

We recognise this is a multifaceted role and are keen to attract candidates from a wide range of professional backgrounds. Accordingly, we have listed the essential elements of the role below, and a range of beneficial elements, recognising that no one candidate will bring everything. Once the candidate has been appointed, our plan is to allocate additional resource to fill any potential gaps to support the Head of Operations and Finance.

We are looking for someone to join us as soon as possible and the deadline for applications is 5pm on Monday 28th February. If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. We can be contacted on info@nsun.org.uk.

MAIN TERMS AND CONDITIONS

- **Contract:** fixed term for 2 years, to be extended subject to funding
- **Salary:** £30,400 - £33,600, 4 days a week (£38,000- £42,000 FTE)
- **Hours:** 4 days a week (although enquiries about flexible working are welcomed)
- **Reports to:** CEO
- **Location:** work from home in the U.K. (NSUN does not have a physical office). Some occasional travel for team or board meetings (travel costs are reimbursed)
- **Holiday:** 28 days in total including bank holidays, rising by 1 day after every year of service to a maximum of 33 days per year (pro rata)
- **Pension and benefits:** NSUN offer an automatic enrolment pension scheme and Employee Assistance programme (EAP)
- **Probationary period:** 6 months
- **Notice period:** 1 week during probationary period; 4 weeks thereafter with an additional week per year after 5 years' service up to 12 weeks
- **Disclosure and Barring:** due to the nature of our work, you will be required to have a check with the Disclosure and Barring Service (DBS) for which NSUN will cover the cost.

JOB DESCRIPTION

The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the CEO.

General

- Support the CEO with developing and implementing the strategic direction of all aspects of the organisation
- Work alongside the CEO to evaluate opportunities and operational issues
- Deputise for CEO where appropriate

Board, governance and legal

Essential

- Lead on all governance-related issues (e.g. our move to becoming a CIO; any hosting arrangement we undertake) including pro-actively identifying issues, working alongside our legal counsel, scrutinising legal documents, and working with our communications manager to communicate governance-related matters to our membership

Beneficial

- Be the point of contact with our legal counsel and taking the lead, alongside the CEO, on legal matters
- Board support including liaising, minutes, attendance at Board meetings (main Board Meeting and sub-groups), and general support
- Pro-actively identifying with the Chair appropriate & relevant training for trustees
- Support the Board with trustee recruitment, including a good understanding of the current issues facing the sector in terms of diversifying boards, as well as knowledge of some key organisations we may want to partner with to support us with this work

Internal policies

Essential

- Lead on internal policies, including drafting, updating or commissioning them where appropriate, including being proactive about which internal policies we may need, and knowledge of best practice in the sector
- Lead on handling external complaints in line with our complaints policy
- Support the Designated Lead Officer for safeguarding to update the safeguarding policy and give effect to it, including maintaining a robust system of Disclosure and Barring Service (DBS) checks and training for staff, associates, and volunteers
- Take the lead on health and safety including creating and monitoring effective systems

Beneficial

- Excellent understanding of GDPR including creating up to date and compliant data protection systems and delivering internal training

Human resources

Essential

- Work with the CEO to develop the charity's long-term staffing strategy
- Lead on the HR function, ensuring equality and inclusion principles, including being the point of contact, pro-actively identifying HR issues early, and pro-actively identifying gaps in our HR procedures
- Manage the processes by which the safety and wellbeing of the charity's personnel is ensured including volunteer and staff recruitment, induction, training and management

Beneficial

- Support line managers in managing their staff to maximise performance and team morale
- Managing the relationships with associates, including any contracts

IT and systems

Essential

- Provide leadership, development and coordination of internal systems, processes and support infrastructure e.g. BlackBaud, Sharepoint, project management and other systems

Risk management and compliance

Essential

- Ensure compliance and liaising with Charity Commission and Companies House

Beneficial

- Lead and support the development of systems, tools and processes for demonstrating and reporting impact, as well as ensuring quality and compliance

Financial governance

Essential

- Oversee financial operations, management and reporting to the Board, including financial reporting to grant-making trusts

Beneficial

- Hold some of the higher risk operational issues including liaising with the bank, being a second signatory on payments, translating the strategy into the budgets, monitoring grant usage
- Ensure that contracts are in place and monitor the delivery of contracts within the remit of the role, such as those for finance, HR and IT

PERSON SPECIFICATION

The following skills, knowledge and experience are required to carry out this role. There are some which we have suggested are beneficial but not essential.

ESSENTIAL

- Lived experience of mental ill-health, distress or trauma
- Proven experience of working as part of a senior management team and an understanding of the CEO leadership role in a small organisation
- Broad general management experience across a range of business functions and systems including, strategic development and planning, budgeting, finance, human resources, risk management and business analysis
- Proven ability to organise projects and people, giving the attention required, within a set timeframe or by a deadline **AND/OR** A track record of successfully managing multiple projects concurrently, with the ability to delegate whilst maintaining personal responsibility
- Strong understanding of major compliance areas such as H&S and Safeguarding
- Ability to use Microsoft Office: Outlook, Word, Excel, PowerPoint and other online systems or software (we use BlackBaud, Sharepoint, Bright HR)

(CONTINUED)

- Ability to work well in as a team (in a group of people) and independently (alone) in order to deliver operational objectives
- Commitment to championing an equitable, diverse and inclusive workplace culture, with a proven ability to work with people from a wide variety of backgrounds
- Prepared to get stuck in and be hands-on, as is the nature of a team in a small organisation

BENEFICIAL

- A good understanding of the mental health space and NSUN's position within it
- Experience in the charity/not for profit sector
- Business and resource planning skills and the ability to deliver strategic plans robustly and effectively
- Experience of embedding GDPR within a charity
- Experience of working with board members and other volunteers

APPLICATION AND INTERVIEW

Please complete and send the following to Zoe Kirby at info@nsun.org.uk. Please include "Head of Operations & Finance" in your email subject line.

Click on the links to download:

1. [Application form](#) (if you would prefer, you are welcome to send us a short video or audio file (no longer than 5-8 minutes), telling us about yourself, your current and previous job roles and any relevant qualifications and/or knowledge, skills and experience.
2. [Equality and Diversity Monitoring Form](#)

Your details will be handled in line with our [Privacy Policy](#).

On completion of all the above documents by 5pm on Monday 28th February, we will acknowledge receipt of your application. We regret that late applications will not be considered. You can find out more about us by [visiting our website](#). If you would like to discuss this role in more detail please contact Akiko Hart, CEO, by emailing akiko.hart@nsun.org.uk

All applicants will receive a response from us to confirm whether or not they have been selected for an interview. We aim to give at least half a week's notice ahead of the interview date.

Interviews will be held online using Zoom with Akiko Hart (CEO) and one other person, to be confirmed, on Wednesday 9th March. Shortlisted candidates will also be sent a short written test to be completed at home before the interview.

We will email you a meeting invite, which includes a link to the interview, in advance. We will send you the interview questions the day before.

We will let you know if there is anything in particular that we need you to prepare in advance. Please let us know if you require any adjustments to the interview process for you to participate and we will do our best to accommodate these.

All applicants who attend an interview will be offered feedback. It is not possible for us to give individual feedback if you have not been selected for an interview.

Thank you very much for your interest in this role. We look forward to hearing from you.



National Survivor
User Network

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USER NETWORK (NSUN)
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