



**National Survivor
User Network**

OPERATIONS MANAGER

CONTRACT: FIXED TERM CONTRACT FOR 2 YEARS

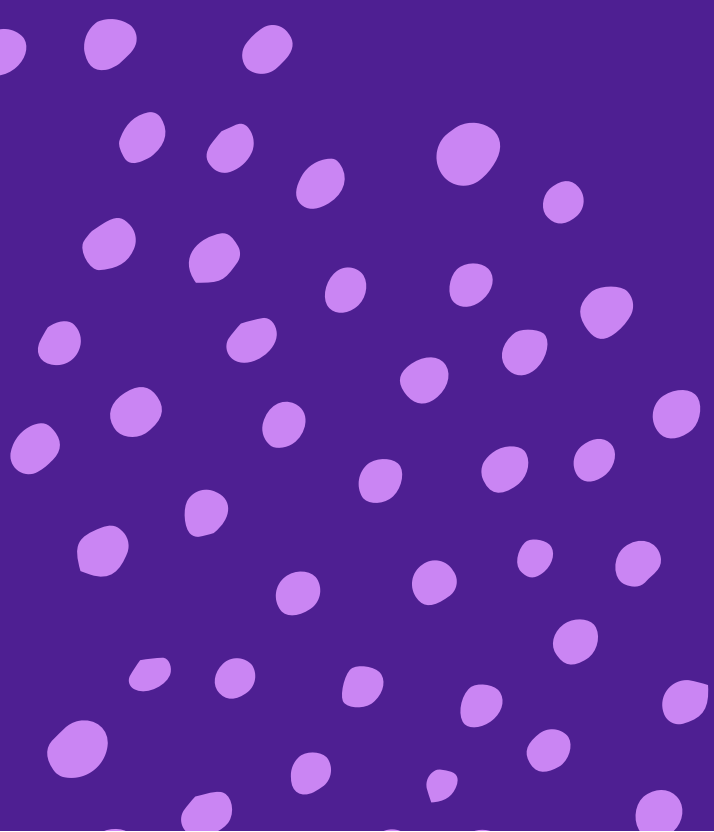
SALARY: £30,076 PER YEAR (FTE £37,595)

HOURS: 4 DAYS (28 HOURS PER WEEK)

LOCATION: HOME-BASED FROM THE UK

DEADLINE: 9AM ON MONDAY 20TH NOVEMBER

INTERVIEWS: TUESDAY 5TH DECEMBER



ABOUT THE NATIONAL SURVIVOR USER NETWORK

NSUN is a charity and a membership organisation. We are a network of grassroots, user-led mental health groups and people with lived experience of mental ill-health, distress and trauma. We connect, support and amplify the voices and work of our membership and work towards the redistribution of power and resource in mental health.

NSUN is a user-led organisation, and all staff and trustees have lived experience of mental ill-health, distress or trauma.

Over the past couple of years, NSUN has scaled and changed. This is an exciting time to join an organisation which is growing and **embarking upon an exciting new strategic direction**, focussed on doing things differently in mental health and beyond.

ABOUT THE ROLE

We are looking for someone with relevant skills and experience to play a vital role in the effective running and day to day functions of the charity through managing operations across areas of governance, policies, processes, compliance, and people and culture. There is also the option for candidates with finance experience to undertake the role with additional financial tasks in their job description as a full time (five days per week) role, rather than a four day per week role (more information further in this recruitment pack).

In this dynamic role you will work closely with other NSUN staff, Associates and the Board of Trustees to ensure that NSUN's operations run smoothly and effectively, allowing us as an organisation to undertake our unique work in the lived experience mental health landscape, where we take a creative and critical approach to thinking about mental ill-health, distress, and trauma.

We are looking for someone who has experience of holding an operations role, ideally also in the charity sector and in a small organisation. The ideal candidate will have excellent organisation, IT, and communications skills, with strong attention to detail. You must also have a passion for NSUN's work and our mission, vision, and values.

The deadline for applications is **9am on Monday 20th November 2023**. If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. You can contact Jen Beardsley, Interim CEO, at jen.beardsley@nsun.org.uk.

Interviews will take place on Zoom for shortlisted candidates on **Tuesday 5th December**.

MAIN TERMS AND CONDITIONS

- **Contract:** fixed term contract for 2 years with extension possible subject to funding
- **Salary:** £30,076 per year (FTE £37,595)
- **Hours:** 4 days (28 hours per week). It is possible the role could be 5 days per week for a candidate who also wanted to undertake finance responsibilities (more information below). Enquiries about flexible working are welcome. We welcome applications for job shares. If you are interested in applying for the role as a job share, we recommend that you do so together with the person you would share the role with. This is because we very rarely have two single applications for job shares
- **Reports to:** Interim CEO
- **Location:** home-based from the UK (NSUN does not have a physical office) with regular travel to London for meetings (travel costs are reimbursed). Based on the current location of the existing team, London is usually the most suitable location for face-to-face meetings. Face-to-face meetings for this role are likely to take place 2-3 times per month, and candidates would need to be able to make the return journey in one day
- **Holiday:** based on a 28 hour working week: 20 days plus a pro rata allowance for bank holidays, rising by 0.8 days after every year of service to a maximum of 26.5 days per year
- **Pension and benefits:** NSUN offer an automatic enrolment pension scheme starting with employee and employer contributions of 3.5%, with the option of employer matched contributions to 6% and an Employee Assistance programme (EAP) and an optional Health Care plan with HSF
- **Probationary period:** 6 months
- **Notice period:** 1 week during the first 8 weeks, rising to 1 month until the end of the probation period. Following the successful completion of the probationary period notice rises to 2 months
- **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

Governance

- With the support of the Administration and Governance Associates, lead on ensuring all operational needs of the NSUN Trustee Board are supported including:
 - Ensuring meeting schedules are planned and in place
 - Facilitating all aspects of trustee away days
 - Supporting trustees to identify and access relevant training
 - Maintaining NSUN's conflicts of interest register and record of related party transactions
 - Supporting the Chair and Vice Chair to ensure regular trustee skills are undertaken and analysed
 - Provide operational support for all aspects of board recruitment and induction of new trustees
 - Support the Chair and Vice Chair with supporting any access requirements of board members
 - Support the CEO and Senior Communications and Operations Manager in the collation of board papers.

Internal policies

- Take responsibility for maintaining an up-to-date raft of internal organisational policies - ensuring policies are updated in a timely manner and working with the Senior Communications and Operations Manager and the Interim CEO to update existing policies and draft and/or commission new ones.

Compliance

- With the support of the Operations Associate, develop and implementing systems for ensuring continued compliance with our policies around Health and Safety, Information Governance and NSUN's IT infrastructure. Including supporting compliance across our hosted projects and developing and delivering relevant internal training as appropriate

- Provide support across the team to ensure contracts, data processing agreements and appropriate consents are in place for all work, including that undertaken by external partners
- Support the team to undertake Data Protection Impact Assessments for all new areas of work and keep existing assessments up to date.
- Work with NSUN's legal counsel to ensure contracts and agreements are up to date and reflect best practice
- Maintain an up to date register of all supplier contracts within the remit of the role and support the Interim CEO and Senior Communications and Operations Manager to ensure that they remain up to date, including finance, HR and IT.

People and culture

- Lead on administration aspects of the organisation's HR function including:
 - Recruitment and induction of new staff
 - Maintaining up to date records for all employees including records held on Bright HR
 - Maintaining an up-to-date knowledge of HR legislation and rolling out changes
 - Identifying gaps in HR procedures and work with the Senior Communications and Operations Manager to implement changes as needed
 - Implementing measures to support team wellbeing
 - Researching and arranging staff training
 - Maintaining a robust system of Disclosure and Barring Service (DBS) checks and training for trustees, staff, associates, and volunteers.

Fundraising

- Support the team to manage grant reporting deadlines
- Support any other fundraising initiatives as required, including those of our hosted projects.

Other

- Delegate tasks to the Administration and Governance Associates who support NSUN's operations, providing appropriate support as required
- Any other duties commensurate with the role as requested by your line manager.

Finance

For a candidate who wanted a 5 day per week post and had the right skills, the following finance tasks would be included in the job description:

- The post holder will support the day-to-day finances of the organisation
- Raising invoices and following up on payment issues
- Undertake the day-to-day bookkeeping of the organisation with specific reference to our restricted funds, including supporting the finance functions of our hosted projects
- Supporting the work of our Interim CEO with budgets and forecasts
- Processing expenses, ensuring compliance with policy
- Preparing weekly payment runs for suppliers
- Be responsible for the issue, recording and reporting requirements of our staff wellbeing allowances
- Undertaking month end journals and processes
- Supporting the CEO/Finance Manager with the year end Independent Examination Processes.

If you are interested in applying for the post as a 5 day per week role with finance tasks, please indicate this in the supporting information section of the application form and address the finance-related points at the end of the person specification below.

PERSON SPECIFICATION

Essential

- Lived experience of mental ill-health, distress or trauma, which may include racial trauma. When addressing this point in your application form, please do not feel the need to disclose anything about your personal lived experience in any detail; we are interested in how your lived experience informs your ways of working and your interest in the role and organisation
- Proven experience of holding an operations role in a small organisation, preferably a charity
- Proven experience of supporting organisations around their compliance across a range of the following key areas (we understand and expect that no one person will have experience of all)
 - Health and Safety
 - Information Governance and UK GDPR
 - IT infrastructure
 - Safeguarding
- Excellent IT skills, including use of the full MS Office suite (Word, Excel, Outlook, PowerPoint) and experience of using databases/CRM systems
- Excellent written and verbal communication skills, including a sensitivity to the needs of individuals and an ability to put people at ease, as well as the ability to show discretion when dealing with confidential information
- Ability to work simultaneously on multiple tasks, prioritising competing demands to meet deadlines
- Excellent attention-to-detail and accuracy
- The ability to work well in a remote team, with high levels of self-motivation and ability to work autonomously as well as within a team
- A strong working knowledge of HR practice and procedure and experience supporting HR processes within an organisation
- Ability to participate in providing and receiving feedback in relation to employment and competencies and an ability to critically assess your own performance and reflect on your own practice

Beneficial

- Experience working in the charity/voluntary sector
- Awareness and/or experience of the operation of charity trustee boards and governance frameworks. Experience of having operationally supported a Board or Committee
- Experience of developing internal organisational policies
- Experience of organisation of away days or social events
- Experience of new or more efficient systems and/or supporting a team to effectively use operations systems and processes

Additional person specification points for candidates interested in the finance elements of the role:

- **(Essential)** Experience of processing day to day financial transactions in line with financial procedures
- **(Essential)** Strong numeracy skills
- **(Beneficial)** Experience of using QuickBooks or similar bookkeeping software

APPLICATION AND INTERVIEWS

The recruitment process consists of an application form, a first interview and short task for longlisted candidates, and a second interview for candidates shortlisted after the first interview.

To apply, please complete and send the following to info@nsun.org.uk. Please include “Operations Manager” in the 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 6 minutes) to answer the “NSUN ethos and approach”, “Lived experience” and “Supporting information” sections of this form. The rest of the form must be completed and returned.
2. [Equality Monitoring Form](#)

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

On completion of the above documents by **9am on the 20th November 2023** 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 Jen Beardsley, Interim CEO, by emailing jen.beardsley@nsun.org.uk.

First interview and task

Longlisted candidates will be emailed a brief written task one week before a first interview, to be completed before the interview. The task should take around an hour to complete. It will be considered alongside the interview question answers (and ‘weighted’ the same as one interview question in scoring).

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

First interviews will be held online using Zoom with Jen Beardsley (she/her), Interim CEO, and Amy Wells (she/her), Senior Communications and Operations Manager, on the 5th December.

Second interview

For candidates shortlisted at the first interview/task, there will be a short and more informal second interview. The purpose of this interview is to be more conversational so you will not receive questions in advance, but we will provide you with an idea of the topics we'll be talking about. It is a chance to find out more about your interest in the role, what you would like to get from it, and how you prefer to be managed and supported. It is also a chance for you to ask any questions about the role, organisation, and job description.

We will aim to inform you of the outcome of the recruitment process on the day of your second interview. Please note that more than one candidate is likely be put through to this second stage interview.

Please let us know if you require any adjustments to the application and/or interview process for you to participate and we will do our best to accommodate these.

Communications and feedback

All applicants will receive a response from us to confirm whether they have been selected for an interview. We aim to give at least half a week's notice ahead of the interview date.

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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REGISTERED CHARITABLE
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IN ENGLAND (NO.1135980)

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USER NETWORK (NSUN)
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