



OXPIP Operations Manager (Maternity Cover)

Job Description

Introduction

The OXPIP Operations Manager is responsible for ensuring the smooth running of all business operations to enable clinicians to deliver safe and effective therapy, and our trainers to deliver high-quality training. This role is part of our senior leadership team, reporting to the CEO directly and line managing the 'Administrator' and 'Operations Officer'. The post holder will occasionally be required to deputise in the CEO's absence.

About OXPIP

We are a pioneering charity with a national reputation as a specialist in the field of parent-infant psychotherapy. For over 25 years we have helped parents and their babies to build close and loving relationships from the start of life. Our vision is to contribute to a more responsible and empathetic society through an intensive focus on positive early relationships and emotional well-being.

Oxford Parent-Infant Project (OXPIP) is a charity which:

- delivers specialist parent-infant psychotherapy to parents and carers in Oxfordshire, and their babies, who need some help to form a secure attachment. We work with parents and infants from conception up to the age of two.
- provides national and international specialist parent-infant therapy training.
- supports awareness raising and policy change, regarding the importance of parent and infant relationships and mental health, locally and across the UK.
- raise awareness of early intervention and the importance of attachment, and to influence policy and service development around these issues at both local and national level.

Safeguarding

OXPIP is fully committed to safeguarding and protecting the welfare of all children and taking all reasonable steps to promote safe practice and protect children from harm, abuse and neglect. OXPIP recognises its duty of care to safeguard children as detailed under the Children Acts' 1989 and 2004 and Working Together to Safeguard Children 2015. OXPIP acknowledges its duty to act appropriately with regards to any allegations towards anyone

working on its behalf, or towards any disclosures or suspicion of abuse. OXPIP supports and adheres to the United Nations Convention on the Rights of A Child (UNCRC).

OXPIP believes that:

- The welfare of all children and young people is paramount. We treat infants as individuals entitled to dignity and respect.
- Every child has the right to equal protection from harm or abuse.
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, their parents, carers and other agencies is essential in promoting young people's welfare.
- We are all responsible for raising awareness of best practice.
- Safety is the responsibility of all members of OXPIP.

We adopt and apply safer recruitment practices for all staff, trustees and volunteers.

Please refer to OXPIP's Safeguarding Policies for more details by clicking [here](#).

Equality and Diversity

OXPIP is committed to eliminating prejudice and discrimination in all its work, including in recruiting, promoting and developing staff. We are committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance and the elimination of all forms of discrimination in the workplace for all staff and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from prejudice, discrimination or harassment, and in which all decisions are based on merit. OXPIP will recruit the person who best matches the requirements of a vacant post.

Please refer to OXPIP's Employment and Diversity Policy for more details by clicking [here](#).

Role Title:	Operations Manager (Maternity Cover)
Location:	Oxfordshire
Base:	Main OXPIP office, Kidlington with flexible hybrid working as appropriate
Responsible to:	Chief Executive
Liaison with:	<p>Within OXPIP:</p> <ul style="list-style-type: none"> • OXPIP Head of Clinical Services, Heads of Training • OXPIP Clinical Team • OXPIP Administrator and Training Admin & Finance Officer • Board of Trustees <p>Outside OXPIP:</p> <ul style="list-style-type: none"> • Suppliers including IT support company • Training and Consultancy purchasers and partners • Donors and supporters • Premises team • Referring Agencies (GPs, Midwives, Health Visitors, Social Workers, Community Mental Health Teams) • Partner Statutory and Voluntary agencies
Main Purpose of the Role:	The purpose of this role is to ensure the smooth running of all business operations to enable clinicians to deliver safe and effective therapy, and our trainers to deliver high-quality training.

Main Activities:	<p>The Operations Manager will take overall responsibility for:</p> <ul style="list-style-type: none"> • Ensuring the processes of information management, including clinical information, are fit for purpose, and implemented effectively and processed securely. • Working with the CEO to develop operational strategies including marketing and communications. • Lead on implementation of the marketing and comms strategy including leading on website, social media and use of digital innovation. • Event management and marketing of OXPIP's activities. • Supporting the Head of Training in promoting OXPIP's Professional Training. • Ensuring the Operations Officer and Administrator are delivering an efficient training enrolment and payment system, with high levels of customer satisfaction. • Managing the contracts and relationships with training commissioners • Ensuring the Operations Officer manages financial processes efficiently and effectively across all activities. • Completing some financial processes such as managing and reconciling bank accounts. • Working with the CEO and Trustees to manage the production of annual report and accounts, budget and forecasting. • Ensuring timely and accurate reports are produced as required • Line management of the Administrator and Operations Officer • Working with the CEO to ensure that contracts, policies and procedures are fit for purpose and kept up to date • Working with the CEO, producing and circulating resources for Trustee Meetings • Managing the Administrator to ensure effective facilities management • Contribute to management cover as part of the Senior Leadership Team and deputise for the CEO on certain functions from time-to-time • Ensuring the organisation continually operates within relevant legal requirements, including Charity Commission, Data Protection Act and Health and Safety regulations. • Other duties in line with the job purpose.
-------------------------	--

Conditions of employment	<ul style="list-style-type: none"> • 15 hours part-time position • Annual leave 30 days per annum pro rata + statutory holidays pro rata • Pension, employer contribution 6% • Mandatory training is also provided. Further CPD opportunities are also available
---------------------------------	--

Requirements	Essential / Desirable	Method of Assessment
Qualifications		
Relevant qualification or training e.g. Management, Administration or Accounting	Desirable	Application
Grade 5 or higher in GCSE Maths or equivalent and Grade 4 or higher in GCSE English or equivalent or an equivalent level of skills through work experience	Essential	Application/ interview
Experience		
Minimum of two years' experience in a relevant organisational role	Essential	Application/ Interview
Minimum of one years' experience of line management	Desirable	Application/ Interview
Experience of development and implementation of marketing and communication strategies	Desirable	Application/ Interview
Experience of information/data management and analysis	Essential	Application/ Interview
Experience of administering HR processes	Desirable	Application/ Interview
Experience of using Customer Relationship Management systems and reporting	Desirable	Application/ Interview
Experience of working in the voluntary sector	Desirable	Application/ Interview
Experience of working in health, social care, education or other caring profession/organisation	Desirable	Application/ Interview
Significant experience of administering financial processes	Essential	Application/ Interview
Experience of event organisation and management	Essential	Application/ Interview
Experience of a customer service role	Desirable	Application
Skills, knowledge and competencies		

Requirements	Essential / Desirable	Method of Assessment
Excellent ICT skills	Essential	Application/ Interview
Strong verbal and written communication skills including contributing to report writing	Essential	Application/ Interview
Able to identify and communicate risk including to trustees, and to participate in risk management	Desirable	Application/ Interview
Able to research, write and communicate relevant organisational processes and policies including contracts	Desirable	Application/ Interview
An understanding of clinical data security and sensitivity	Essential	Application/ Interview
An organised approach and excellent time management skills	Essential	Application/ Interview
A professional, diplomatic and solution-focussed approach including to conflict resolution	Essential	Interview
Flexible, adaptable, able to use own initiative and work autonomously	Essential	Interview
Numerate, accurate and a high level of attention to detail	Essential	Application/ Interview
Maintain confidentiality and work with discretion and tact	Essential	Interview
Warm, friendly and empathetic approach	Essential	Interview
Other		
Able to work as part of a team	Essential	Application/ Interview
Full, valid driving licence	Desirable	Application
Can provide own transportation	Desirable	Application
The capacity to attend occasional evening or weekend commitments including our Quiz Night and our Annual Opera event.	Essential	Application

Requirements	Essential / Desirable	Method of Assessment
Able to work Wednesdays, for a 8.45am start in Kidlington once or twice a month plus flexibility to attend face-to-face meetings in Kidlington as required	Essential	Application
Able to travel to main office in Kidlington and other venues around Oxfordshire	Essential	Application
Able to work from home or off-site	Essential	Application