



## **OXPIP Operations Officer (Maternity Cover)**

### **Job Description**

#### **Introduction**

The OXPIP Operations Officer ensures the smooth running of key business operations to enable clinicians to deliver safe and effective therapy, and our trainers to deliver high-quality training. The Operations Officer role focusses mainly on: financial admin including liaison with our accountants for payroll; training planning, admin and contract management; managing our IT and supplier contract. This role reports to the Operations Manager (Maternity Cover).

#### **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](#).

<b>Role Title:</b>	Operations Officer (Maternity Cover)
<b>Location:</b>	Oxfordshire
<b>Base:</b>	Main OXPIP office, Kidlington with flexible hybrid working as appropriate
<b>Responsible to:</b>	Operations Manager (Maternity Cover)
<b>Liaison with:</b>	<p><b>Within OXPIP:</b></p> <ul style="list-style-type: none"> <li>• OXPIP Head of Clinical Services, Heads of Training</li> <li>• OXPIP Clinical Team</li> <li>• OXPIP Administrator</li> <li>• Board of Trustees</li> </ul> <p><b>Outside OXPIP:</b></p> <ul style="list-style-type: none"> <li>• Suppliers including IT support company</li> <li>• Training and Consultancy purchasers and partners</li> <li>• Donors and supporters</li> <li>• Premises team</li> <li>• Partner Statutory and Voluntary agencies</li> </ul>
<b>Main Purpose of the Role:</b>	The purpose of this role is to support the Operations Manager 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.

<b>Main Activities:</b>	<p>The Operations Officer will:</p> <ol style="list-style-type: none"> <li>1. Conduct a wide range of financial administration tasks which include: <ul style="list-style-type: none"> <li>• Collating payroll information (salary, hours worked, overtime, starters and leavers) and prepare payroll information for the accountant</li> <li>• Maintaining our payroll tracker</li> <li>• Securing management approvals</li> <li>• Receipting and processing invoices</li> <li>• Liaising with suppliers and payees</li> <li>• Informing the accountants of payments which need to be deferred</li> </ul> </li> <li>2. Support the Head of Training with planning and project management including: <ul style="list-style-type: none"> <li>• Managing the Training Calendar</li> <li>• Booking trainers (and venues if required)</li> <li>• Preparing verbal and written reports on registration levels, costs and expenditure</li> <li>• Managing training course details on Sheep CRM and being responsible for the IT and financial aspects of the registration process</li> <li>• Working closely with the Administrator to ensure smooth running of the training registration process and of training days</li> <li>• From time to time, providing on-the-day support to trainers including checking people in</li> <li>• Managing admin for larger training contracts including invoices and reports</li> </ul> </li> <li>3. Working closely with our IT support company and suppliers to ensure our IT systems work efficiently and effectively and are fit for purpose. Including: ensuring our website is functioning and kept updated, updating the information stored on our CRM (Sheep) and ensuring the CRM is working well, managing the contract with our IT company (Orbits)</li> <li>4. Working with the Operations Manager on a range of other operations tasks in line with job purpose, such as supplier contracts and procurement, completion of the annual report and ensuring our HMRC and NI requirements are delivered, ensuring we are compliant with Charity Commission requirements.</li> <li>5. Other duties in line with the job purpose</li> </ol>
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	<ul style="list-style-type: none"> <li>• 16 hours part-time position</li> <li>• Annual leave 30 days per annum pro rata + statutory holidays pro rata</li> <li>• Pension, employer contribution 6%</li> <li>• Mandatory training is also provided. Further CPD opportunities are also available</li> </ul>
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Requirements	Essential / Desirable	Method of Assessment
<b>Qualifications</b>		
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
<b>Experience</b>		
Minimum of two years' experience in a relevant organisational role	Essential	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 a customer service role	Desirable	Application
<b>Skills, knowledge and competencies</b>		
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

Requirements	Essential / Desirable	Method of Assessment
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
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