



**BRANDON CENTRE FOR COUNSELLING AND PSYCHOTHERAPY
FOR YOUNG PEOPLE**

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A. OUTLINE OF POST

Job Title	Operations Manager
Contract	Permanent
Hours of work	Full time, 9.30 am - 5.00 pm
Place of work	The Brandon Centre, 26 Prince of Wales Road, London NW5 3LG
Managed by	Chief Executive Officer (CEO)
Accountable to	The Council of Management through the CEO

B. JOB SUMMARY

To work with the CEO and Heads of Department to ensure delivery of a high quality service to young people, by providing operational support to, and engagement with, a highly motivated team, both clinical and non-clinical.

Summary of purposes of role:

Centre organisation

To ensure the organisation runs smoothly and efficiently, fulfilling its contractual and statutory obligations, developing as determined by decisions made by the Council of Management, and maintaining a position as a leading clinic in the locality.

Human resources

To be responsible for the HR function at the Centre and to support heads of department to manage and lead employed and attached staff in a manner that produces excellent team work, developing team members, promoting an efficient and affordable skill mix.

Finance

To lead and oversee the effective day to day management of the organisation's finances.

To work with the CEO to help maximise sustainability through effective business planning, management of expenditure, and identification of opportunities arising from charitable and public sector funding sources.

Health & safety

To protect the Centre from breaching the provisions of the health & safety regulatory framework and produce a safe and healthy working environment.

Young people's services

To oversee the delivery of a high quality reception and central point of contact for users of the Centre, contributing to a high quality of service across the organisation.

Information technology

To enable the Centre to function efficiently and safely, develop services and improve quality and user satisfaction through effective and reliable IT systems.

Clinical governance, performance & quality management

To provide operational support to heads of department and services to maintain the highest quality of service provision in an efficient and cost-effective manner.

Service development

To work with the (CEO) and heads of department in tendering for contracts for Brandon Centre services associated with boroughs and CCGs CAMHS transformation plans and -their funding.

Marketing and promotion

To work with heads of department to help develop marketing and communications for their services.

C. BRANDON CENTRE OVERVIEW

The principal objective of the Brandon Centre is to provide a professional, accessible and flexible service which responds to the psychological, medical, sexual and social needs of young people age 12- 25 yrs.

Services include:

- Individual counselling and psychotherapy for young people, using a range of evidence based therapies
- Contraception and sexual health services
- Systemic Integrative Therapy for families
- Parent management programmes
- Therapeutic work in community settings (outreach)

D. PRINCIPAL DUTIES AND RESPONSIBILITIES

Centre organisation

With the support of the CEO, ensuring that the Centre runs smoothly and efficiently, fulfilling its contractual obligations, developing as determined by decisions made by the Council of Management and maintaining a position as a leading clinic in the locality.

- Work to continuously improve the operational effectiveness of the organization, via the development of improved policies, procedures and processes.

- Co-ordinate management team and other team members to ensure decisions are acted upon and implemented.
- Provide assistance to the clinicians on operational matter as and when required, including acting as management adviser to the Centre.
- Work collaboratively with heads of department to arrange all necessary administration in respect of meeting obligations arising from contracts with local authorities, CCGs and from charitable trust funding.
- Work with Heads of Department to develop systems, processes and materials to ensure all training obligations are met.
- Lead on the arrangements for the Centre's staff training programme.
- In partnership with Heads of Department, agree, document and review Centre policies and develop systems and mechanisms to ensure they are communicated to all members of the organisation.
- Support managers to ensure members of their team follow Centre policies and procedures.
- Develop, maintain and enhance processes for the fostering of good and sustainable working relationships within and between all groupings of clinicians and non-clinicians.
- Organise, participate in and produce the minutes for meetings (both regular and ad-hoc) as required e.g. departmental heads meetings; Centre team; away-days etc, including the invitation of appropriate health professionals.
- Occasional attendance at meetings and functions (both internal and external) outside normal working hours.
- Working with clinical departmental heads to manage any changes to practice and policies resulting from changes affecting government policy affecting providers of the Centre's services.
- Work with the CEO and Heads of Department to ensure compliance with all statutory and legal obligations.
- Develop systems and procedures to ensure adequate and timely supply of administrative stock and general Centre supplies.
- Work with the CEO and Heads of Department to ensure successful inspection by the Care Quality Commission or other regulatory bodies.

Building maintenance and Health & Safety

- Act as Health and Safety Lead for the organisation
- Facilities management in respect of the Centre's premises.
- Oversee and ensure necessary building safety checks are undertaken, including fire alarm, panic alarm, water and emergency lighting testing, delegating to administrators as required.
- Arranging the maintenance of building and non-clinical equipment owned, leased or otherwise occupied or used by the Centre.
- Effect and maintain Centre insurance policies, public and third party liability, employers' liability, premises and equipment.
- Ensure systems and procedures are in place to maintain security of personnel and property.
- Liaise with the organisations that manage buildings, extensions, repairs, decorations, fixtures and fittings, gardening and maintenance of exterior.
- Develop and monitor systems and procedures to ensure that high standards of hygiene are maintained in relation to non-medical services.
- Plan, control and supervise ordering of stationery supplies, equipment, furniture and fittings, etc.
- Ensure systems are in place for significant event analysis / critical incident appraisal.
- Maintain logs of centre incidents and co-ordinate organizational response to incidents.

Human Resources

Support heads of department to manage and lead employed and attached staff in a manner that produces excellent team work, developing team members, promoting an efficient and affordable skill mix.

- Act as HR Lead for the organisation, providing advice and support to managers around HR matters, including recruitment, staff support/welfare and development, reorganisation and employment practices.
- Review, maintenance and operation of all HR policies and procedures in line with best practice and employment law.
- Communicate agreed Centre policy to staff and introduce systems to support such policies.
- Provision of advice on salary scales.
- Work with recruiting managers to recruit and maintain an efficient and cost-effective level of staffing.
- Ensure proper conditions of employment, taking into account current employment legislation and recognised good practice.
- Produce and maintain a rota for the front office Receptionist Administrators, working closely with service managers to ensure appropriate staffing levels.
- Work with heads of department to ensure workforce and skill mix is reviewed regularly in line with changes in client and service need.
- Develop and maintain systems and mechanisms to ensure effective communication within the organisation, to include consultation / dissemination of information about Centre developments.
- Implement and arrange on-going non clinical staff mandatory training programme.
- Work with heads of department to ensure that all staff are aware of the importance of protecting any confidential information about clients, clinicians or colleagues.
- Work with heads of department to encourage team working and development.
- Consult with and report to the CEO and the Council of Management on staff issues as agreed.

Finance

To work with the CEO to maximise growth and sustainability through effective business planning, management of expenditure, and identification of opportunities arising from health service changes and charitable trust funding opportunities. To lead and oversee the effective day to day management of the organisation's finances.

- Payment of staff salaries, collation of monthly salary adjustments including overtime and expenses.
- Control of expenditure – work with the CEO to design and implement sound financial controls for the organization.
- To work with the charities auditors to assist in the preparation of a full set of accounts up to trial balance for the Centre.
- Advise and assist the CEO to maximise income.
- Oversee the administration and reconciliation of all Centre income and expenditure.
- Understand and keep up to date with all regulations and directives in respect of Centre income streams.
- Ensure submission of claims and check receipt of payments in connection with local authority and CCG contracts and with charitable trust grants.
- Liaise with accountant, bank manager, local authority and CCG as required etc.

- Provide, collect and collate statistics, prepare reports and undertake research as required.
- Delegate to Finance Administrator as required.
- Work with CEO to contribute to Centre business plans.
- Work with the CEO to prepare income / expenditure projections.
- Work with the CEO to develop, maintain and enhance all financial controls and reports.

Services for young people

To oversee the delivery of a high quality reception and central point of contact for users of the Centre, contributing to a high quality of service across the organisation.

- To support the Centre receptionist administrators, ensuring a high quality front office reception service for users of the centre.
- Contribute to policies and procedures in respect of client registrations and the maintenance of records and registers, including filing, processing of correspondence, appointments and the repeat prescribing system by working with relevant heads of department.
- Work with CEO and heads of department to agree the content and supervise the updating of Centre leaflets, notices, and standard letters and ensure that appropriate information is available to users of Centre services.
- Maintain good staff / user communications and monitor and review reception / telephone arrangements at regular intervals.
- Manage the complaints procedure for the Centre, dealing with all complaints as they arise and in accordance with up to date guidance and best practice.

Clinical governance, performance & quality management

To provide operational support to heads of department and services to maintain the highest quality of service provision in an efficient and cost-effective manner.

- Work with heads of department and project leads to ensure the Centre is meeting all agreed contractual standards and is prepared for contract review meetings / other forms of monitoring.
- Deal personally with any confidential matter about the Centre or the staff and reporting to any official or professional body.

Information Technology

To enable the Centre to function efficiently and safely, work with the CEO and relevant Centre staff to develop services and improve quality and patient satisfaction through effective and reliable IT systems.

- Develop and maintain an awareness of all aspects of IT provision relevant to the Centre's services.
- Ensure effective delivery of IT training and provision within the Centre working closely with IT support organisation which has responsibility for day to day operations.
- Develop good working knowledge of IT systems (including the main clinical system, the appointments system and the document management system), and the capacity to troubleshoot.
- Identify IT training need for all Centre personnel including clinicians.
- Maintain awareness of developments in technology.
- Develop understanding of data extraction for audit and other purposes.
- Develop and promote the effective use of Windows, MSOffice and electronic clinical records systems, internet and e-mail.

Service development

Work with the CEO and heads of department to take advantage of opportunities to expand the Centre's services.

- Help to identify suitable opportunities
- Contribute to completing tender applications
- Prepare for participation in meetings with commissioning bodies, users and other stakeholders as part of the tender process
- Contribute, if successful, to the set up phase of a new service
- Contribute to monitoring, evaluation and other reporting requirements

Marketing and promotion

To work with heads of department to help develop marketing and communications for their services.

- Develop and implement strategies to promote a positive image of the Centre.
- Maintain awareness of national and local developments and thinking in respect of young people's services. Advise on the potential impact on the Centre and how best to exploit them, to maximise business benefits.

Safeguarding

- To provide safeguarding advice and support to line managed staff (including reception administrators and finance assistant), involving the relevant clinical lead as required.
- To provide safeguarding advice and support to Centre staff in the absence of the relevant line manager / clinical lead.
- To seek advice as necessary from the local safeguarding children and adults teams.
- To work with the CEO and heads of department to ensure effective communication of safeguarding issues and updates, and provision of mandatory safeguarding training.
- To work with heads of department to ensure safeguarding procedures are robust and appropriate.
- To assist in operationalising the latest updates in safeguarding practice.

Personal/professional development:

The post-holder will participate in any training programme implemented by the Centre as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- Engage in regular appraisal process and subsequent learning/changes required.

Quality:

The post-holder will strive to maintain quality within the Centre, and will:

- Alert other team members to issues of quality and risk.

- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet client needs.
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with clients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Miscellaneous

- Perform any duty specifically designated by the Council of Management as being properly the responsibility of the post holder.

General responsibilities for all Brandon Centre staff

All employees of the Brandon Centre are required to observe legislation, Brandon Centre policies, standards and guidelines relating to confidentiality, information governance, risk management, safeguarding children, safeguarding adults, equal opportunities, data protection, freedom of information, health and safety, infection control, and the Health and Social Care Act 2008 (previously known as the Hygiene Code).

Confidentiality and data protection

All Brandon Centre employees are required to ensure that personal data and personal information concerning service users and staff is protected at all times, to maintain confidentiality in accordance with the Brandon Centre's policy on confidentiality and information governance, and data protection legislation.

Staff are required to obtain, process and/or use personal information in a fair and lawful way, to hold personal information only for the specific registered purpose, and to only share or disclose data to authorised persons or organisations following the strict guidelines and principles as outlined in Brandon Centre policies as instructed.

All Brandon Centre employees are expected to sign a confidentiality agreement on taking up their post at the Centre.

Safeguarding of children and adults

All staff have a responsibility to safeguard and promote the welfare of all children and adults that they come into contact with during the course of their work at the Brandon Centre. The post holder will receive the appropriate level of training, both at induction and on an ongoing basis. She/he is responsible for ensuring that they are familiar with, understand and always work within the safeguarding policies of the organisation.

Health records, record keeping and record management

All staff have an obligation to ensure that patient records (both paper and electronic) are

maintained in accordance with Brandon Centre policies, to facilitate clinical care and effective administration, and to ensure that confidentiality is protected at all times. All staff are advised to compile records on the assumption that they are accessible to patients in line with the Access to Health Records Act 1990.

Equality and Diversity

The Brandon Centre is committed to equality in employment and service delivery. Its Equal Opportunities Policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justified. All those working for Brandon Centre are expected to actively promote equality and diversity in all aspects of their work.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Infection Control

The post holder will ensure compliance with the Brandon Centre's Infection Prevention and Control policies and procedures, and the Health and Social Care Act 2008, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Waste disposal

All staff must ensure that waste produced within the Centre is disposed of in such ways that control risk to health or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Smoke free environment

There is a no smoking policy in operation in the Brandon Centre. In accordance with this policy smoking is positively discouraged and is not permitted on the premises.

This job description is designed to reflect duties currently incorporated in this post. These may change in light of a change in the service provided by the Centre, but any such change will be fully discussed with the post holder. This job description is subject to an annual review.

**Person Specification
Centre Manager**

	Essential Requirement	Desirable Requirement
Qualifications	Education to A Level or equivalent	Demonstration of on-going professional development Education to degree level or equivalent CIPD or financial qualification
Experience	A minimum of five years management experience in a medium sized organisation Experience in analysing and presenting complex information Experience of implementing and developing HR policies and processes Experience of operational functions including health and safety, office management, building management and finance.	Experience of providing administrative, operational and policy based support to a senior leadership team Experience of working with and supporting trustees Experience of working in adult and/or child and adolescent mental health/sexual health, other relevant charitable or public sector organisation
Knowledge and Skills	Knowledge of business management policies, procedures and practices Knowledge of basic financial processes and practice Good all round management skills particularly in relation to human resources, finance and performance management Proven negotiation and influencing skills Proven ability to develop and	Knowledge of quality systems and key performance indicators Knowledge of health service and clinical commissioning groups

	<p>maintain strong professional relationships with colleagues and customers</p> <p>Diagnostic, consultative approach to relationship and business</p> <p>Challenges the status quo in a constructive manner</p> <p>Ability to inspire others, coupled with a personable and outgoing communication style</p> <p>Ability and desire to optimise the team and draw on others for inspiration, ideas and feedback</p> <p>Working knowledge of accounts to trial balance and experience of management of a substantial budget</p> <p>Working knowledge of IT systems and computer usage</p> <p>Awareness of Health & Safety</p>	
Personal Qualities	<p>Calm and works well under pressure, including working flexibly.</p> <p>Highly organised and able to prioritise workloads</p> <p>Good verbal and written communication skills</p> <p>Team player</p> <p>Demonstrates problem solving abilities, resourceful, finds ways to get things done and makes things happen</p>	
Motivation and Expectations	<p>Highly motivated and able to empower others</p> <p>High expectation of self and others</p> <p>Able to work for the benefit of the team</p>	