



Head of Operations – Independent Mental Health Network (IMHN) - Job Description and Person Specification

The Independent Mental Health Network (IMHN) is a membership-led organisation that represents a diverse community of past, current and future users of mental health services, as well as those with lived experience of mental health.

By working together, we believe that we can be a force for positive change in the way that mental health is treated, perceived, and recognised.

Our [branches](#) lead on work to improve local mental health services, campaign for reforms and changes to the negative ways that mental health problems can be viewed, and act as a local voice for those with a diverse range of lived experience.

Our Website: www.imhn.org.uk

The role

The Head of Operations (HO) will be responsible for providing leadership, developing and implementing IMHN strategic objectives as outlined in the business plan, lead on partnership and business development, and be an effective advocate for the organisation and its members.

The HO will be required to build an effective working relationship with the membership, branch committees, the Board of Trustees and to provide operational management and financial control and ensure good governance and compliance with the law and regulations across all aspects of the charity

It is **essential** that the HO demonstrates attributes that support IMHN's vision, mission and values in line with:

- Commitment to challenging mental health stigma and discrimination
- Commitment to equality, diversity and inclusion

It is **desirable** that the HO would have:

- Understanding of the issues affecting people with lived experience of mental health conditions
- Experience of working with people with lived experience of mental health conditions
- Lived experience of mental health

Job description

Role: Head of Operations (HO)

Hours: 0.8 Full Time Equivalent (FTE)

Place of Work: Bristol locality with hybrid working by arrangement

Reports to: Board of Trustees

Line management: Typically 3 to 6 Employees / some volunteers & member representatives

Salary: £ 33,540.51 - £38,310.13 FTE
(pro-rated to £26832.41 to £30648.10 for 0.8 FTE)

Benefits:

- Contributory pension scheme
- 25 days annual leave plus bank holidays (pro-rated for part-time staff)
- Learning and development opportunities, including £500 personal training budget
- Access to wellbeing fund
- Three mental health days per year

Main duties and responsibilities:

Leadership

1. Lead the promotion and development of IMHN's work, raising the charity's profile and maximising its reach and opportunities for co-production.
2. Support and motivate staff, members and volunteers towards IMHN's values, aims, objectives and ambitions and establish IMHM members into all aspects of the mental health service lifecycle.
3. Seek out, develop and maintain effective working relationships with relevant organisations and individuals to facilitate the implementation of IMHN's strategic objectives
4. Lead by example, instilling a culture of professionalism, diversity and inclusion, supported by mentoring, coaching, training and development.
5. Establish a strong leadership team with the Chair and trustees.

Operations

1. Carry out all operational functions including administration, finance, recruiting, fundraising, marketing, communications and IT.
2. Ensure that IMHN business, contracts and projects are delivered to the highest standard with due regard for time scales, targets and budgets.
3. Line manage individuals, taking overall responsibility for the management and effective deployment of staff, members and volunteers,
4. Apply robust HR processes covering inclusion and diversity, recruitment, learning and development, performance management, appraisal and remuneration.
5. Be responsible for the custody, maintenance and efficient use of the charity's assets.

Strategy, partnerships and development

1. Be responsible for ensuring that members remain at the core of IMHN, its values and work, promoting the value and voice of service users and people with lived experience.
2. Seek out, develop and nurture beneficial partnerships with supporters, donors, other charities and all relevant authorities/organisations.
3. Be responsible for developing IMHN's Communications Strategy ensuring a consistent approach to all communications in line with IMHN values.
4. Over the longer term, work with the trustees to develop a business plan and be responsible for developing and implementing an action plan that delivers the objectives set out in the business plan.

Financial Controls

1. Liaise with the Board to develop and lead on the implementation of the charity's financial plan.
2. Ensure that the charity's financial resources are managed effectively and that IMHN remains in good financial health,
3. Identify risks and take appropriate and timely action.
4. Oversee production of management accounts and annual reports.

Governance and Compliance

1. Work closely with the Board and the membership to ensure that the charity's overall governance structure, policies and procedures are appropriate and effective and meet legal, regulatory and best practice needs
2. Together with the board, ensure the development and practical application of all organisational policies and procedures e.g. health and safety, equality and diversity, safeguarding and data protection.

3. Attend all Board meetings and prepare a written report in advance of each meeting detailing matters of interest and concern regarding the charity's activities during the previous period; ensure that the Board is made aware in a timely fashion of any matters requiring its attention.
4. Ensure that the charity's activities are conducted safely.
5. In partnership with the Board of Trustees, ensure that all major risks are identified and are regularly reviewed, and that systems and procedures are in place to mitigate all such risks; be responsible for the development and implementation of the charity's Risk Register.