



Job Information Pack

Operations Manager January 2022

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**Welcome from Raj Athwal – Executive Director
The Mulberry Centre**

Dear Candidate,

We are very pleased you are interested in applying for the position of Operations Manager at The Mulberry Centre. I hope you will find the information in this Candidate Brief useful and more generally, the content of our website: <https://www.themulberrycentre.co.uk/>

The Mulberry Centre (TMC) is an award-winning cancer information and support centre and an independent charity, based on the grounds of the West Middlesex University Hospital in Isleworth, West London. It has been open for over 20 years and has provided services and support to more than 15,000 people.

We are seeking an Operations Manager who will work closely with the Executive Director. We are looking for an experienced leader with successful line management experience who will lead the day-to-day management of front office staff and provide key support across all the back-office functions of The Mulberry Centre. The individual will support the Executive Director in the development and implementation of internal operational processes, working across the departments to strengthen and support more standardised and effective ways of working across the Centre, enabling The Mulberry Centre to deliver quality services with a professional and caring focus. They will ensure that relevant staff, volunteers and trustees are up-to-date on best practice to comply with COVID19 and centre risk assessment. You will need to be a warm and welcoming team player, be proactive and an office all-rounder supporting your colleagues.

If you are interested in the work of The Mulberry Centre and have the relevant experience to perform this significant role, we would very much like to hear from you. Please contact me via email: raj.athwal@themulberrycentre.co.uk to discuss the opportunity in more detail.

Raj Athwal
Executive Director

2) About The Mulberry Centre

History

The Mulberry Centre is the culmination of a series of events. Over twenty ago, the West Middlesex University Hospital NHS Trust launched its first major fundraising campaign under the heading of the Pulse Appeal. West London needed a cancer support service – somewhere for anyone affected by a diagnosis of cancer to visit for information, advice and support.



Visits were made to similar Centre's around the country to gain an understanding of the viability of the service and its ongoing funding needs and to stimulate ideas for the design of our purpose-built Centre. In the summer of 1999, the cancer care Centre gained its name and visual branding – The Mulberry Centre Appeal was born. Fundraising continued, and building started in 2000. In 2001 the dream became a reality and the doors were opened for the first time.

After four years, The Mulberry Centre moved from being a subsidiary charity of the West Middlesex University Hospital Charitable Fund, to become a charity in its own right. On 1st August 2005, The Mulberry Centre became an independent charity, with its own Board of Trustees. This development allowed further scope for funding applications and an easier route for donations. Ties with the West Middlesex University Hospital continue to be strong, but the Centre gained strategic control over its future.

Today, The Mulberry Centre is a well-established resource in West London and has received many thousands of visits from both new and established users of the Centre for over 20 years.

Mission

The core mission of The Mulberry Centre is to improve the lives of anyone affected by cancer, including those with a diagnosis, carers, family members and bereaved relatives, by enhancing emotional, psychological and physical well-being.

Activities

Since 2001, The Mulberry Centre has grown and adapted its services to meet the needs of the people we aim to serve. As people are living longer with a cancer diagnosis, we recognise that their needs may change over time. It is not just the physical manifestation of the disease, but the emotional and practical impacts that we are able to respond to.

We aim to deliver a range of information and support services to all people affected by a diagnosis of cancer: to the cancer patient, the main carer, and those bereaved by cancer. Services include complementary and relaxation therapies, ongoing one to one support on a drop-in basis, counselling sessions and support groups, plus a wide range of workshops.

The combination of information, support, self-management and relaxation helps people feel in control; it helps them to make the right decisions to manage the physical and mental trauma of a cancer diagnosis, treatment and recovery. In addition, our community engagement has continued to be strengthening referral pathways with local community groups, to ensure that people hear about us at the earliest opportunity in their cancer journey.

Longstanding relationships with a wide range of health professionals, public bodies and voluntary organisations also help us to achieve and sustain our aims.

The services offered by TMC are briefly described below. Further details can be found on the TMC website.

Information Service and Library

Drop in support

Counselling, Support Groups and Coaching

Complementary Therapies

Wellbeing classes

Informative Workshops

Creative and social activities

Welfare rights and Benefits service

Engagement in the community

A peaceful space to relax and meet others, including within our own garden.

All the services are provided free of charge.

Recognitions and Awards

In June 2021, we were honoured with The Queen's Award for Voluntary Service, the highest award a voluntary group can receive in the UK. This year, the Queen's Award for Voluntary Service gave an additional special designation to QAVS awardees that provided impactful support to the community in response to the pandemic last year. The Mulberry Centre was selected for this designation and will receive a special thank you. We will consequently receive a slightly modified crystal with the words 'with special recognition - Covid 19' included in the engraving. In 2010 we were chosen as a beacon site for their Macmillan Environmental Quality Mark award for the excellence of our facilities; this was awarded again in 2012, 2015 and in November 2018. In 2014 The Mulberry Centre was named Hounslow Charity of the Year at the annual volunteer awards ceremony. In recent years, The Mulberry Centre has been the Charity of the Year of both the Mayor of Hounslow and the Mayor of Richmond upon Thames. We have also won the Hounslow Health Garden of Year Award twice. In March 2019, the Complementary Therapy team won a prestigious Macmillan Volunteers Award for their commitment and determination to improve the lives of people affected by cancer.

How we operate

We have a staff team of around 10, in full-time equivalent terms, and an expenditure budget of approximately £450,000 each year. The costs of running The Mulberry Centre have to be met by the income that we manage to raise. Although a certain amount of funding is received under contract, we have needed to find the bulk of our funding from charitable donations and fundraising activities. We have over 140 volunteers providing approximately 8,000 hours of time each year to provide support and services to our clients. We would not be able to provide the support we do for people affected by cancer without our volunteer workforce.

3) The Role of Operations Manager

Reports to the Executive Director

OVERALL OBJECTIVES

- The lead for day-to-day management of front office staff.
- To provide key support across all the back-office functions of The Mulberry Centre.
- To support ED in development and implementation of internal operational processes, working across the departments to strengthen and support more standardised and effective ways of working across the Centre.
- The lead for the Mulberry Centre database Pabau.
- To ensure that relevant staff, volunteers and trustees are up-to-date on best practice to comply with COVID19 and centre risk assessment.

Achieving these objectives will ensure the smooth running of the Centre's operational and support services, enabling The Mulberry Centre to deliver quality services with a professional and caring focus. The postholder is a member of the senior management team, and supports the Executive Director in promoting a culture that embraces change, clear communication, service enhancements, and team working.

RESPONSIBILITIES

1. Human Resources & staff management

- 1.1 To have regular one-to-one meeting with the Services Administrators to ensure they are dealing with queries, booking appointments, maintaining the client database and liaising with the relevant Leads to keep the waiting lists up-to-date.
- 1.2 To prepare and distribute the monthly rota for staff at the Centre.
- 1.3 To manage the holiday booking process in liaison with line managers to ensure sufficient human resource cover for the operational needs of the Centre.
- 1.4 The lead for setting up new employees, induction, and training.

2. Operations Coordination

a. Service Administration Support

- 2.1 To manage and support the front office, as well as provide coverage during lunch breaks and holidays for the Services Administrators.
- 2.2 To manage the data entry process for client contact, ensuring data capture is completed in Pabau in a timely manner.
- 2.3 To liaise with the MMCISM regarding administration requirements to support TMC service delivery.
- 2.4 To manage Survey Monkey, which includes designing evaluation forms, downloading feedback, analysing input, and delivering feedback to appropriate service volunteers. After receiving the evaluation report, email the case study link to the client who expressed interest in being a case study participant.
- 2.3 To prepare and distribute the monthly Centre activity timetable to the Centre's clients and volunteers.
- 2.4 To contribute to the elements of the Centre's newsletter that relate to service provision.

- 2.5 To control and re-order all supplies for the Centre and coordinate the distribution / installation of consumables, equipment, and furniture as necessary.
- 2.6 To ensure TMC is compliant regarding health and safety requirements e.g. sufficient staff/contractors with up-to-date Fire Marshall and First Aid training, PAT testing.
- 2.7 To ensure TMC is compliant with insurance and governance requirements (e.g. ICO registration). Manage insurance renewals and any claims.
- 2.8 To flag up to the ED, any issues or inconsistencies relating to Centre procedures that arise from their everyday application.

b. Statistical analysis

- 2.9 To manage the data capture (service delivery & fundraising elements) by all staff and volunteers via our Pabau CRM database and other mechanisms (e.g. footfall app).
- 2.10 To be responsible for the provision of in-house Pabau training and support where required/requested by other members of the Centre's team.
- 2.11 To produce and distribute quarterly and annual statistics for the Centre as well as providing statistical input for fundraising applications including updating the TMC Impact Report.

c. IT and website coordination

- 2.12 To manage the Centre's IT requirements through liaison with our external IT support contractor, monitoring performance and ensuring that a responsive and effective service is provided.
- 2.13 To flag up any IT needs or issues, making recommendations to Executive Director for Trustee approval if required.
- 2.14 To work closely with the TMC team to ensure that all elements of the website are up to date, by flagging to the relevant members of the TMC team any additional sections/changes needed.
- 2.15 To maintain and update the timetable of activities on the website.

d. Estates and Facilities (including Contracts and Tenders)

- 2.16 To manage all aspects of the everyday maintenance of the Centre so that it is fit for purpose including issues arising from: cleaning, gardening, telephones, rubbish collection, odd jobs (electrical / plumbing etc).
- 2.17 To manage the annual/cyclical maintenance schedule and ensure all reviews and testing dates are complied with in a timely manner.
- 2.18 To manage the tender process for new service providers to ensure that the Centre receives an efficient and cost-effective service.
- 2.19 To manage and review service and operational contracts as required.
- 2.20 To manage the private room hire process for the Centre.

3. Miscellaneous

- 3.1 To attend monthly Team Meetings and take and distribute Minutes.
- 3.2 To be available as a member of staff on the late night opening rota.

This job description is not intended as a full and detailed range of duties that may be undertaken by the post holder and will be reviewed and developed to reflect the changing needs of the service. Other duties that are commensurate to the grade of the post may be requested from time to time.

Person specification

Experience

- ♥ At least 3 years' experience in a relevant senior role.
- ♥ At least 3 years of line management experience of staff and volunteers including leading and motivating high performing teams of staff.
- ♥ Excellent administrative skills and the ability to develop, implement, maintain and manage administrative systems and procedures.
- ♥ Proven advanced IT skills in word-processing, databases, spreadsheets and email. (TMC uses Microsoft Office applications and is using the Pabau CRM database).
- ♥ Ability to manage and analyse information and ability to produce clear, concise reports, expressing ideas in a persuasive, lucid manner demonstrating a clear compelling logic
- ♥ Good time management skills with an ability to manage workload, set priorities and meet deadlines in a busy environment.
- ♥ A flexible attitude to working hours/holiday bookings being responsive to the needs of the whole TMC team.
- ♥ Ability to work both autonomously and as part of a team across the organisation and with external stakeholders.

Skills and abilities

- ♥ Educated to at least A level standard or equivalent.
- ♥ Understanding of, and commitment to, volunteering and its potential value to The Mulberry Centre.
- ♥ Knowledge of using CRM database (TMC uses Pabau).
- ♥ Experience of updating information on a website would be an advantage

Personal attributes

- ♥ **Committed to the aims and values of The Mulberry Centre:** we expect all staff to uphold and reflect the ethos of the Centre and all its work
- ♥ **Hardworking:** as a small charity, our success depends on the hard work of all our people
- ♥ **Creative and resourceful:** Ability to source and evaluate a comprehensive range of information and distil into key requirements. Ability to be both detail-focused and strategic.
- ♥ **Practical:** as part of a small team, you will need to have a positive collaborative outlook and the ability to work across the organisation and with external stakeholders to achieve results.
- ♥ **Approachable:** an open, friendly approach is critical to the team spirit of our small staff and to be sensitive to the needs of minority and vulnerable groups.
- ♥ **Flexible:** the post holder will need to be willing to work unsocial hours on occasions.

Other requirements

- ♥ Willingness to undergo enhanced DBS.

4) Working hours, salary and benefits

Working hours and flexibility

We are looking for someone to work 30 hours per week over 5 days.

Salary

£28,000 per annum pro rata (£35,000FTE).

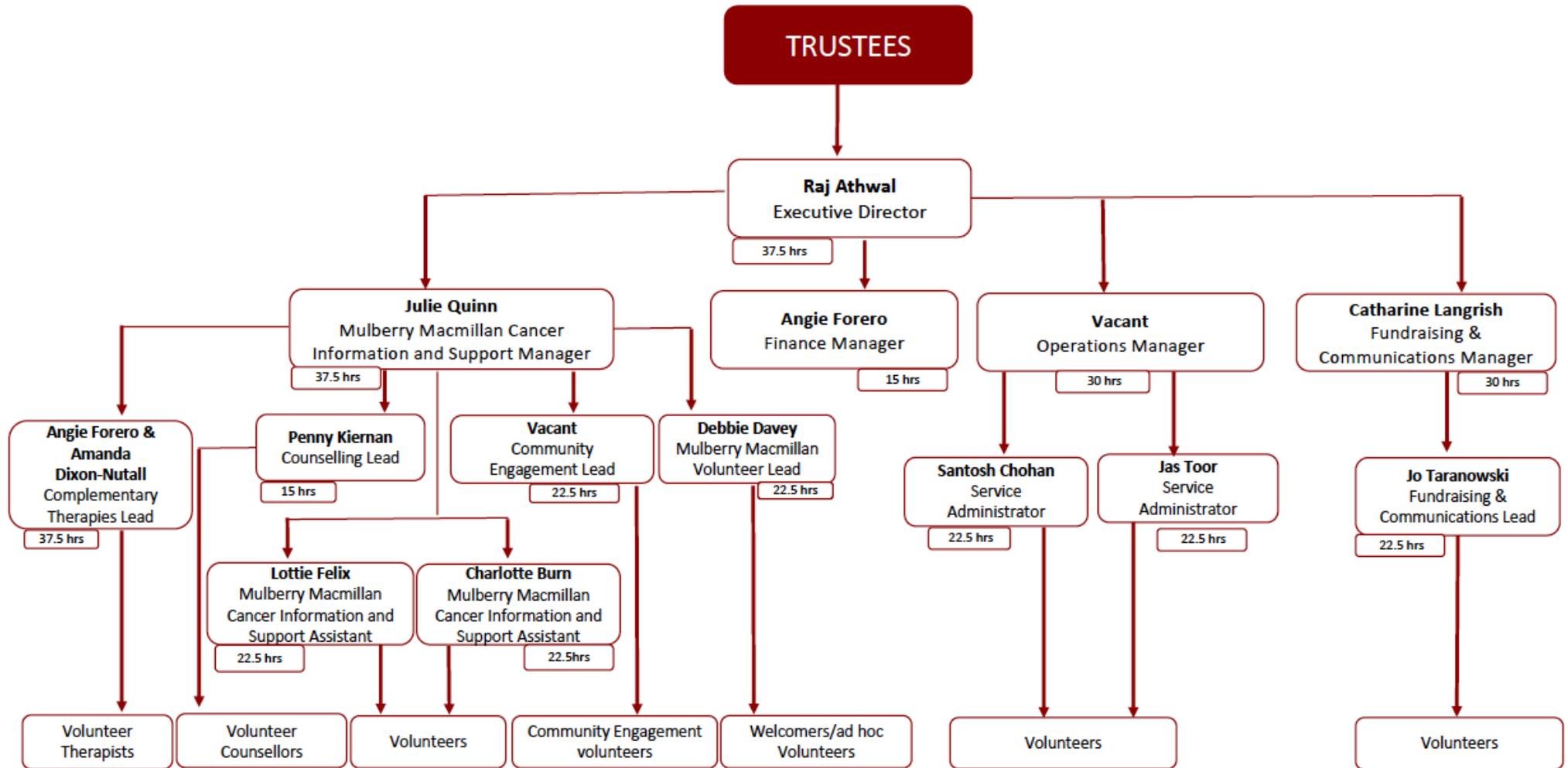
Annual leave

Holiday entitlement is 25 days holiday per year excluding public and statutory holidays.

Pension

6% pension contribution (either into a personal plan or through NEST).

5) Organisation Chart



6) Timetable and how to apply

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|--|---------------------------|
| Thursday 13 th January 2022 | Applications open |
| Sunday 13 th February 2022 – Midnight | Deadline for applications |
| Wednesday 23 rd February 2022 | Interview day |

How to apply

To apply, please email the following documents to raj.athwal@themulberrycentre.co.uk quoting OM, as soon as possible and no later than 12am on Sunday 13th February 2022.

1. A comprehensive CV
2. A covering letter containing:
 - a. Supporting statement showing evidence of how you meet the personal specification of the role.
 - b. Your notice period.
 - c. The name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Please contact Raj Athwal (email address above) if you have any queries or if you would like to have an informal conversation about the role.

Thank you for your interest in this position.