



 **Mind** Rochdale and District

**Job Vacancy**

**Deputy Head of  
Operations**

**Application deadline:**

**17th March 2025**

**Interviews:**

**21st March 2025**

# Welcome

## from our CEO

Rochdale & District Mind is a leading local mental health charity dedicated to supporting individuals facing mental health challenges across Heywood, Middleton, Rochdale, Bury, and N.E. Lancashire. Our team consists of over 70 dedicated colleagues, staff and volunteers who provide a wide variety of services and activities, including counselling, therapeutic group workshops, advocacy, crisis support, dementia support, two wellbeing cafés, as well as other wellbeing activities such as sports sessions. To ensure our services are effective and rooted in the needs of the community, we involve people who use our services in shaping our offer. Our focus is on promoting recovery and wellbeing, empowering individuals to lead meaningful lives.

### Why Join Us?

At Rochdale & District Mind, your work directly impacts the lives of those we serve. Every role, from frontline support to administrative functions, is crucial to our mission. We foster a collaborative and inclusive workplace where every team member is valued. We believe in diverse perspectives and are committed to a culture of respect and belonging.

We are dedicated to staff development through ongoing training, mentorship, and advancement opportunities. You'll find us an organisation that embraces innovation and continuously seeks to enhance our services.

In recent years, Rochdale & District Mind has experienced significant growth, with both our annual turnover and staff numbers doubling. While our financial health is robust, we recognise the importance of continuing to diversify our income streams for long-term sustainability.

Thank you for your interest in the **Deputy Head of Operations** role. If you are passionate about mental health and want to make a positive impact, we hope this role matches your skills and interests.

## We would love to hear from you!

Warm wishes,

**Philip Bramson**

Chief Executive Officer

  
 **Rochdale and District**



# Our Vision, Mission and Values

## Our Mission

We exist to ensure that people do not face mental health issues alone and can lead their lives free from stigma and discrimination.

## Our Vision

We provide information and support to empower anyone experiencing mental health issues to improve and maintain their wellbeing. We campaign to improve services, raise awareness, and promote understanding. We promote and protect good mental health and wellbeing for everyone in Heywood, Middleton and Rochdale, Bury and N.E. Lancashire. We will not give up until everyone experiencing a mental health issue gets both support and respect.

## Our Values

Our values reflect those of Mind nationally and inform all aspects of our work and support:

**Open:** We reach out to anyone who needs us

**Together:** We're stronger in partnerships

**Responsive:** We listen, we act

**Independent:** We speak out fearlessly

**Unstoppable:** We never give up



# Equity, Diversity and Inclusion (EDI)

**At Rochdale & District Mind,** we are dedicated to fostering an inclusive, vibrant culture where our diverse service users receive the best possible care, and our colleagues thrive.

We are proud of the representation of Rochdale's diverse communities among our colleagues and are ambitious to better reflect the communities we serve at all levels of the organisation.

We embed EDI in everything we do, from our observation of Diwali and Ramadan to our celebration of Pride and Black History Month, as well provision of a prayer and peace room, and chairing the Diverse Communities Emotional Wellbeing Forum.

Recognising our work with Black, Asian, and Minority Ethnic communities, we tackle health inequalities through proactive engagement and community-informed programs like our menopause, women's group, and dementia services.

With 21% of our service users being non-white British, we value diversity for the innovation it brings. Our local community includes 27% Black, Asian, and Minority Ethnic people, 50% male, 50% female, 19% with disabilities, and 10% from the LGBTQIA+ community.

**We believe a diverse team and a culture of listening and acting on diverse perspectives are crucial for effective leadership and decision-making.**

**All team members are expected to demonstrate respect, openness, and constructive challenge.**





# What Rochdale and District Minds' clients say...

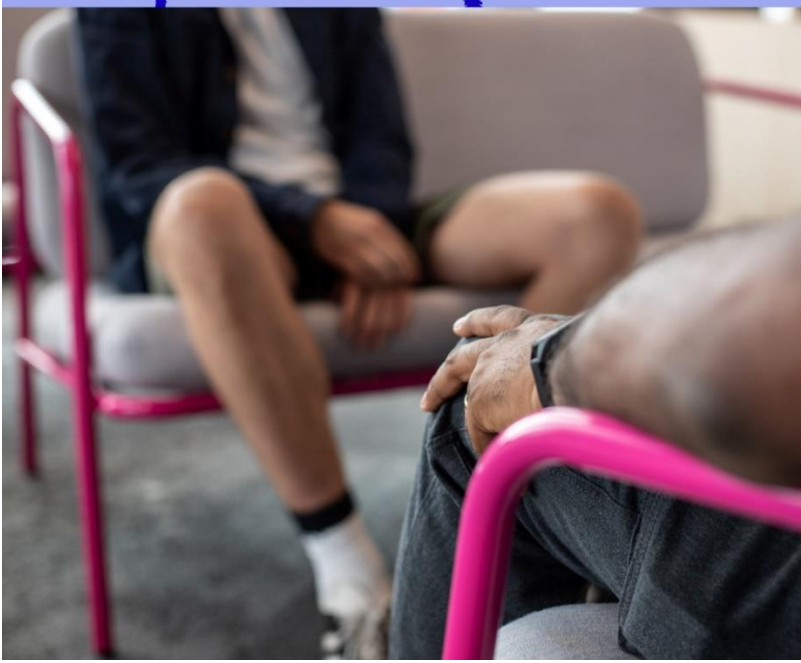
I've realised that I'm not alone and I have somewhere to go that can help. I've learned to try and face things rather than run away.



I feel I understand more of what has happened to me, and my anxiety and how to break my goals down into bite-sized portions.



Such a friendly place where I can really be myself.



# Apply and join us in shaping our future



## This is an exciting time to join Rochdale & District Mind.

We've recently welcomed a new CEO, Finance Manager, and Treasurer, and are now recruiting for three new management roles: Deputy Head of Operations, Fundraising and Marketing Manager, and HR Manager. These roles are part of our Board of Trustees' investment to strengthen our infrastructure and position us for growth in a locality experiencing deprivation and significant challenges to mental wellbeing. This investment represents an aspect part of our wider plans for 2025-26:

**Organisational Sustainability** We aim to remain financially viable by diversifying our income streams and focusing on independent sources. This will enhance our responsiveness in a fast-changing environment. We will grow our fundraising and marketing capacity, invest in our people, systems, and assets, and expand our reach through partnerships. We've committed significant additional spending on new roles and enhanced support for staff, including a £10k budget to improve our digital systems for better service delivery and impact measurement.

## Raising Funds, Influencing Change, Transforming

**Lives** We plan to increase unrestricted income by diversifying fundraising efforts and expanding awareness of the Rochdale and District Mind brand. This includes improving our website, offering more support options for corporates and individuals, and seeking charity of the year sponsors. We aim to generate £60k of unrestricted income in 2025-26, with plans to increase this in subsequent years. We will develop an integrated marketing approach, refresh our digital media, and celebrate our impact. Our communications plan will promote all services, heighten awareness of local challenges, ensure community awareness of mental wellbeing and the support available.

**Partnership Working: Stronger Together** We will continue partnering with National Mind and Mind in Greater Manchester, fostering shared learning, cooperation, and expansion. We will strengthen our local networks and seek new partnership opportunities, including grassroots and small organisations, to benefit our community's mental health and emotional wellbeing.



**Investing in Our People and Infrastructure** We will invest in our head office in Rochdale, particularly by upgrading public-facing areas. We will promote the wellbeing of our workforce and further develop our positive organisational culture and morale. This includes conducting a job evaluation review to ensure fairness, identifying training needs, and providing opportunities for professional growth. We will also celebrate and connect through additional Team Away Days and regularly seek colleague feedback through other routes. We will review our flexible working policy to help staff balance personal and organisational needs.

**Looking to the Future** Over 2025 we intend to develop our future strategy from 2026 onwards. Over the year we will engage with colleagues who use our services, as well as community partners, and local decision-makers to better understand community needs and where we can have the greatest impact. We will provide diverse opportunities for colleagues and service users to contribute to shaping our plans.

**Join Us, Make a Difference!** These initiatives and investments show that Rochdale and District Mind is a charity with a bold vision for the future. We are committed to making a meaningful impact on our community's mental health and emotional wellbeing. If you are passionate about mental health and want to be part of a dynamic, forward-thinking organisation, we encourage you to apply and join us in our mission. We will value the unique perspectives, knowledge and experience you will bring. Join us, make us different! We will be stronger together.



# Job description

<b>Job Title:</b>	Deputy Head of Operations
<b>Salary:</b>	£38,000-40,000 FTE £30,400-3200 (pro rata)
<b>Immediate Supervisor:</b>	Head of Operations
<b>Immediate reports:</b>	Mental Health Service managers
<b>Hours of Duty:</b>	28 hours per week in accordance with service requirement. Ideally four days per week with some flexibility and requirement to attend meetings as required by the role.
<b>Location:</b>	Rochdale
<b>Staff Benefits:</b>	25 Days Annual Leave (pro rata), rising with extended service to 32 days per year, plus statutory bank holidays pro rata Auto-enrolment Pension scheme with 3% contribution from the organisation Within reason, we offer Hybrid and Flexible working arrangements to help balance work and personal commitments. We offer ongoing training and development opportunities



We are committed to providing wellbeing opportunities in support of staff, including an Employee Assistance Programme.

**Any Special Conditions of Service:**

All service delivery will model the belief that we all have the potential to make positive change and to lead meaningful and purposeful lives.

All staff will contribute to the ongoing development of an ambitious and inspirational culture and provide hope, empowerment and choices that support individuals to thrive and reach their full potential.

This role is subject to an Enhanced with Barring List Disclosure and Barring Service (DBS) Check. A previous conviction does not necessarily preclude employment.

If you require further information or support regarding criminal record disclosures, please visit [www.nacro.org.uk](http://www.nacro.org.uk) or [www.unlock.org.uk](http://www.unlock.org.uk)

To support this we embrace our values of:

Open – We reach out to anyone who needs us.

Together – We are stronger in partnerships.

Responsive – We listen, we act.

Independent – We speak out fearlessly.

Unstoppable – We never give up.

## Summary of Main Duties and Objectives of the Job:

1. Assist the Head of Operations by line managing mental health service managers, ensuring effective service delivery, operational efficiency, and alignment with organisational goals.

### Responsibilities:

1. **Leadership & Management:** Assist the Head of Operations in providing leadership to the Senior Management Team, empowering managers and ensuring adherence to organisational values.
2. **Staff Development:** Work with the Head of Operations to oversee and develop staff and volunteers through regular reviews and feedback. Do you want to mention PDP's?
3. **Partnerships:** Collaborate with the Head of Operations to develop relationships with key funding and delivery partners, including commissioners and corporate funders.
4. **Tendering:** Assist in writing tenders, attending interviews, and building relationships with commissioners.
5. **Training & Development:** Identify training needs and provide opportunities for professional growth, in collaboration with the Head of Operations.
6. **Safeguarding:** Foster a culture in which safeguarding is prioritised
7. **Networking:** Actively network with the community and partners to explore collaborative opportunities.
8. **External Representation:** Attend external meetings, training events, and conferences.
9. **Formal Partnerships:** Support the development of formal delivery partnerships with Local Minds and other organisations.



10. **Risk Management:** Work with the Head of Operations to review risk management processes and report to the Board of Trustees.
11. **Engagement & Promotion** Ensure services are publicised effectively to reach those in need of them.
12. **Compliance** Ensure adherence to GDPR, Equality and Diversity Policy, Quality Standards, contractual and legal requirements.
13. **Service User Involvement:** Involve service users in the design provision and review of services.
14. **Professional Development:** Engage in continuous professional development.
15. **Reporting:** Prepare periodic reports for the Board of Trustees, in collaboration with the Head of Operations.
16. **Strategic Awareness:** Stay updated on developments in mental health, the funding environment, charity management, social issues and the wider voluntary sector.
17. **Finance** Collaborate with the Head of Operations and Finance Manager to ensure accurate and timely monitoring, reporting, and delivery of services, budgets, and finances. Should this be budget control?
18. **Inclusion** Work with colleagues to ensure that all Rochdale and District's Mind's services plan for how they can continually become more inclusive and diverse.

### **General principles for all Mind staff:**

1. To promote the empowerment of people who experience mental health and emotional wellbeing issues and to help them speak out.
2. To support the active participation of mental health and emotional wellbeing service users in the services they receive.
3. To practice anti-discriminatory behaviour and to adhere to Rochdale and District Mind's objectives and policies in the delivery of all its services.

## What we are looking for

# Person Specification

### Note to Applicants:

**The Essential Criteria** are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

**The Desirable Criteria** are used to help decide between candidates who meet ALL the Essential Criteria.

**The How Identified column** shows how we will obtain the necessary information about you.

If the **How Identified** column says the Application Form next to an **Essential Criteria** or a **Desirable Criteria**, you must include in your application enough information to show how you meet these criteria. You should include examples from your paid or voluntary work.

Qualifications and Experience			
Essential Criteria	How Identified	Desirable Criteria	How Identified
Level 5 Qualification, such as Foundation Degree, Higher National Diploma or NVQ Level 5 in Mental Health areas or relevant working experience	Application, interview	Degree or equivalent qualification in social work or a related discipline E.g. RMN, CQSW or DipSW	Application, Interview
Knowledge of GDPR, Equality and Diversity Policy, Quality Standards, and other contractual and legal requirements.	Application, interview		
Experience in risk management and	Application, interview		



reporting to senior leadership or boards.	Application, interview		
Proven experience in leading and managing teams, particularly in the mental health or charity sector.	Application form, interview		
Ability to empower and motivate staff and volunteers, ensuring adherence to organisational values.	Application, interview		
Demonstrated ability to manage service delivery, delivering demonstrable outcomes and operational efficiency.	Application, interview		
Experience in strategic planning and aligning operations with organisational goals.	Application, interview		
Experience in engaging with the local community and understanding their needs.	Application, interview		
Experience in working with diverse communities and promoting inclusivity within the workplace.	Application, interview		
Experience of implementing procedures for ensuring the accuracy of service user information on all systems and/or records	Application, interview		
Experience in collaborating on	Application, interview		

financial management, including budgeting, monitoring, and reporting			
Possess Level 3 Safeguarding Training Experience or relevant experience to be able to work towards this.	Application, interview		
Skills and Abilities			
Essential Criteria	How Identified	Desirable Criteria	How Identified
Excellent verbal and written communication skills.	Application, interview		Application for, interview
Ability to prepare reports, present information clearly, and represent the organisation externally.	Application, interview		
Ability to think strategically and align operations with organisational goals. Proficiency in strategic planning and implementation.	Application, interview		
Strong interpersonal skills to build and maintain relationships with key stakeholders, including funders, commissioners, and community partners. Networking skills to explore and develop collaborative opportunities.	Application, interview		



Strong analytical and problem-solving skills. Ability to identify issues, develop solutions, and implement changes effectively.	Application, interview		
Strong project management skills to oversee multiple initiatives and ensure timely delivery.	Application, interview		
Ability to manage resources effectively and meet deadlines.	Application, interview		
Personal Qualities			
Essential Criteria	How Identified	Desirable Criteria	How Identified
Genuine care and concern for the well-being of others.	Application, interview		
Ability to understand and relate to the experiences of people who use our services and staff.	Application, interview		
Strong ethics and boundaries.	Application, interview		
Strong commitment to improving mental health and well-being.	Application, interview		
Enthusiasm for the mission and values of Rochdale and District Mind.	Application, interview		
Ability to be a role model who inspires and motivates others.	Application, interview		

Team-oriented mindset with a willingness to work collaboratively.	Application, interview		
Ability to foster a supportive and inclusive team environment.	Application, interview		
Special Working Conditions			
<b>Essential Criteria</b>	<b>How Identified</b>	<b>Desirable Criteria</b>	<b>How Identified</b>
Preparedness to work flexibly, as negotiated.	Application form, interview		
Hold a valid UK Driving licence and have access to own car	Application form, interview		



# Benefits



## Pension Scheme

Auto-enrolment with  
3% contribution  
from the organisation



## 25 Days Annual Leave

Rising with extended service to 32  
days per year, plus statutory bank  
holidays pro rata



## Training

Ongoing training  
and development  
opportunities

## Flexible Working

We aim to support you  
where possible with  
flexible working  
arrangements



## Disability Confident Employer

Rochdale and District Mind are  
proud to be a Disability Confident  
Employer

## Employee Assistance Programme

We are committed to  
providing wellbeing  
opportunities in  
support of staff



## Mind Quality Mark

Assurance that Rochdale and District Mind  
is well governed, legally compliant,  
sustainable and trusted to deliver high  
quality mental health services



# How to apply

Please use the cover letter (max 2 pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover the following:

- Why are you interested in the role, and why with Rochdale & District Mind?
- How can you contribute to Rochdale & District Mind?
- Please highlight relevant experience and demonstrate how your skills match the specific requirements of the role as set out in the role description.

**For more information about this role or to request a call please email Katie Howard-Spink at [katiehowardspink@rochdalemind.org.uk](mailto:katiehowardspink@rochdalemind.org.uk)**

We want you to have every opportunity to demonstrate your skills, ability, and potential. Please contact us if you require any assistance or adjustments so that we can help with making the application process work for you.

**The closing date for applications is**

**17th March 2025**

**and our candidate assessment schedule is as follows:**

Formal competency-based interviews with CEO, Head of Operations and other colleagues and people who use the services on 21<sup>st</sup> March 2024

## **Rochdale and District Mind**

The Mind Wellbeing Centre  
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