

“Off The Record” Youth Counselling Croydon
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TALK TO US



RECRUITMENT PACK

Head of Contracts and Operations

Full-time or min 30 hours p.w.

Office based in Croydon

Salary £45,594 inc OLW

Closing date for applications – Midday Monday 29th April 2024

Contents

- Overview about Off the Record, the vacant post and how to apply
- Head of Contracts & Operations Job Description & Person Specification
- Application Form and Equality & Diversity Monitoring Form

Thank you for downloading this application pack and looking at the roles we have available. We are currently recruiting for a number of roles and full details can be found on our website [Careers \(talkofftherecord.org\)](https://talkofftherecord.org)

This application pack provides the information for the **Head of Contracts and Operations** post. This is a new senior management post created as part of a substantial review of our senior management structure and capacity.

Full details for this role are given in the job description in this pack and the application form is at the back of this pack. Please read the whole pack before completing the form and make sure you refer to the job description when you complete the person specification section of the form.

About Off the Record

Off the Record (OTR) is an award-winning young people's mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity has been running for almost 30 years delivering our vision of "showing-up for all children and young people's mental health".

We are an outward looking charity with a compelling reputation for delivering professional support services to young people in South London coupled with the motivation to develop new and innovative and cutting-edge responses to mental health needs. At our core is a commitment for strong active engagement with young people and creating support that's relevant, flexible and accessible. Young people need to be at the heart of all our service design and we are committed to making sure young people are able to 'get help now' when they first reach out for it.

Information about all our services can be found on our website: <https://www.talkofftherecord.org/>

About this role

Off the Record is currently recruiting for a Head of Contracts and Operations. This is a new senior management post responsible for the strategic management/oversight of Off the Record's central services including finance, administration, data and premises. The Head of Contracts and Operations will work as part of the Charity's new Senior Management Team assisting the CEO/Assistant CEO in the strategic management of the charity to ensure the successful delivery, development and long-term sustainability of our mental health support services to children and young people in SW London in line with our mission, vision and values.

Off the Record has grown substantially in the last 5 years and is now one of the largest local charities in SW London with an annual turnover in excess of £2.8m. This is an exciting time to join us as we are strengthening and diversifying our strategic leadership and management team in order to future-proof the charity for the next decade.

This is a full-time vacancy but reduced hours of min 30 hrs p.w. across 4 days would be considered. The post is office-based in Croydon but will require regular travel around SW London.

For this role you will need at least 3 years' experience working in a senior technical management role. You will need excellent organisational, workload and time management skills alongside strong numerical skills and financial/business acumen.

You will also need to be a friendly approachable person with energy, enthusiasm, optimism & a flexible and hands-on approach to your work.

Working for Off the Record

We have a committed team of around 70 paid staff (many part-time) and our work is funded through a variety of sources including South West London ICB, London Boroughs of Croydon & Sutton, Dept Health & Social Care and the Wimbledon Foundation. Some staff are based in our borough-based services but increasingly staff are being given opportunities to work in across-borough initiatives such as our new first contact team.

We recognise our staff are our greatest asset and we invest in ensuring staff are supported, trained and managed in their role. Many of our staff have been worked with us for several years including a substantial number who originally started working with us as volunteers or trainees. Staff have access to regular internal and external training opportunities and to staff benefits including a company pension, an EAP and store & event ticket discounts.

Commitment to Equality, Diversity & Inclusion

Off the Record is fully committed to the principles of Equality, Diversity & Inclusion. This commitment is demonstrated through our recruitment processes; our proms and comms; our staff training and development; the development of new and innovative community-based services and the wearing of our rainbow lanyards.

Off the Record's senior management team are responsible for leading, driving and delivering OTR's diversity commitment actively ensuring equality of access and outcomes for all children and young people. OTR is engaged fully in achieving equality of opportunity including ensuring that its workforce understands, complies with and promotes our inclusion policies in their day-to-day work.

Applying for the Role

This information pack has the Job Description and Person Specification for the **Head of Contracts and Operations** role. Application packs for other available posts are on our website [Careers \(talkofftherecord.org\)](https://talkofftherecord.org)

The application form is at the back of this application pack. Please complete the application form and the equality & diversity monitoring form and return them via email to recruitment@talkofftherecord.org by **midday on Monday 29th April 2024**.

Please only return the application form and diversity monitoring form not the whole application pack.

Decisions about who to invite for interview will be based on how well someone demonstrates they meet the person specification for the specific post, so please make sure you complete the application form fully and accurately, giving evidence of how you meet each point in the person specification and indicating your relevant knowledge, skills and experience. **Please note that CVs will not be considered.**

Email applicants will receive a confirmation of receipt and shortlisted candidates will be contacted as soon as possible after the closing date.

We hope you will be interested in this role. If you have any further questions please email recruitment@talkofftherecord.org or visit our website for more information about our services.

Head of Contracts and Operations Role Description

Job Title:	Head of Contracts & Operations
Reporting to:	CEO/Deputy CEO
Responsible for:	Senior strategic management/oversight of OTR central services (finance, admin, data, buildings)
Location:	Full-time office-based, in Croydon
Contract Type:	Full-time 35 hours per week 52 weeks pa (may be open to reduced hours contract – min 30 hours/4 days p.w.)
Salary:	£45,594 inc OLW
Annual Leave:	28 days annual leave + Bank Holidays (with additional 5 days leave after 5 years' service)

Job Purpose

The Head of Contracts & Operations is a new senior strategic management role responsible for the strategic management/oversight of Off the Record's central services including finance, admin, data and premises. The postholder will line manage two Finance Officers, the Senior Administration Manager & the Data Manager and will carry ultimate senior management responsibility for these areas of Off the Record's operations. The post has been created to strengthen infrastructure capacity in recognition of the recent substantial growth of the charity. The Head of Contracts and Operations will work as part of the Charity's new Senior Management Team assisting the CEO/Deputy CEO in the strategic management of the charity to ensure the successful delivery, development and long-term sustainability of our mental health support services to children and young people in SW London in line with our mission, vision and values.

Off the Record (OTR) is an award-winning young people's mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity has been running for almost 30 years delivering our vision of "showing-up for all children and young people's mental health".

We are an outward looking charity with a compelling reputation for delivering professional support services to young people in South London coupled with the motivation to develop new and innovative and cutting-edge responses to mental health needs. At our core is a commitment for strong active engagement with young people and creating support that's relevant, flexible and accessible. Young people need to be at the heart of all our service design and we are committed to making sure young people are able to 'get help now' when they first reach out for it.

Information about all our services can be found on our website: <https://www.talkofftherecord.org/>

OTR's work is funded through a variety of funders including South West London NHS Integrated Care Board, London Borough's of Croydon & Sutton, Dept Health & Social Care; Wimbledon Foundation.

Commitment to Equality, Diversity & Inclusion

OTR is fully committed to the principles of Equality, Diversity & Inclusion. This commitment is demonstrated through our recruitment processes; our proms and comms; our staff training and development; the development of new and innovative community-based services and the wearing of our rainbow lanyards.

OTR's CEO, Deputy CEO and senior managers are responsible for leading, driving and delivering OTR's diversity commitment actively ensuring equality of access and outcomes for all children and young people. OTR is engaged fully in achieving equality of opportunity including ensuring that its workforce understands, complies with and promotes our inclusion policies in their day-to-day work.

Key External Relationships

- South West London NHS Integrated Care Board
- London Borough's of Croydon, Merton & Sutton
- South London and Maudsley Mental Health Trust
- South West London & St George's Mental Health Trust
- Funders and Commissioners

Other considerations

The post-holder will be required to work some evenings and occasionally at weekends and/or Bank Holidays in accordance with the needs of the charity and may be required to undertake such other duties as may be identified by the Senior Management Team.

Key Accountabilities

Strategy & Governance

1. Act as a member of the Charity's Senior Management team assisting the CEO and Deputy CEO in the overall strategic leadership of the charity, ensuring the charity's mission, vision and values are embedded in all our work and thinking and in our management of staff and volunteers.
2. Meet regularly with other members of the Senior Management team taking responsibility for charity-wide areas of work as agreed within the SMT.
3. Support the CEO & Deputy CEO in long-term strategic development & resource planning
4. Supporting the development and mobilisation of key new strategic partnerships
5. Overseeing cross-borough synergies & efficiencies; holding a charity-wide perspective on data and performance to ensure an ongoing improvement in all operational delivery.
6. Ensure information is filed regularly at Companies House and with the Charities Commission and that all statutory requirements are met by the charity.

Contract Management

7. Oversee the management of contracts, including liaison with commissioners, contract compliance, monitoring & evaluation; reviewing, renewal & signing of contracts; mobilisation of new contracts
8. Central link for commissioner contacts and responding to commissioner queries and requests
9. Leading on the operational mobilisation of new contracts
10. Looking ahead to strategic commissioning changes e.g. ICB restructuring; PSR
11. Social Value – leading on conceptualisation of OTR social value statements and integrating these into new contracts and tenders

Operations

12. Line management of Senior Administration Manager and through them, overseeing the central administrative function of the charity including premises and health and safety frameworks

Data Governance

13. Line management of Data Officer; ensuring robust data management policies; annual NHS Data Security & Protection Toolkit submission, overseeing NHS data submissions; acting as DPO & SIRO
14. Reviewing data targets/KPIs monthly; overseeing quarterly statistics; feeding back key statistics and trends into the Senior Management team

Finance & Fundraising

15. Leading on preparing and submitting regular high quality funding applications and contract tenders, working collaboratively with other Senior managers, including setting budgets for bids.
16. Oversee the operation of the Fundraising Strategy, helping to identify new sources of funding and potential business opportunities.
17. Communicate with existing funders and submit reports as required.
18. Initial preparation of reports to the Trustee Board on progress against targets and milestones.
19. Finance – line manage Finance Officers; overseeing annual budget preparation; monitoring payments; reviewing management accounts; liaising with Treasurer & serving on the finance sub-committee; financial forecasting

General

21. Carry out any other duties consistent with the efficient and effective management of the charity as may be required.

Head of Contracts and Operations – Person Specification

Qualifications & Experience

1. At least 3 years experience in a senior technical operational role
2. Experience of working at a senior level with a wide range of individuals and organisations
3. A good understanding of business operations and experience of resolving daily operational issues
4. Substantial experience in financial activities including preparation of budgets, reviewing of management accounts, overseeing annual audits (financial qualification desirable)
5. Experience of researching and preparing successful funding bids including preferably for NHS contracts

Knowledge & Abilities

6. Strong interpersonal skills and ability to interact with a wide range of professionals within the commissioning and finance sectors
7. Excellent verbal and written communication skills including the ability to extrapolate and communicate complex information in an accessible way
8. Excellent organisational, workload and time management skills and proven ability to meet deadlines under pressure
9. Strong IT skills – confident in using MS Office
10. Strong numerical skills and financial/business acumen with the ability to hold complex contract details and understand some of the financial challenges of running a commercially viable charity
11. Strong analytical skills – able to interpret data to effectively understand the operating environment to assess risks and to effectively monitor and evaluate service delivery
12. Understanding of GDPR and experience of data management requirements
13. Meticulous and methodical but with an ability to prioritise key issues and actions
14. Knowledge of statutory compliance for charities and small businesses
15. Ability to write clear, detailed reports on performance and development areas

Personal Qualities

16. Commitment to equality, diversity, and inclusion demonstrated through everyday professional relationships
17. Friendly approachable person with energy, enthusiasm, optimism & a flexible and hands-on approach to their work
18. Self-motivated and capable of working independently and with a team
19. Excellent levels of discretion and judgement



**JOB APPLICATION FORM
PRIVATE AND CONFIDENTIAL**

Please read the information pack before completing this form

CV's will not be considered

Post(s) Applied for:	Head of Contracts & Operations	Closing Date:	Midday, Monday 29 th April 2024
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Family name:		First name:	
Address:		Email:	
Home Tel:		Mobile Tel:	

Present Or Most Recent Post	
Name Of Employer:	
Address	
Start Date:	End Date:
Job Title:	
Salary:	
Main Responsibilities:	
Reason For Leaving:	

Period of Notice Required By Employer:

Employment History: In chronological order from most recent
Please include any relevant unpaid work & account for any gaps in employment

Dates From:	To:	Name of employer	Position held/ summary of duties

Any additional training/qualifications relevant to this role:

Dates From:	To:	College/Institution	Qualification/Training attended

Person Specification

Please read the person specification(s) carefully and provide clear evidence of how you meet each of the requirements on the person specification.

You may continue on a maximum of two supplementary sheets.

Anything else to add: Is there anything else that you would like to tell us in connection with your application.

Due to the nature of our work with children, young people and vulnerable adults, all posts within Off the Record are subject to Enhanced Disclosure and Barring Service checks. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff/a volunteer at Off the Record. Previous criminal records will be considered in relation to their relevance to the work/placement applied for, the circumstances of the offence and the length of time elapsed since the offence. If you have any concerns about this part of the application form, please contact the Director at Off the Record.

Rehabilitation of Offenders Act (1974)

Please give details of any unspent convictions, cautions, reprimands or warnings.

Protecting Children & Young Adults

Are you aware of any police enquires undertaken following allegations made against you, which may have a bearing on your suitability for this post? If yes please give details:

Additional Information

Have you ever worked for Off the Record before in a paid or voluntary capacity? **YES / NO**
If YES, please give details

Do you need a work permit to take up employment in the U.K.? **YES / NO**

If offered employment you may be required to complete a Medical Questionnaire. Are you prepared to undergo a medical examination before starting employment if required? **YES / NO**

Referees: Please give details of two people that we may contact for references one of whom should be your current or most recent employer.

Reference 1	Reference 2
Name	Name
Organisation	Organisation
Address	Address
Postcode	Postcode
Contact Tel	Contact Tel
Mobile	Mobile
Email	Email
Relationship to you	Relationship to you

Declaration

I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Company, for the purposes of ongoing personnel administration and payroll administration in compliance with the General Data Protection Regulations. I undertake to notify the Company immediately of any changes to the above details.

Given the nature of the job for which I have applied, I understand that any offer of employment will be subject to information on my criminal record being disclosed to the Company by the Disclosure and Barring Service.

Signed:

Printed:

Date:

**Return completed Application and Equal Opportunities Monitoring form
by email to: recruitment@talkofftherecord.org**

EQUALITY & DIVERSITY MONITORING FORM

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Off the Record is committed to ensuring that all aspects of its services are accessible to the whole community. In order to monitor the implementation of our equal opportunities policy, all staff, trustees and volunteers are asked to complete the details below. Completion of all or any part of this form is voluntary but we hope that you will feel able to provide the information requested as this is key to our monitoring procedures. These forms will not be used in any selection process and are strictly for monitoring purposes only.

Date of Completion		Application Candidate N^o <small>(for office use only)</small>	
Initials		Date of Birth	
Gender <small>(Please tick all that apply)</small>	Female Male Non binary Trans	Intersex Please write in _____	
How would you identify yourself in relation to your cultural, ethnic or racial origin? <small>(Please tick any of the boxes below that apply)</small>			
White White British White Irish White Other Mixed White & Black Caribbean White & Black African White & Asian White Other Chinese		Black or Black British Caribbean African Other Asian or Asian British Indian Pakistani Bangladeshi Other Any Other Background	
How would you describe your sexual orientation? (Please tick one)			
Straight Bisexual Gay Lesbian Asexual Pansexual Please write in _____			
Are you registered disabled?		No Yes	Registration Number
If you are not registered disabled, do you consider yourself disabled in a way you would like us to know about?			