



## Job Description

<b>Post:</b>	<b>Operations and Finance Manager</b>
<b>Managed by:</b>	<b>Joint CEOs –Clinical Lead of Bridge In Schools (BiS) and Clinical Lead of Bridge Psychotherapy Service (BPS)</b>
<b>Responsible for:</b>	<b>Non-Clinical Team</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Working hours:</b>	<b>21 hours (3 days not including breaks) per week . Can be worked flexibly</b>
<b>Salary:</b>	<b>£40,000 pro rata</b>
<b>Annual Leave:</b>	<b>32 days plus 8 statutory bank holidays (pro-rata)</b>
<b>Location:</b>	<b>The Bridge Foundation, Cotham, Bristol</b>

### Job Summary

The Operations and Finance Manager is responsible for leading on the design and implementation of operational processes and systems that enable the services of the Bridge Foundation to run effectively, and to provide an effective financial management service to the organisation.

The post holder is part of the Senior Management team, contributing to the leadership, strategic direction and management of the organisation in relation to all aspects of The Bridge Foundation activities, including accountability for service provision, fundraising, revenue generation, financial management, governance, safeguarding and communication.

The Joint CEOs are organisationally responsible for the Operations and Finance Manager's workstreams and the Operations and Finance Manager will work closely with them.

### To be responsible for:

1. Operational management and leadership of The Bridge Foundation.
2. Ensuring governance and accountability processes and systems are followed
3. Financial management and leadership.
4. Office and buildings management.

## **Responsibilities of post**

### **Operations Management**

1. To lead on project management tasks relevant to the business development of The Bridge Foundation.
2. Lead and contribute to the introduction of new standards and policies across the service which will meet the requirements of commissioners and professional regulatory bodies.
3. Work with the Fundraising and Communications Manager to develop new and maintain existing business and contracts in order to deliver organisational strategy including identifying and creating opportunities and supporting tendering if required.
4. Lead on and ensure project plans are developed and implemented for all operational services.
5. To provide effective line management for the non-clinical staff of The Bridge Foundation.
6. To contribute to an inclusive working environment in which all staff can feel they belong and have a valued role.

### **Governance**

1. Take responsibility for managing the delivery of contracts and grant agreements, including effective contract management, ensuring that all performance and reporting requirements are met and liaise with contract managers and Commissioners as required.
2. Manage, monitor and report on all aspects of activity and performance (including financial targets and measures) ensuring data collection functions appropriately for all projects.
3. Alongside other members of SMT, ensure all policies and procedures are current, understood by operational staff and that they are working within these policies and procedures, liaising with the Clinical Leads as required.
4. Oversee and drive the quality assurance of services and ensure all operational services work within best practice, liaising with the Clinical Leads as required.
5. Respond to and escalate complaints about services as per the complaints policy and support the Clinical Leads in dealing with such complaints.
6. Ensure best practice in safeguarding for all service users. Ensure all staff and volunteers have appropriate knowledge of safeguarding processes.
7. Ensure that systems are in place to enable services to respond to the diverse needs of service users.

### **Financial Management**

1. To develop and maintain systems, policies and procedures that support effective financial management.



2. Work with the Clinical Leads to set budgets for operational services and to ensure that operational services are managed within allocated budgets.
3. To prepare material for the annual accounts, oversee the external audit process, and prepare and submit statutory returns.
4. To be responsible for preparing annual budgets, cash flow forecasts, management accounts and revised income and expenditure forecasts projections, in conjunction with Trustees and the Clinical Leads as required.
5. To monitor cash flow, ensure appropriate balances are available in the charity's bank accounts through the timely transfer of funds.

### **Office management**

1. To manage Health and Safety and First Aid processes and procedures ensuring that they are up to date with current legislation.
2. To maintain appropriate HR records and processes, including personnel, annual leave and sick leave records.
3. To hold responsibility for IT systems and equipment.
4. Work in conjunction with the Fundraising and Communications Manager to manage external communications including the website.
5. Line management of the Data Analyst, Finance Assistant, Administrator, and Referrals Co-ordinator.
6. Overseeing the management of the office and buildings of the Bridge Foundation.

### **General**

To comply with and work within the Bridge Foundation's policies, procedures and guidelines, including those related to Equal Opportunities, Health & Safety, Confidentiality of Information, Child Protection and Record Keeping.

### **Person Specification**

It is expected that the Operations and Finance Manager will have some or all of the following knowledge and experience:

- Education to A level standard or equivalent (or at least two years' experience in similar role).
- Experience of or potential of working in a senior administration or finance role.
- Experience of organising, leading and motivating staff.
- Experience of developing and managing administration processes.
- Experience of prioritising and managing a complex workload.
- Experience of working in a third sector and / or mental health organisation.
- Good competency in use of Microsoft Word and Excel and ability to pick up different IT systems quickly.
- Excellent verbal and written communication skills.



- Excellent numeracy skills.
- Excellent interpersonal skills
- Excellent problem solving skills and attention to detail
- Strong team management skills
- Self-motivated and able to work on own initiative, using sound judgement and common sense.
- Proactive, but equally able to react to situations as they arise.
- Approachable and enthusiastic.
- Organised with strong attention to detail.

## **Further Details of Service specific responsibilities**

### **Bridge in Schools**

- Managing the contractual agreements for school partnerships.
- Overseeing the financial management of the Bridge In Schools service and connecting the schools' contributions with the overall budget and fundraising elements of the finances.
- Managing the HR aspects of the BiS service. Managing the details of the Airtable database and completing the staff contracts accordingly.
- Monitoring the BiS KPIs and liaising with the Clinical Leads and Data Analyst to track progress/concerns across the service.
- Line managing the BiS Data Analyst.

### **Bridge Psychotherapy Service**

- Managing the referral process to ensure that the BPS resources are used as effectively as possible to meet the demand for the service:
  - Line managing the Referral Co-ordinator.
  - Developing and implementing systems that ensure capacity and demand are managed accordingly.
- Monitoring the BPS KPIs and liaising with the Clinical Leads and Data Analyst to track progress/concerns across the service.

## **TERMS AND CONDITIONS**

- Place of work is based at the Bridge Foundation, 13 Sydenham Road, Cotham, Bristol BS6 5SH.
- 32 days holiday plus statutory bank holidays pro rata
- Contributory workplace pension scheme