



# **Head of Operations and Service Delivery**

## **Information for applicants**

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**July 2024**

## Job Description

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<b>JOB TITLE</b>	Head of Operations and Service Delivery
<b>JOB PROFILE</b>	Responsible for the development and delivery of our core support, training and information services and day to day operations.
<b>LOCATION</b>	Wakefield, West Yorkshire. Hybrid working is available.
<b>CONTRACT</b>	Permanent, 30-37 hours. Compressed, condensed or school hours will be considered. Please detail any flexible working requests in your application.
<b>SALARY</b>	£44,000 to £47,000, depending on experience.
<b>RESPONSIBLE TO</b>	Chief Executive, Board of Trustees.
<b>DIRECT REPORTS</b>	3 Support Workers, 1 Support Worker/Volunteer lead.

## Who we are

The Miscarriage Association is a national charity dedicated to providing support and information to anyone affected by the loss of a baby in pregnancy. We also raise awareness of the impact of loss, advocate for those affected and challenge the taboos that can make miscarriage a lonely as well as distressing experience.

We do this by offering staffed support services (telephone helpline, live chat, email and DM), a network of peer support groups, a comprehensive website and a range of highly regarded patient leaflets. We also provide training and resources for health professionals and employers, contribute to research and ensure the patient voice is heard by policy and decision-makers.

We are about to begin a new chapter in our 40-year history, with ambitious plans to ensure our trusted services and support reaches even more people affected by this often-heartbreaking experience.

## About this role

We are now looking for a Head of Operations and Service Delivery to help us develop and deliver our core support, information and training services in line with our new three-year strategy. Working alongside the CEO, you will contribute to the charity's strategic vision and plans and help to translate these into operational activity and KPIs.

Managing a staff team of four, you will be responsible for ensuring the expansion and smooth running of our helpline, live chat and other direct contact services, putting in place effective systems to measure the quality and impact of these.

You'll oversee the volunteers' strategy and programme and manage and develop our training offer for health professionals and employers, working with the staff team and freelance support to deliver these.

Working alongside the support and communications team, you will also oversee the production and distribution of our highly regarded patient information leaflets, ensuring they are regularly reviewed and updated.

You will also support the CEO in day-to-day operations of the charity: liaising with our IT, telecoms and other suppliers; reviewing and updating, where necessary, HR policies and procedures; looking after day-to-day financial processes; and general risk management.

## Duties and Responsibilities

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### Strategic Leadership

- Work closely with the CEO, Head of Communications and Campaigns and other key personnel to inform and shape our overall strategy and operational plans, taking an active part in the management and direction of the MA.

### Support services

- Provide leadership, line management and operational direction to the support services team.
- Review and enhance our support service offer, ensuring our systems, opening times and methods of contact are responsive to the needs of our beneficiaries.
- Identify any gaps in our support services and work with colleagues to ensure they are filled.
- Put in place systems to measure and monitor the success and quality of our support services and provide reports accordingly.
- Ensure our support services team, who often deal with difficult calls or chats, are well-supported and their wellbeing looked after.
- Support the Volunteer Lead to develop and grow our volunteer peer support network and the support we provide to them.
- Provide evidence and data from our service delivery to support the fundraising and communications team in developing campaigns to drive income and awareness.

### Information

- Oversee the production and distribution of our patient information leaflets.
- Working with the support and communications teams, ensure our printed and online information is regularly reviewed and updated.

### Training

- Manage and develop our health professional and employer training programmes, with support from members of the team and a freelance trainer.
- Work with the Communications Team to develop a marketing plan to ensure take up of the training programmes.

## General Operations

- Contribute to the development of the strategy and operational planning of the charity.
- Regularly review HR policies and procedures and update where necessary.
- Be responsible for the smooth day-to-day operations of the charity, including but not limited to: liaising with IT, telecoms and other key service and utilities providers; organising insurances and security services; arranging cleaning and maintenance services
- Undertake basic financial processes, such as setting up bank payments and processing invoices and expenses.

## Other

- Provide reports for and contribute to Board of Trustee meetings where appropriate.
- Deputise for the CEO where necessary.
- Any other reasonable task as commensurate with the role.

## Person specification

Experience	Essential	Desirable
Proven record of designing and managing service delivery in line with strategic objectives	x	
Experience of line management	x	
Experienced in contributing to and implementing strategic plans	x	
Experienced in managing change processes		x
Experience of working in a senior managerial role	x	
Experience of the charity, third or public sector		x
Knowledge /skills	Essential	Desirable
Excellent project management skills	x	
Knowledge of monitoring and evaluation processes and ability to translate data insights into operational activities	x	
Ability to think strategically and translate strategic goals into achievable objectives	x	
Good basic knowledge of data protection and safeguarding policies and practices	x	
Experience of reviewing organisational policies and procedures		x
An understanding of basic financial processes	x	
Ability to manage risk and recognise potential impact of decisions across the organisation	x	
Qualities	Essential	Desirable
Ability to work with a small group of staff in a collaborative way to set goals and make decisions that enhance organisational effectiveness	x	
An ability to recognise the challenges of colleagues who handle sometimes difficult and distressing calls or live chats and ensure their wellbeing is supported	x	
Excellent communication and interpersonal skills that can be adapted for different audiences	x	

Able to maintain confidential information and sensitively communicate with and about vulnerable beneficiaries	x	
Able to multi-task and quickly respond to opportunities or changing priorities	x	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Ability to travel to occasional meetings or events across the UK	x	
High level of IT competence, especially Microsoft Office programmes	x	
The legal right to work in the UK	x	

## Additional benefits

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- 26 days annual leave, rising to 30 days with service, plus (usually) 8 bank holidays.
- Employer's pension scheme with 8% gross salary contribution.
- Access to an Employee Assistance Programme (EAP).

## How to apply

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Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to [vicki@miscarriageassociation.org.uk](mailto:vicki@miscarriageassociation.org.uk) no later than 9am on Monday 22nd July. Please mark your email 'Head of Operations application'.

If you would like an informal conversation about the role before applying, you can also get in touch with Vicki Robinson at the above email address. Equally, if you need this information in another format or have accessibility requirements, please let us know.

Interviews are scheduled to take place on July 31st. Those invited to attend will be asked to prepare for a short task. If you wish to be considered for this role but are unable to make this interview timeframe, please get in touch and we will try to make alternative arrangements.

We regret that due to limited staff resources we are unable to provide unsuccessful candidates with feedback about their applications.

We will not accept applications via recruitment agencies for this role.