

## Job Description and Person Specification - Operations Manager

<b>Role:</b> Operations Manager
<b>Reports to:</b> Chief Executive Officer
<b>Location:</b> Edinburgh or Glasgow (or nearby) with hybrid and flexible working considered. We expect you to work from our working space at least one day per week, with the option to co-work with us more often and frequent travel is expected to fulfil the requirements of this role.
<b>Salary:</b> £38k
<b>Contract Length:</b> one year fixed term, with intentions to continue contract subject to funding.
<b>Hours:</b> Full time 35 hours/week. Mon-Fri, between 8.00am and 7pm or equivalent on a flexible basis according to the requirements, plus weekend and evening work which will be compensated with time off in lieu.
<b>Benefits:</b> Pension - 10% of your annual salary employer contribution. Any employee contributions that you elect to make will be matched by Tiny Changes up to a maximum of 3% of annual salary.  Annual leave - 31 days and additional mandatory leave on Christmas, Boxing and New Years Day.  Family-friendly leave policies and occupational sick pay.
<b>Travel and Location:</b> This role will require coworking in Edinburgh and Glasgow weekly and may require planned travel across Scotland.

### About Us

Tiny Changes is Scotland's first national young people's mental health charity. We run projects with young leaders that help young minds feel better. The charity was set up in memory of artist and Frightened Rabbit frontman Scott Hutchison. Through his music and art Scott made tiny changes that had a big impact on people from all walks of life.

We believe that Scotland's young people deserve great mental health, and we believe in their insight and innovation to make this possible. We exist to nurture the talent of young people to find solutions that work for them.

Over the next two years we'll support young people to co-design and lead Tiny Changes projects, while learning as much as we can about our impact. Our two goals are to invest £1 million in young people's mental health and to support 10,000 children and young people by the end of 2026. Read more about our strategy [here](#).

The Tiny Changes team is growing all the time. The Tiny Changes Team is made up of 3 employees and 2 consultants, creative partners and volunteer Wavemakers. We currently have 6 Trustees and we're now recruiting for another 2 trustees to join our Board later this year.

## Job Summary

As operations manager at Tiny Changes, you will support the CEO with the management of all charity and day to day operational activities, continuing the development of the charity in line with organisational objectives and strategic direction. Working closely with our small team, you will contribute to the overall direction of charity-wide operations. Supporting the development and management of youth-led programmes, fundraising, human resources, health and safety and equality diversity and inclusion, to ensure our processes are up to date, compliant, meet the overall needs of the organisation and reflect our values. Read more about our strategy here.

The Operations Manager will promote and represent Tiny Changes values and mission by being bold, kind, honest and hopeful in their work to ultimately make big waves for young people's mental health in Scotland.

<b>Key Role Responsibilities</b>
<b>Strategic Leadership</b>
<ul style="list-style-type: none"><li>• Delivering the strategic plan as part of the leadership team.</li><li>• Develop annual operational and business plans - e.g. engagement, fundraising, sales plans - and budget as part of the leadership team.</li><li>• Develop and implement plans to effectively manage all aspects of operations, ensuring seamless functioning and continuous improvement.</li><li>• Set clear targets and goals underneath the strategic plan, driving operational excellence and fostering a culture of continuous growth and innovation.</li><li>• As part of the leadership team, manage and oversee large fundraising and community projects that fit with the strategic plan, increasing the charity's income year on year.</li><li>• Develop and manage all stakeholder engagement, cultivating meaningful relationships with external stakeholders, including donors, partners, suppliers and community and effectively communicate the impact and importance of Tiny Changes co-produced projects and strategic plan with all stakeholders.</li><li>• Manage relationships and contracts with external stakeholders.</li><li>• Monitor and evaluate strategic and operational KPIs.</li></ul>
<b>Business/Operations Management</b>
<ul style="list-style-type: none"><li>• As operations manager at Tiny Changes, you will support the CEO with the management of all charity and day to day operational activities, continuing the development of the charity in line with organisational objectives and strategic direction.</li><li>• Oversee and implement the annual operational budget and business plans, ensuring efficient resource utilisation.</li><li>• Monitor expenditure, review financial reports, develop financial processes and projections.</li><li>• Work with the treasurer and finance experts on financial planning and decision-making, aligning operational objectives with financial sustainability.</li><li>• Lead on ensuring compliance with relevant legislation and regulations, including HR, contracts, insurance, safeguarding and GDPR, putting in place processes to monitor against these and ensure necessary changes or new processes and procedures are implemented in line with external and internal factors..</li></ul>

- Responsible for ensuring that health and safety requirements are in place, monitored, and met across all functions.
- Lead on HR function, managing all employee HR records and supporting or leading on HR case management. For example queries, grievances, performance and attendance management.
- Oversee project management and outputs of all fundraising activities, including management of Tiny Changes online shop and fulfilment supplier, as aligned to strategic fundraising and operational objectives.

### **Programme Management**

- Community Building & Outreach: Engagement in the organisation's programmes.
  - Including: organising events, conducting outreach or recruitment initiatives, and developing strategies to encourage participation in the organisation's activities.
- Programme Design & Delivery: Design, manage, and deliver programmes that directly serve the organisation's mission.
  - Including planning, structuring, and implementing initiatives that address Tiny Changes beneficiaries needs
- Monitoring, Evaluation, and Reporting: Tracking and assessing the performance of the organisation's programmatic functions or programmes against the organisation's strategic plan and objectives.
  - Includes: finding stakeholders, producing M&E frameworks, etc to demonstrate the organisation's impact, effectiveness, and transparency to its beneficiaries.

### **Team Management**

- As part of the leadership team, lead a brave, honest, kind and hopeful team, cultivating a collaborative and inclusive work environment where individuals excel solo and as a team.
- Recruit and develop staff, providing processes and support to help them thrive in their roles.
- Oversee implementation and management of any staff, suppliers, partners, volunteers and consultants involved in Tiny Changes co-design and projects.
- Ensure transparency, best practice and growth via staff feedback channels and appraisals.

**This job description is not contractual and is liable to change over time.**

#### Person Specification

You will uphold and represent Tiny Changes purpose, vision, values and mission in a personal and professional capacity. We are looking for someone who has a genuine commitment and enthusiasm to progress the work of Tiny Changes and our current goals.

#### Our Goals

- raise awareness about children and young people's mental health issues
- advance understanding of the root causes of mental ill health and support innovation in the design and delivery of mental health services to children and young people
- support and promote initiatives that provide help to children and young people impacted by mental health problems, their families, and carers
- provide a voice to children and young people who have been affected by mental health issues to influence mental health policy and practice

## Our Values

Hopeful - We want to create a new narrative around mental health. Positive stories of support and invaluable lived experience that can give comfort to those who need it most. There is a fine line between the light and the dark and sharing a message of hope can be empowering for our community.

Brave - We are willing to take risks in supporting forward-thinking and creative ideas. We are committed, we demand and we are determined to make change. We are not afraid to stand up for our community and fight for real change. We will stand side by side and prove that better is possible.

Honest - We don't have all the answers, but we are optimistic, determined and ready to learn. We will be open and transparent with our journey, adapting to our communities needs and celebrating progress over perfection.

Kind - We care. We listen. We ask. We encourage and support anyone to raise their voice. We learn from each other, teach each other and forgive each other. Compassion, empathy and understanding are all key to reducing stigma and starting important conversations.

What will you bring to Tiny Changes?

We are looking for applicants with the following characteristics:

1. Share our vision and values - we are Hopeful, Brave, Honest and Kind
2. Have knowledge of or interest in mental health issues affecting children and young people in Scotland
3. Active listener, equalities driven and self-reflective

It is **essential** that the person taking up this role has the following experience and skills

- Experience in operations management or consultancy role (employment or freelance).
- Experience in or consulting on leadership roles within the third sector.
- Experience in HR and people management.
- Experience in developing, delivering and monitoring strategic and operational plans.
- Experience in community and youth led mobilisation or coproduction.
- Experience developing, implementing or managing monitoring and evaluation frameworks.
- Experience in strategic fundraising, including mass fundraising campaigns and Trusts and Foundations.

The following experience and skills are **desired** but not essential

- Use of your own vehicle.
- Experience in grantmaking as either awardee/applicant or as part of team, project or department managing grantmaking.
- Experience working in schools or other educational settings.
- Experience in a mental health setting.