



**OPERATIONS MANAGER  
(Maternity Cover)  
JOB DESCRIPTION**

---

<b>Job Title:</b>	<b>Operations Manager</b>
<b>Reporting to:</b>	Founder/CEO and mentored by Board member
<b>Salary:</b>	<b>£29,120 for 28 hour per week</b>
<b>Hours:</b>	<b>4 days per week (28 hours per week)</b> Standard hours are between 9.30am – 7.30pm. Additionally, evening and weekend may be required.
<b>Terms:</b>	<b>Fixed Term for six months, possible extension to June 2022</b> PAYE: Payment made by BACS at the end of each month in arrears.
<b>Location:</b>	8-12 Eltham Road Lee Green SE12 8TF is the base of the Charity where the service is delivered. You may also need to deliver workshops externally as and when required.

**Mission Statement**

*Arts Network is a charity that provides an inspirational and understanding environment for people with mental health support needs; and challenges the stigma of mental health. We support people to achieve their personal goals through creative activities, exhibitions and events that enable participants to learn new skills, increase self-confidence and develop relationships.*

*We constantly seek to battle stigma and discrimination by presenting our work and practice to medical practitioners, key stakeholders and the general public*

**ABOUT US**

---

Arts Network is an arts and crafts charity for people who have SMI (Severe Mental Illness). Using creative practice Arts Network works to reduce stigma and provide a safe, creative environment for people to develop skills and self-confidence. People are referred to us by Community Mental Health Teams, Psychiatrists or Mental Health Professionals.

We are a membership organisation, with all members being people with complex needs. Our membership includes people who experience a substantial disability as a result of their mental ill health, those who are isolated and have little or no resources or support.

Arts Network is a user-led Charity, with staff, senior staff and some trustees having lived experience of mental ill health.

Members can access a wide range of creative workshops which include such things as painting, drawing, mosaic, photography, printmaking, filmmaking, computer-aided design, textiles, creative crafts, clothes design and making, screen-printing, jewellery making. The list is under constant review in order to ensure we are offering the most engaging activities to our members.

We adopt an individual approach that offers the time, space, structure and support to suit each person's needs. We aim to develop their social skills and their creative skills as visual artists with the opportunity to exhibit, and if they wish, sell their work. We have a mentoring

program, to support new members joining Arts Network, ensuring they feel welcomed and comfortable in the space.

We also offer training for members to become volunteers or co-facilitate through our partnership with SLaM Volunteers.

We also seek to combat the stigma and discrimination that exists around mental ill health and run a number of exhibitions and public events, both externally and internally for the general public. These public exhibitions and workshops help to promote a better understanding of mental health issues. They are also a great way of showcasing our members' talents and also give members an opportunity to exhibit and talk about their work, welcoming people in and showing them around. We regularly organise social and artistic events for our members including trips to galleries and cultural events.

## **EQUAL OPPORTUNITIES STATEMENT**

---

Arts Network recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds.

Arts Network is an equal opportunity organisation welcoming people of any, race, ethnicity, gender identity or expression, size, nationality, sexual orientation, ability level, neurotype, religion, elder status, family structure, culture, subculture, identity, self-identification and more.

The aim of our policy is to ensure that no one at Arts Network receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

## **ROLE**

---

This is a key role as part of the senior management team. As a highly motivated individual, the post holder will support the charity's goals and assist, as required, in the daily operation of the Charity. The post holder will be responsible for managing and supporting Staff, Volunteers and Leaders.

They will oversee the running of various visual arts workshops for members attending Arts Network, ensuring a pleasant, calm and supportive environment in which people with SMI are able to explore their creative potential whilst also gaining valuable life/transferable skills.

The Operations Manager will ensure the membership continues to thrive and survive and ensure that all members' records are held in accordance with the Charity's policies and procedures and comply with British Data Protection Laws.

The post holder will be an ambassador for the Charity, supporting the charity's goals and assisting, as required, in the daily operation of the charity, providing a pleasant, calm and supportive environment in which people with SMI are able to explore their creative potential whilst also gaining valuable life/transferable skills.

The post holder will be tasked with data collection and administration relating to workshops and membership.

Supporting staff in maintaining Health & Safety, confidentiality and safeguarding.

Arts Network particularly welcome applications from disabled and Black, Asian and Ethnic minority candidates, as Black, Asian and Ethnic minority people and disabled people are currently under-represented in the arts and mental health sector.

## RESPONSIBILITIES

---

- 1. Managing Service Delivery (internal & external)**
  - Schedule and oversee workshop delivery, including Stay Connected programme
  - Working with partners (e.g. Horniman Objects In Focus Loan)
  - Supervise Staff
  - Oversee vocational and mental health support to members
  - Ensure that work room Health & Safety requirements are complied with
  - Oversee the training of support member mentors who will help with the running of workshops
  - Notify CEO of any problems with members
  - Oversee evaluations of workshops and visits
  - To support the delivery of activities that help to de-stigmatise mental health.
  
- 2. Marketing**
  - Overseeing the updating of all social networks
  - Overseeing events & exhibitions
  - Oversee with identifying venues
  - Oversee the marketing of events
  
- 3. HR and Supervision of Staff and Volunteers**
  - Supervise service delivery staff.
  - Ensuring DBS checks are kept up to date.
  - To keep staff contracts up to date.
  - Manage workflow and staffing levels (inc. staff annual leave)
  - Arranging training for staff (first aid/health & safety)
  - Assist in the recruitment of staff.
  - Manage the recruitment of volunteers (supported by SLaM Volunteers, the post holder will also represent Arts Network at SLaM Volunteer meetings and events)
  - Assist in the recruitment of sessional staff
  - Ensuring that staff and volunteers adhere to Arts Network policies and procedures
  - Deal with any complaints and grievances
  - Provide annual appraisals for staff.
  - To oversee the training of co members.
  - To oversee and support the training co facilitators.
  - To oversee the support the training of volunteers.
  
- 4. Fundraising Support**
  - To identify and assist with potential funding opportunities.
  - Helping to complete funding bids
  - To supply reports back to funders as required
  
- 5. Managing Membership**
  - Managing members record
  - Keeping personnel records of members up to date and secure.
  - Disseminating information to members
  - Oversee Friends newsletter (include poetry / links / brief updates) – monthly
  - Coordinating membership meetings
  - Collecting payments for workshops
  
- 6. Office Administration**
  - Overseeing the ordering of office supplies
  - Managing the incident & report book
  - Ordering materials for workshops
  - Manage materials and equipment budget.

- 7. Policies, Procedures and Health and Safety**
  - Ensure charity values and standards are maintained.
  - Ensuring that all activities and events have the appropriate plans and risk assessments in place.
  - Supervise the working environment ensuring that activities take place within a safe environment and adhere to Arts Network policies and procedures on and off premises.
- 8. Evaluation**
  - Ensure members surveys are kept up to date.
  - Collating data from members' surveys.
- 9. Other**
  - To undertake any other such relevant activities that help Arts Network to fulfil their Charity's aims and objectives.
  - Attend trustee meetings and AGM's when requested.

## **KNOWLEDGE, SKILLS AND QUALIFICATIONS**

---

### **Desired (D) Essential (E)**

- Experience of running activities with and for people with mental health needs (E)
- Experience of working in arts setting/understanding of the arts (E)
- At least two year's experience of office and administration management (E)
- Able to communicate appropriately with colleagues, visitors and students using the building (E)
- Able to prioritise work (E)
- Awareness of Health & Safety at work (E)
- Familiarity with Word for Windows, Excel and database management (E)
- Be punctual and reliable (E)
- Be committed to Equal Opportunities policy (E)
- Experience of networking and liaising with referrers and community-based organisations (D)
- Ability to work within a fixed budget (E)
- Experience of managing part-time staff and volunteers (E)
- Experience of using social media to promote arts, health and cultural projects (E)
- Fundraising experience (D)
- Experience of collecting evaluation data and compiling evaluation reports (D)
- Working on own / in a small a team (D)

## APPLICATION PROCESS

---

Please provide us with an outline CV and a covering letter (no more than 2 pages of A4)

Applications should be sent as PDF's to [jobs@artsnetwork.org.uk](mailto:jobs@artsnetwork.org.uk) with "Operations Manager" written in the subject line.

Arts Network recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds.

Arts Network particularly welcome applications from disabled and Black, Asian and Ethnic minority candidates, as Black, Asian and Ethnic minority people and disabled people are currently under-represented throughout the arts and mental health sector.

Deadline for applications:	Friday 2 July, 10am
*Interviews:	Thursday 8 and Friday 9 July
Start Date for successful candidate:	Tuesday 10 August

\*Interviews will take place online.