



# Mental Health Reform

Promoting Improved Mental Health Services

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## Operations Manager

### JOB DESCRIPTION & PERSON SPECIFICATION

Reports to:	Executive Director
Supervises:	Communications & Information Executive
Location:	Coleraine House, Coleraine Street, Dublin 7

Mental Health Reform (MHR) is the leading national coalition driving progressive reform of Ireland's mental health system. With more than 50 member organisations and more than 10,000 individual supporters, Mental Health Reform is implementing an ambitious strategic plan to achieve fulfilment of peoples' right to the highest attainable standard of mental health.

Mental Health Reform's vision is for an Ireland where everyone with a mental health difficulty can recover their wellbeing and live a full life in the community.

### POSITION SUMMARY

Working closely with the Executive Director, and with the support of the Communications & Information Executive, the Operations Manager will manage the efficient operation of the organisation by planning, organising, and implementing administrative, financial and governance systems, supervising staff in the delivery of administrative duties and providing administration for fundraising activities.

### MAIN RESPONSIBILITIES

- 1. Office administration and governance** – Supporting the effective administration and good governance of the organisation by:
  - Taking responsibility for the development and maintenance of MHR's administrative and governance systems in order to maximize efficiency and fulfil good governance
  - Supporting the operation of the Board and its sub-committees
  - Supervising the enquiries function and providing the first response to enquirers
  - Maintaining office and ICT equipment and software and liaising with suppliers
  - Maintaining the members' register and processing new memberships
  - Organising meetings and events, taking and producing minutes of meetings

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- Preparing and filing regulatory, company and funder reports and filings in fulfilment of requirements and deadlines
  - Developing and maintaining policies and procedures to support fulfilment of governance obligations
- 2. Human resources** -Supporting the human capacity of the organization by:
- Running recruitment and organizing reference-checking, vetting and induction of new employees and volunteers
  - Overseeing training, staff development and performance management
  - Maintaining personnel records
  - Maintaining a safe and secure work environment
- 3. Finance** – With the support of the bookkeeping service, overseeing and implementing the finance function of the organization by:
- Overseeing the annual audit and AGM
  - Preparing and monitoring budgets
  - Liaising with the bookkeeping service on the production of the monthly management accounts
  - Liaising with the bookkeeping service on the processing of financial transactions
  - Preparing invoices for payment
  - Lodging, recording and receipting income
  - Maintaining and accounting for petty cash
- 4. Fundraising** – Support the organisation’s fundraising campaigns by:
- Maintaining a database and calendar of trusts, foundations and grant opportunities
  - Providing administration and communications support for major donor fundraising
  - Supporting good relationships with donors through effective communications and administration
  - Providing administrative support for individual and community fundraising activities
- 5. Organisation**
- To work within the framework of the overall objectives and the policies and practices of MHR
  - To contribute to the promotion of equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice in all aspects of work
  - To update MHR’s contacts database
  - To carry out other administrative duties as required
  - To participate in Mental Health Reform’s performance management system and engage in supervision sessions on a regular basis with the Director

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- To supervise interns or volunteers as required
- To participate in relevant training and development courses as agreed with the Director
- To undertake such other duties as might be reasonably assigned from time to time in consultation with the Director
- To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of the Director or Health & Safety Representative

**As this is a new role, Mental Health Reform reserves the right to amend this job description to meet organisational needs.**

### **PERSON SPECIFICATION**

#### **Essential qualifications, capabilities and experience:**

- Third-level qualification in business, social science or other relevant discipline
- High proficiency in Microsoft Word, Excel and Powerpoint
- Excellent written and verbal communication skills
- Fluent speaker and writer of English
- Experience of managing, developing and operating administrative systems within an office environment
- Accounts processing experience, including preparation and monitoring of budgets
- Ability to interact with people involved at all levels of the mental health system in a professional manner
- Customer service skills
- Meticulously attentive to detail in production of work
- Experience supervising staff to deliver administration services in a small, flexible, fast-paced work environment

#### **Attitude:**

- Commitment to the vision, mission and values of Mental Health Reform
- A can-do attitude with a focus on continuous improvement within area of work
- Ability to work with initiative and take responsibility for a functional role within a small team
- Excels within a busy work environment

#### **Desirable experience:**

- Experience of database administration
- Fundraising support experience

### **TERMS**

This is a full-time position, permanent position subject to funding and a one-year probationary period. Salary will be commensurate with experience.

Hours of Work: 37 hours per week

Annual Leave: 24 days

Employer pension contribution: 5% after completion of probationary period

**Mental Health Reform is an equal opportunities employer**