



Job Description

Post/Job Title: Operations Manager

Location: Psychosynthesis Trust, 92-94 Tooley Street, London SE1 2TH

Department: Finance and Operations

Salary: £30,000 per annum + pension + staff benefits

Contract: Full-time, permanent

Holiday: 25 days per year + bank holidays, + 3 days Christmas closure

Accountable to: Finance & Operations Director

Organisational Overview

The Psychosynthesis Trust is a small educational charity that has a rich 50- year history of enabling human potential in the UK. Our founders were pioneering leaders in education, psychology, science and spirituality and we continue to work at that nexus today. Our work is based on psychosynthesis- a transpersonal psychological model and approach that integrates the spiritual aspect of the human experience.

Our core work is in providing personal and professional training programmes 'to help people to know and transform themselves'. We also offer counselling services and room rentals at our building at 92-94 Tooley Street.

Our values and our culture consider the whole, both in terms of individuals and society, as well as from an organisational perspective. We orientate to working with the qualities of love and will, bringing the principles of curiosity, inquiry and responsibility to our work and to each other.

The Trust has an intention of playing an important role in one of the most exciting times in history – helping people to finding meaning, purpose, wellbeing and a sense of place in an increasingly complex world. We believe that our work will help to enable an expanded sense of human consciousness in individuals and in society.

The breadth and depth of The Psychosynthesis Trust's training, counselling services and room-rental offering has developed significantly over the past 6 years. With this increased growth and with the intention of wanting to help more people 'know and transform themselves', we are entering a new phase of the Trust's life cycle. As such, we are looking for a new Operations Manager who can help us develop and implement solid foundations and infrastructure from which to expand our work.



The Context of the Role

As a member of the Operations team, you play a crucial role in maintaining the infrastructure for the community. It is part of a front facing team who are a first response for the building and all facilities. You will work with staff across all departments to make sure the core operations of the organisation are running effectively. Often troubleshooting live issues and thinking resourcefully about ways to respond to unusual and in-the-moment situations are part of this role.

A key focus for the Trust and for the Operations Manager in the coming years will be on imbedding integrated processes for the running of the building and developing excellent customer service standards. We want the Trust to support the whole community in their different activities; be it delivering training, therapy, running events, or being a student. This role will also work closely with the core team with IT and systems issues and to build the team knowledge base, clarifying our ways of working to help support decision making and enabling improvements.

The right candidate will be a brilliant multitasker, able to juggle larger ongoing improvements with smaller day to day management. Keeping the longer-term goals in sight will maintain a smooth current state. You will have an appetite for wanting to understand how to grow and scale our operations to support our organisational growth, working closely with the Finance and Operations Director. We are looking for a candidate that is comfortable working with complexity and challenges that come along with process change while maintaining business as usual for customers.

We are looking for someone who is ready to support some exciting developments, as we have several large projects in motion that will be implemented over the next 6-18 months. You will be involved in changes that will improve the day to day running of our facilities.

We value diversity and the intersectionality of people and their backgrounds. This is important to us as we seek to cultivate a creative and more expansive and inclusive attitude to difference in ourselves, our communities and our society. So, we are particularly keen to receive applications from Black, Asian and minority ethnic, people with disabilities, people who identify with being LGBTQIA, people who have a mental health condition or people who identify with being marginalised (or have been in the past).

This is an exciting role for someone who wants to be part of a growing organisation on the pioneering edge of psychological and spiritual development. We are a small team so there is great opportunity for personal and professional development and to feel like you are making a difference!

The Purpose of the Role

The purpose of the role of the Operations Manager is to lead, develop and to ensure implementation the overall strategy for The Trust's operations functionalities.

Essence of the Role – Key Tasks, Responsibilities and Accountabilities

- Effective function of the building and its facilities; including operation, space, technical and function, as well as secure and compliant with Fire, Health & Safety legislation.



- Managing the roles that engage with our Community, ensuring the highest levels of service of our provision are upheld and that the impression and environment reflects that and of our values.
- Aligning with our Programmes and Counselling Services teams to ensure the provision best facilitates our core work.
- Strategically proactive on how we maximise our space and resource and what relationships can be forged with our neighbouring community that will impact this.

Key Functional Responsibilities and Accountabilities

- **Building and Facilities function**, including
 - Manage cleaning and caretaking of the building with our internal team, regulating hours worked to remain in “contact” with a team that works out of hours whilst being maintaining regular contact through email and phone (inside and outside of office hours).
 - Managing and reviewing all building and operational contractors, suppliers and services, ensuring we use organisations that align with our values and that we get the best quality of service within set budgets.
 - Maintaining building services, such as waste, heating, lift and internet, including updates and testing where necessary.
 - Managing the tangible assets of the Trust, including equipment and budgets.
 - Ensuring that the building complies with updated statutory requirements including Fire, Health and Safety legislation. Supporting the whole team in building skills and knowledge base of those statutory requirements as part of the audit function.
 - Ensuring the impression and aesthetics of the building expresses our values and represents the quality that we provide in our core work.
 - Continuously assessing our environmental footprint and changing resources to reflect a better relationship and responsibility of the Trust’s climate.
 - Support of a potential building renovation in its planning, management and implementation stages.
 - Managing purchases and inventory, such as cleaning, stationery and refectory supplies, and ensuring logs and invoices are presented to Finance team.
 - Being available for any out of hours contact when emergencies arise.
- **Community**, including
 - Line management of Community Host and reception function, with an accountable overview of the Community Hosting Support team that requires recruitment.
 - To create an outstanding provision of service that is experienced by every facet of the community at all times.
 - Ensuring all Training and Counselling rooms are well maintained and appropriately equipped and set up to support Programmes team, course participants, students, trainers and room renters.
 - Develop strong working relationships with counsellors, trainers and room renters, ensuring inquiries and specific needs are met with positive outcomes.
 - Supporting the community in the launch of a new room booking system ensuring continuity of service.
 - Managing the standing orders of the room rentals, calculating these quarterly, and regular invoice management in liaison with the Finance team.



- Review of all community agreements and collaborating with the Marketing and Communication Manager to ensure website content is up to date.
- Develop an advisory Community Ecosystem that draws on the broadness of our building users and brings in the voice of the community to consult on feedback and matters arising.
- **Core work support**, including
 - Collaborating with the Programmes Director and the Programmes and Counselling Services teams to support the strategic needs of the core work of the Trust.
 - Administration and maintenance of the Student Lending Library.
 - Supporting all teams in everyday IT and systems support, whilst supporting skills and knowledge growth, and managing IT contracts and subscriptions through our Office365 platform.
- **Strategy**, including
 - Develop reporting of the room rental business to build and feed an annual strategy set out by the Finance and Operations Director in the Trust’s impact goals.
 - Develop the strategy to cultivate community, aligning with the Communications and Marketing Manager, enabling our community business model to be benchmarked, set out through market analysis, and consider how to position our provision.
 - Build new relationships locally to further cultivate our community with organisations and groups that align with our purpose and values, including our key stakeholders (local authority, First Mile).
 - Reduce the perishability of unused rooms by developing a strategy that introduces new organisations and groups to the Trust.

Behaviours, Competencies and Experience

Person Specification Criteria	Essential	Desirable
Experience	Will have at least 3 years’ experience in office management with a facilities/H&S management responsibility OR At least 3 years’ experience of buildings & facilities management Highly skilled using MS Office365, particularly Excel, Word, Outlook and Access Strong technical ability and IT skills	Experience/interest in working in the charity sector Appreciation of the principles of counselling, psychotherapy and Psychosynthesis An interest in transpersonal or spiritual development and exploration (for example: yoga, meditation, spiritual practice and enquiry)



	<p>Experience of maintaining office systems and databases</p> <p>Demonstrable experience of client or customer service both facing and non-facing</p> <p>Curiosity and willingness to learn and expand knowledge. Willing to adapt to and work with change</p>	
Competencies	<p>Proactive and assertive, highly organised and able to prioritise ever-changing workload</p> <p>Ability to communicate (verbal and written) with sensitivity, diplomacy and confidence. Excellent customer service abilities.</p> <p>Able to work accurately, efficiently with high attention to detail</p> <p>Ability to work within and maintain well-defined professional boundaries and handle confidential information</p> <p>Excellent written and spoken English language skills</p> <p>Ability to communicate with wide range of stakeholders including customers, clients, students, trainers, contractors and trustees</p>	<p>Strong project management skills</p> <p>Experience in managing and developing property and facilities</p>
Education	<p>A Levels (or extensive demonstrable experience as set out above)</p>	<p>Degree or equivalent</p>
Behaviours and Relationships	<p>Self- Autonomy –is aware of one’s needs and can adapt behaviors’ and actions accordingly; interested in personal development</p> <p>Big Picture – is visionary, able to see the big picture and the ‘whole’ and can embrace complexity whilst holding the long-term intention of the organisation</p> <p>Critical Thinking – can challenge assumptions, analyses priorities, seek solutions, pays attention to detail, is able to see risks and opportunities;</p> <p>Innovation – is open to new ideas and to trying things out, is a good problem solver; takes an action learning approach</p>	<p>Personal Awareness - has a strong sense of self and awareness of how she/he relates to others; is aware of personal impact; has a high level of personal resilience; open to change</p> <p>Relationships – is a good listener and communicator and can connect deeply with people in order to enable and inspire potential</p> <p>Adaptability – embraces complexity, is flexible and can work with ambiguity, willing to pitch in to support the ‘whole’</p>



	Will – is intentional, proactive, responsible and purposeful; is able to make decisions	Love – is appreciative, inclusive and embraces difference
--	---	---

Values and Behaviours

Our values and behaviours are important to us – and as such we are looking for people who align and resonate with our values. This includes:

Wholeness: It is important for us to take time to see the bigger picture and the unity in multiplicity. We are interested in using different ways of knowing – the head, the heart and the body. We are motivated by serving the whole.

Love: We are looking for people who appreciate the strengths and potential in themselves and in others and supporting others in reaching their fullest potential.

Inquiry: We value an environment where we are learning as we go through our actions and taking time to reflect on what works, what doesn't and what we need to do to evolve and adapt.

Will: We want to be intentional in our actions which are underpinned by strength, goodness and skill

Responsibility: It is important that we all take ownership to 'know, master and transform ourselves' and our relationships so that we can be of service to ourselves and others