



Candidate Pack

**Operations
Manager**

Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

open door 

We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times.

We have two main sites in Birkenhead, and over the past 14 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space, Bloom Building. From Bloom, we offer hot-desking, workshops, tenancies and more. We host art exhibitions, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- Human
- Fire
- Visionary
- Professionalism



Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

Our future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have established a robust senior leadership team, governed by a strong board of trustees and have just passed our 14th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

100%

of staff feel valued by their manager.

100%

of staff feel they are part of a supportive team and have good working relationships.

100%

of staff feel positive about the work they are doing at Open Door.

A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be for the charity and for your personal and professional development.

The ways we achieve this include:

- Access to networking events within the third sector and beyond
- Access to training opportunities within your role
- Regular one to one meetings with your line manager

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people's purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

Lee Pennington - Charity Director



Job description

Role: Operations Manager

Working pattern: Full time 37.5 hours per week

Location: Bloom Building, Birkenhead and Joy, Birkenhead

Contract type: Permanent*

Salary: £32,000

*Dependent on a successful 6-month probationary period, demonstrating ODC values and excellent execution of responsibilities.

Other benefits:

- 25 days annual leave (pro rata) excluding bank holidays, plus annual Christmas shutdown
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests



Role Overview

The Operations Manager will play a central role in ensuring the Joy building operates smoothly, safely and in line with Open Door's values and ambition. Taking overall responsibility for day-to-day site operations, you will help create a welcoming, inclusive and well-managed environment that supports staff, tenants, partners and everyone who uses the building.

Working collaboratively across the organisation, you will oversee facilities, maintenance, compliance and operational systems, ensuring Joy is consistently clean, secure and fit for purpose. You will act as the main point of contact for contractors and suppliers, manage utilities and building systems, and take a proactive approach to health & safety, risk management and statutory compliance.

As a key operational lead within the building, the role will support events and programmed activity, working closely with the Commercial & Events Manager, Programming Manager and Access teams to ensure activities run safely and smoothly. You will also build positive day-to-day relationships with tenants and partners, and contribute to cross-site support as Open Door continues to grow.

Main Duties and Responsibilities

Day-to-Day Site Operations

- Take overall responsibility for the day-to-day management, appearance and smooth operation of the Joy building.
- Ensure Joy is consistently welcoming, clean, safe and fit for purpose, reflecting Open Door's values and ambition.
- Oversee opening and closing procedures, site security arrangements and daily operational routines.
- Line manage and support operational staff as the team grows, providing clear direction, regular supervision and a positive values-led working environment.
- Manage operational and facilities budgets, monitoring spend, ensuring value for money and contributing to effective financial planning as the organisation continues to grow.

Facilities, Maintenance & Utilities

- Manage utilities and building systems, monitoring usage and reporting issues as they arise.
- Oversee facilities and maintenance activity, carrying out minor works directly where appropriate and coordinating external contractors.
- Maintain a proactive approach to building upkeep, identifying issues early and supporting longer-term maintenance planning.

Compliance, Health & Safety

- Maintain operational compliance across the site, including fire safety, health & safety, water hygiene and food hygiene where applicable.
- Ensure all statutory checks, records and certifications are up to date, accurately recorded and accessible.
- Hold and regularly review the site risk register, escalating risks where required.
- Lead on the induction and ongoing training of staff, tenants and partners using the Joy building, ensuring everyone understands site procedures, health & safety requirements and expectations.

Main Duties and Responsibilities

IT, Systems & Inventory

- Act as first-line support for day-to-day IT issues, liaising with external IT providers to resolve problems efficiently. Direct IT support expertise is not required.
- Oversee room booking systems and support staff, tenants and partners to use systems effectively.
- Manage site inventory, equipment and supplies, ensuring appropriate stock levels and maintenance.

Tenant, Partner & Cross-Site Support

- Act as the primary day-to-day contact for tenants based at Joy, fostering positive relationships and addressing operational needs.
- Support the operation of additional Open Door sites where required, sharing learning and capacity.
- Work collaboratively with Events, Programming and Access teams to support delivery across the building.

Events & Programme Support

- Provide operational support to events and programmed activity, including room setup, troubleshooting and on-the-day support where required.
- Work closely with the Commercial & Events Manager and Programming Manager to ensure activities run safely and smoothly.

Cleaning, Security & Contractors

- Take overall responsibility for site security and access arrangements, ensuring opening and closing procedures, and safeguarding measures are robust, well understood and consistently applied.
- Manage cleaning provision through a combination of in-house arrangements and external contractors.
- Oversee relationships with external suppliers and contractors, ensuring quality, value for money and alignment with Open Door's values.
- Act as the main point of contact for day-to-day contractor coordination on site.

You will be a great fit if...

You have this experience:

- Experience in an operations, facilities, site or building management role, with responsibility for day-to-day operational delivery.
- Experience overseeing contractors and suppliers, including cleaning, maintenance, security or other external services.
- Experience maintaining compliance across areas such as health & safety, fire safety and statutory checks.
- Experience working collaboratively with internal teams, tenants or partners to support smooth delivery of activity.
- Experience supporting events, programmes or busy operational environments, responding to issues as they arise.

You have these skills:

- Strong organisational skills, with the ability to manage multiple priorities, tasks and operational demands at the same time.
- Practical problem-solving skills, with a calm and solutions-focused approach to day-to-day challenges.
- Confident communicator, able to build positive relationships with colleagues, tenants, contractors and external partners.
- Ability to take ownership of systems, processes and routines, ensuring they are followed and continuously improved.
- Attention to detail, particularly in relation to safety, compliance, record-keeping and building standards.

You will be a great fit if...

You demonstrate these behaviours:

- Proactive and self-motivated, taking responsibility for your work and anticipating issues before they arise.
- Calm, resilient and adaptable, particularly in a busy, people-focused environment.
- Collaborative and approachable, with a willingness to support colleagues and contribute to shared goals.
- Values-led, with a commitment to inclusion, access and creating welcoming spaces for everyone.
- Reliable and consistent, with high standards for safety, professionalism and quality.
- Passionate about Open Door's mission and excited to play a key role in supporting its future growth and impact.

Any questions, get in touch

Email us:

vacancies@opendoorcharity.com

Registered with
**FUNDRAISING
REGULATOR**



We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV, completed equality & diversity form and cover letter outlining how you meet the requirements through to vacancies@opendoorcharity.com.

We look forward to hearing from you!



www.opendoorcharity.com

Registered charity no. 1189664