

open door 

Candidate Pack

**Branch
Operations &
Development
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.

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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: Branch Operations & Development Manager

Working pattern: Full-time 37.5 hours per week,
Monday-Friday

Contract type: Permanent

Location: Bloom Building, Birkenhead

Salary: £32,000

*Dependent on a successful 3-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 Branch Operations & Development Manager will lead Wirral's central access point, ensuring young people are connected with safe, timely, and evidence-based support. They provide strong, compassionate leadership, embedding strengths-based practice and maintaining high service standards.

They will drive continuous improvement in the matching function, respond to challenge, and identify risks early, implementing effective solutions. Using data and insight, they will monitor need, shape service capacity, and support strategic planning.

The role builds positive relationships with young people, families, professionals, and partners, promoting clear communication and collaborative decision-making. They ensure robust safeguarding, operational efficiency, and consistent, high-quality delivery across the service.

Main Duties and Responsibilities

Line Management & Team Leadership

- Recruit, retain, and line-manage the central point of access matching team, including direct and indirect reports and volunteers.
- Embed and oversee standard operating procedures for matching young people to services.
- Deliver HR-aligned processes that support staff wellbeing, performance, and professional development, including regular 1:1s.
- Lead effective performance management, including appraisals and development planning, while fostering a positive, strength-based team culture.

Operational Service Management

- Oversee the central point of access, ensuring safe, high-quality, and efficient matching of young people to appropriate support.
- Monitor team performance, internal and external targets, deadlines & KPIs, young person outcomes, and service quality, identifying gaps and areas for improvement.
- Resolve operational issues quickly and plan longer-term improvements, working with alliance partners and local mental health services.
- Implement new or updated policies and processes to ensure staff confidence, compliance and ensure responsive processes.
- Maintain positive relationships with young people, parents/carers, and referrers, ensuring feedback is collected and concerns addressed.
- Embed a strengths-based approach and champion the voice of the child in all access and matching work.

Safeguarding

- Act as the designated safeguarding officer for the central point of access.
- Ensure safeguarding policies and processes are followed daily, jointly with the Service Delivery Manager.
- Build strong relationships with safeguarding partners, including the integrated front door and emergency duty team.
- Contribute to annual policy reviews and Section 11 responsibilities with Wirral Safeguarding Children's Partnership.
- Ensure staff have access to appropriate safeguarding training and development.

Main Duties and Responsibilities

(continued)

Service Development & Partnership Management

- Develop responsive referral processes that ensure young people are matched to the right support first time.
- Work collaboratively with alliance partners, CAMHS, associate members, and wider system professionals to support effective communication, case discussions and support multi-agency learning.
- Develop strong regional sector knowledge and positive relationships with alliance and non-alliance providers and encourage diverse services to join Branch.
- Work with partners to maintain and improve the Branch algorithm and membership processes.
- Collaborate with marketing and communications colleagues to ensure Branch is visible and accessible, including to harder-to-reach groups.
- Deliver training, presentations, and networking events to promote Branch, build and strengthen professional relationships.
- Work with local platforms (Family Toolbox, Zillo, Sandbox, SENDLO) to ensure coordinated signposting and reduce duplication.
- Create feedback opportunities for young people, families, and professionals to support continuous improvement.

Data, Impact & Reporting

- Work with data colleagues to maintain and develop safe, efficient tools and systems that support effective resource use.
- Collect and analyse data to identify trends in young people's mental health needs and share insights with the Alliance Leadership Team and commissioners.
- Use CRM systems (including Beacon) to understand demand, allocate referrals, manage waiting times, and ensure appropriate matching.
- Oversee allocation processes and ensure accurate data capture.
- Contribute to monitoring, evaluation, and reporting to evidence impact and inform service development.
- Monitor service performance data to maintain high response rates and ensure the algorithm remains accurate and responsive to capacity.
- Identify gaps in provision and share insights with partners to support system-wide planning and development.

Main Duties and Responsibilities

(continued)

Quality Assurance

- Conduct regular audits of matching decisions, referral pathways, and case records to ensure accuracy, consistency, and compliance.
- Review and refine standard operating procedures to ensure they remain efficient, accessible, and aligned with best practice, addressing non-compliance promptly.
- Lead on implementing new or updated policies, ensuring staff understand and embed changes effectively.
- Work with safeguarding partners to ensure smooth handover of information and consistent application of thresholds.
- Contribute to safeguarding audits, Section 11 processes, and annual policy reviews.
- Monitor data quality and work with data teams to resolve issues.
- Ensure concerns or complaints are addressed promptly, fairly, and in line with organisational procedures.
- Use feedback to inform service improvements and enhance user experience.
- Participate in multi-agency reviews, quality meetings, and learning events to strengthen system-wide practice.

You will be a great fit if...

You have this experience:

(Essential – E, Desirable – D)

- Line-managing staff and volunteers, including recruitment, supervision, performance management, and wellbeing-focused 1:1s. (E)
- Managing day-to-day service delivery in a fast-paced setting. (E)
- Building a positive, strengths-based team culture. (E)
- Developing or improving referral pathways or access/matching processes. (E)
- Using data to monitor performance, identify trends, and inform service development. (E)
- Understanding system-wide demand, capacity, and waiting times. (E)
- Working inclusively with young people, families, and referrers. (E)
- Building effective multi-agency relationships (e.g., CAMHS, local authority, voluntary sector, education). (E)
- Acting as a safeguarding lead or escalation point. (E)
- Meeting KPIs, managing workflow, and maintaining high service standards. (E)
- Experience in mental health, youth services, social care, or the voluntary sector. (D)
- Delivering multi-agency training or professional development. (D)
- Working with digital tools or algorithms that support matching. (D)
- Representing a service at external events or partnership meetings. (D)

You will be a great fit if...

You have these skills:

(Essential – E, Desirable – D)

- Managing change and embedding new processes. (E)
- Identifying service gaps and working with partners to improve support. (E)
- Creative, proactive approach to service improvement with a focus on accessibility and equity. (E)
- Strong written and verbal communication, adaptable for all audiences. (E)
- Confident delivering presentations, training, and networking. (E)
- Skilled in handling sensitive conversations with empathy and clarity. (E)
- Competent using CRM systems (e.g., Beacon) to manage referrals and understand demand. (E)
- Able to analyse data, produce clear reports, and present insights. (E)
- Skilled in gathering feedback and ensuring children's voices shape decisions. (E)
- Able to identify safeguarding risks early and make proportionate decisions. (E)
- Knowledge of local services across Wirral, Cheshire, and Merseyside. (D)
- Understanding of strengths-based, trauma-informed, or person-centred practice. (D)
- Ability to contribute to digital tool or algorithm development. (D)

You will be a great fit if...

You demonstrate these behaviours:

(Essential – E, Desirable – D)

- Compassionate, strengths-based, and committed to improving outcomes for young people. (E)
- Highly organised, calm under pressure, and able to manage competing priorities. (E)
- Solution-focused, adaptable, and willing to innovate. (E)
- Reflective and committed to continuous learning for self, team, and service. (E)

You have these qualifications:

(Essential – E, Desirable – D)

- Psychology, health, or social care undergraduate degree (D)
- A full UK driving license (D)
- Successful candidates will require an Enhanced DBS Check

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 with the job title as the subject line.

We look forward to hearing from you!



www.opendoorcharity.com

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