



Office and Compliance Manager

Job Description

Location: Edinburgh

Salary: £ 28,085.44

Salary Band: 5.2

Contract: 35 Hours per week / Full-Time / Permanent

Directorate: Operations

Reports To: Director of Operations

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years' experience across Scotland, we believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

The Office and Compliance Manager is a pivotal role sitting at the heart of the organisation leading our administration and compliance activity. The post ensures the organisation runs efficiently and safely in line with all regulations and best practice.

This is demanding yet rewarding role for a person with drive and initiative. The post holder will manage the day to day working operations of the National Office, based in Edinburgh, in relation to contracts and suppliers, managing our administrative team and capacity, supporting the onboarding and offboarding recruitment process for staff and volunteers, supporting visitors, and ensuring compliance with relevant legislation including Health and Safety and employment.

We are looking for an enthusiastic, committed person, with a 'can-do' approach to problem solving with a strong background in office management, administration, or operations with appropriate qualifications or experience.

The Office and Compliance Manager will also support the Board of Trustees through coordinating meetings and taking formal minutes.

The Office and Compliance Manager has autonomy within the role but will work closely with the Director of Operations and People and Culture Manager to make decisions and recommend changes as needed.

Key Responsibilities:

- Manage National Office, including contract and lease management, health and safety, and data compliance, along with general duties in supporting staff working and visiting the building
- Collect and analyse data regarding the performance of the organisation and provide feedback to National Management Team
- Coordinate and attend Board and Committee Meetings and take formal minutes
- Ensure organisational complaints and comments are dealt with appropriately



- Maintain awareness of, and manage internal process for, changes in applicable legislation, certified management systems, and approved codes of practice relevant to the organisation
- Maintain organisational accreditations
- Management IT software, hardware, and support contracts
- Monitor and assess the competitiveness of suppliers
- Provide relevant advice and guidance to all staff and management to ensure adherence to organisational procedures
- Support and coordinate administrative teams across the organisation; building on our administrative capacity
- Support Hiring Managers with HR processes, including onboarding and offboarding of staff and volunteers
- Supporting our People and Culture Manager in the management of our HR portal (BreatheHR)
- Work closely with our Head of Quality and Improvement in ensuring organisational reports are completed and monitor that appropriate action is taken
- Additional duties and projects as required by the Director of Operations

Essential Criteria:

- I have relevant qualifications or equivalent experience and skills
- Able to communicate effectively, manage teams and expectations
- Able to work autonomously as a self-starter and work as part of a wider team
- Be able to demonstrate a working knowledge of compliance relating to Health and Safety, Quality, and Environmental Management
- Excellent project management skills and demonstrable experience of managing multiple stakeholders to achieve agreed shared objectives
- Exceptional attention to detail and able to work to deadlines
- Experience in office and/or administrative management, and knowledge of managing contracts
- Strong analytical skills and the ability to interpret and present data
- Commitment to the values of Change Mental Health

Desirable Criteria:

- Demonstrable understanding and empathy towards mental health problems
- Track record of managing geographically dispersed teams
- Experience of leading change management
- Knowledge of, and working within, key legislation in line with role priorities and responsibilities

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974



- As with all employees, workers and volunteers; to encourage people to join Change Mental Health as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

Benefits:

- 24/7 access to an award-winning Employee Assistance Programme providing free legal, financial, and medical advice as well as support with life's challenges
- A 35-hour working week, enhanced sick pay & season ticket loan.
- A great work life balance with flexible and blended working environment.
- Blue Light Discount Card
- Cycle to Work Scheme
- Enhanced sick pay and leave entitlements
- Generous 37 days' holiday
- Paid Mental Wellbeing Days
- Professional development including funded opportunities

Please note, the salary has been set at the upper limit of our salary band for this role.