



Recruitment Pack

Head of Operations

We are delighted to bring you this important role to work at The Anchor as our Head of Operations. The Anchor is a charity based in Greenock that aims to support mental health, wellbeing and prevent suicide across our community and beyond.

The Head of Operations will provide day-to-day leadership of all operational functions at The Anchor.

This is the most senior operational role in our organisation, deputising for the CEO and overseeing all delivery functions.

We are passionate in our approach to the community, but professional every step of the way. We are creative and innovative - everything we do is rooted in relationships.



Welcome

Thank you for taking the time out to look at our Head of Operations vacancy.

We are a grassroots charity dedicated to supporting our local communities mental health and wellbeing needs. We have recently re-branded and have a vision to support our whole community, including our innovative work with young people.

Our staff and volunteers take a Trauma Informed & Responsive approach to supporting our community, by using Time, Space and Compassion to create a safe space and environment for all of our members.

By applying for this post, you will begin a journey that could result in you heading our operations at The Anchor. This is a vital Senior Management role at our charity.

You will help support our team, our members and innovate to provide a high standard of support for those accessing the charity. You will play a leading role in the work of the charity.

If this is the challenge you are looking for, we want to hear from you!

Chris Paul
Chief Executive



Job Description

Key Responsibilities (page 1 of 2)

As Head of Operations, you will play a pivotal leadership role in shaping the day-to-day delivery and long-term growth of The Anchor. Your work will be closely aligned with the Chief Executive, enabling them to focus on strategic leadership and direction by managing the operations end-to-end, including:

1. Operational Leadership

- Oversee all operational aspects of the charity across our locations and services.
- Ensure smooth and consistent service delivery aligned with The Anchor's trauma-informed and responsive approach.
- Maintain and improve internal systems, processes, and procedures for efficiency and impact.

2. Service Oversight

- Lead and manage the delivery of all services, including mental health, wellbeing, suicide prevention, youth, and community-based programmes.
- Ensure all services are safe, effective, and reflective of our core values: Time, Space, and Compassion.

3. Income Generation and Sustainability

- Support the income generation pipeline - fundraising, grants, and partnership development alongside the CEO and Business Development team.
- Identify opportunities to diversify income and contribute to financial planning for sustainable growth for the long-term vision of the charity, including supporting procurement and contracted opportunities

4. Strategic Support

- Work with the CEO and Board to develop and implement The Anchor's strategic priorities for 2026–2029 and beyond.
- Lead on operational action planning to ensure services and teams are aligned with strategic goals.

5. Staff Support and Supervision

- Line manage service leads and senior staff to maintain high standards of care, performance, and staff wellbeing.
- Create a collaborative, learning-focused culture within the organisation with high support and standards

Key Responsibilities (page 2)

6. Growth and Development

- Identify and pursue opportunities to grow services in response to local needs, with a key focus on our main areas of practice
- Embed a culture of innovation and adaptability within teams.

7. Monitoring, Evaluation and Impact

- Lead the use of data, evaluations (e.g. Outcomes Star), and feedback to measure and improve impact.
- Produce regular reports and insights to support funding, governance, and strategic development, engaging with key delivery partners on progress regularly

8. Partnerships and External Representation

- Build and maintain positive relationships with statutory, education, and third-sector partners across Inverclyde and beyond.
- Represent The Anchor at key forums, events, and strategic networks.

9. Safeguarding and Quality Assurance

- Ensure robust implementation of safeguarding procedures across all services.
- Maintain high standards of compliance in line with regulatory and legal frameworks.

10. Support to Chief Executive

- Act as a key advisor and support to the Chief Executive, deputising where appropriate, playing a key role in succession planning and building leadership capacity across the organisation
- Contribute to Board reports, funding bids, strategic reviews, and governance responsibilities.

Flexibility and Adaptability

While this job description outlines the key responsibilities, the role may evolve in response to the changing needs of the charity. A flexible and proactive approach is essential.

Experience, knowledge, and skills

The Ideal Candidate Will Have...

- Demonstrable leadership experience in a senior operational or service delivery role, ideally in charity, health, youth work, or mental health.
 - A deep understanding of trauma-informed and responsive practice.
 - Experience managing teams, supporting wellbeing, and developing staff.
 - Excellent organisational and operational management skills, ensuring tasks are completed to a high standard
 - Knowledge of income generation, grant funding and community income models.
 - Demonstrable evidence of child protection, safeguarding and implementing organisational policy.
 - Confidence gathering and using data / evaluation tools to improve outcomes and evidence our high-quality work
 - Strategic thinking and experience contributing to organisational growth.
 - Excellent communication and relationship-building abilities with the team internally and key organisations externally
 - A deep commitment to inclusion, social justice, and community-led change.
 - Flexibility, resilience, and a values-led approach.
-

Lived Experience

We welcome applicants with lived experience of the issues our community faces, including mental health challenges, suicide experience, trauma, poverty, gender-based violence, care experience, or conflict with the law. We believe that lived experience brings valuable insight, empathy, and authenticity to leadership – and we actively encourage applications from those who bring both professional and personal understanding to the role.

Relevant Qualifications

We welcome candidates with a broad range of qualifications and professional experiences. For this senior leadership role, the following qualifications / experience are considered relevant:

- A degree or equivalent qualification in a related field such as Community Education, Social Work, Mental Health, Youth Work, Counselling, Psychology, Public Health
- Professional training or certification in Trauma-Informed Practice, Safeguarding, Suicide Prevention (e.g. ASIST), Mental Health First Aid, Leadership & Management, or Health & Social Care.
- A recognised management qualification (e.g. ILM, CMI) is desirable but not essential.
- Equivalent experience in the charity or public sector may be considered in place of formal qualifications, especially where community leadership is evidenced.
- Being a LivingWorks / Public Health Scotland accredited ASIST Trainer would be desirable, or the willingness to become a trainer and deliver it regularly across communities



- 35 hours per week
- Permanent contract (funding dependent)
- Salary is Grade 5 (£35,565 - £43,260)
- The opportunity to work for an award-winning charity & national finalists at the s1Jobs awards for our commitment to employers and volunteers, making a real difference in our community
- Defined contribution pension and occupational Sick Pay
- Access to Occupational health support and external therapeutic interventions
- Regular Reflective Time (supervision) focussing on a trauma-informed approach to staff support, and access to external counselling if required
- Generous annual leave scheme to support work / life balance
- One Wellbeing Week per year where the team are off all duties and provided tailored support to help their own mental health and wellbeing
- Life Balance Days (3 per year) when you need them
- Further educational and training relating to your CPD
- Flexible working times and patterns (depending on work capacity and delivery)



To apply for this post, please send a cover letter and CV to our Chief Executive, Chris Paul, at the following email address:

chris.paul@anchor-scio.co.uk

Should you wish to have an informal discussion prior to applying please specify this in an email.

Closing date: Wednesday 4th June 2025

Interview process begin week beginning 16th June, where an initial zoom call will take place, followed by an in-person recruitment process. This process will involve meeting the members of our service.

Thank you for your interest!



THE
ANCHOR