



## OPERATIONS MANAGER

RESPONSIBLE TO: Chief Executive Officer  
LOCATION: 8 Balcarres Street, Edinburgh EH10 5JB  
HOURS: 35 hours per week, with some flexibility  
SALARY: £34,000 – £36,000

## INTRODUCTION

PF Counselling Service provides affordable counselling in Edinburgh for people facing mild to moderate mental health difficulties in their everyday life. Our vision is to enable people to embrace life more fully through the growth, change and healing that can take place through the counselling process. Our volunteer counsellors offer a professional service to individuals over the age of 18. PF Counselling relies on donations to keep our service accessible and affordable for all. We suggest a minimum donation of £20 to contribute towards the cost of client's weekly sessions.

## OUR STAFF TEAM

The service is run by 7 staff members:

CEO	35 hours per week
Operations Manager	35 hours per week
Senior Counsellor	18 hours per week
1 F/T Administrator	35 hours per week
3 P/T Administrators	16 hours and 24 hours, Monday - Friday



## SCOPE OF THE ROLE

Reporting to the CEO, to ensure the smooth running and administration of the premises and all the support services required to offer an efficient and values-based professional Counselling Service, and to support and complement the CEO in progressing the development of the PF.

## OBJECTIVES

The Operations Manager works closely with the CEO and is an active member of the management team, developing and implementing the organisation's strategy and business plan.

The Operations Manager reports to the Board of trustees ensuring they have accurate information to make decisions that are in the best interests of the charity. You will maintain organisational compliance as required by a company limited by guarantee and a Scottish charity

Leading on the internal operational management of the organisation, you will be responsible for financial management, controls and reporting, as well as having oversight of IT and HR. You will have a keen focus on improving systems and processes.

The Operations Manager contribute to the recruitment and management of paid staff, office volunteers and outsourced contractors in the management of the service. You will oversee premises and facilities management, including health and safety, office and general administration.

## KEY RESPONSIBILITIES

**Finance:** To manage and co-ordinate all financial systems, including safe and efficient banking, issue and payment of invoices using Xero, administration of Gift Aid claims, and cash flow management for the timely and accurate payment of salaries by the PF's payroll service (SCVO). To liaise with financial institutions and ensure accurate day-to-day financial record-keeping. Working closely with CEO to develop and monitor the annual budget. To ensure the timely production of quarterly management accounting reports and notes for the Board, and co-ordinate the preparation of annual accounts and their independent examination in accordance with required charity regulations.

**Business & Administration:** Oversee the effective running of the general office. Maintain and develop office systems, in consultation with the CEO and other staff as appropriate, in line with the needs of the service. Overseeing data management systems. Support the Board with the production of management information, reports, and the publication of the Annual Impact Report. Maintain and develop administrative policies and procedures, liaising with the CEO. Undertake the role of signatory and administrator of Disclosure Scotland clearances for staff and volunteers.



**Information Communications and Technology:** Ensure that all IT and communications equipment, software, systems and services are maintained to a high standard through suitable support arrangements. Maintain and develop the PF website to accurately reflect and support PF operations, and to propose new developments as appropriate. Oversee the production and distribution each year of an Annual Impact Report publication.

**Premises:** Oversee the management and development of the premises, and to ensure the maintenance of a safe, welcoming, and therapeutic environment. Establish and maintain adequate and suitable health and safety systems, always ensure comfort and security, and organise general maintenance. Where appropriate, to lead on the development and implementation of acquisition, alterations and improvements to PF premises.

**Staff & Volunteers:** Recruit, motivate and manage Administration staff and office volunteers, including their involvement in relevant development and training programmes.

**Policy Development:** Working with the CEO where appropriate, to maintain and develop organisational and professional practice policies and their documentation.

**Governance:** Support the governance of the organisation, including overseeing records of Board membership and meetings, and preparations for the AGM and annual accounts. Liaise with OSCR, Companies House, COSCA and Disclosure Scotland.

**Other Duties:** To undertake any other duties or responsibilities which are commensurate with the post. This could include external meetings, fundraising, and occasional presentations.



## PERSON SPECIFICATION

<b>Essential</b>	<b>Desirable</b>
<b>Education/Professional Qualification</b>	
<ul style="list-style-type: none"> <li>• Good general level of education to at least degree or equivalent level.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant professional qualifications or Memberships.</li> </ul>
<b>Career Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of the running an office environment.</li> <li>• Financial administration including budgeting and management accounting.</li> <li>• Experience of recruiting, supervising, motivating and training staff and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience, or significant knowledge and understanding, of the voluntary sector.</li> <li>• Experience in managing book-keeping and financial systems, ideally using Xero accounting software.</li> <li>• Management of facilities and premises, including Health &amp; Safety.</li> <li>• Leadership of people, policies and ideas.</li> </ul>
<b>Knowledge and Skills</b>	
<ul style="list-style-type: none"> <li>• Excellent management, organisational and administrative skills.</li> <li>• Excellent interpersonal skills, with an ability to empathise and communicate effectively at all levels.</li> <li>• Excellent written communication skills.</li> <li>• Ability to recruit, manage, motivate and train staff and volunteers.</li> <li>• Ability to prioritise, self-manage and deliver to deadlines.</li> <li>• Good attention to detail.</li> <li>• Good IT skills, especially Windows 11, Microsoft Office and Excel spreadsheets.</li> <li>• Knowledge of GDPR and data security issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of counselling and the structures within which it sits.</li> <li>• Experience of updating, adapting and drafting policy documentation.</li> <li>• Ability to manage databases.</li> <li>• Management and design of websites, including experience of WordPress content management.</li> <li>• Knowledge and understanding of the role of OSCR and Companies House.</li> </ul>
<b>General</b>	
<ul style="list-style-type: none"> <li>• Commitment to the PF's ethos, values and vision.</li> <li>• A proactive and solution focused approach</li> <li>• Ability and availability to work occasional irregular hours when required.</li> <li>• Self-starter with proven ability to use judgement and to work independently and as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• A fast and self-motivated learner who can cope with occasional periods of pressure.</li> </ul>



## TERMS OF EMPLOYMENT

Starting salary will be based on capability to fulfil requirements on appointment and may be negotiable within the first year to reflect development into the role. Job-share, compressed hours, and other flexible arrangements are possible for the right candidate(s).

All staff are required to have Disclosure Scotland clearance, and to sign a declaration of confidentiality.

**Pension:** PF runs a contributory pension scheme provided by The People's Pension, with the employer contribution being 3% of salary.

**Annual leave entitlement:** 25 days, plus 10 public holidays. The PF usually closes for two weeks over the Christmas and New Year period and staff are required to take annual leave to cover this period.

**Notice period:** 3 months.

## How to Apply

Please apply in writing by submitting the application form, with a copy of your CV on one page, and a covering letter summarising your suitability for the role. E-mail with the subject 'Application for Operations Manager with PF Counselling' to **no later than 12pm on Monday 28 July 2025**

Interviews: **Monday 4 August 2025**

If you have any questions regarding this role, please contact [workforus@pfcounselling.org.uk](mailto:workforus@pfcounselling.org.uk)