

## Head of Operations, MiP - Job Description and Person Specification

**Responsible to:** MiP Chief Executive

**Hours:** 35 hours per week to be worked flexibly

**Salary range:** £79k - 91k (starting salary will be dependent on experience)

**Pension:** Good quality defined benefit career average pension scheme

**Location:** Based at FDA HQ in London Bridge on a hybrid working basis, with travel throughout the UK as needed to fulfill the duties of the job.

### About MiP

Managers in Partnership is a partnership between the FDA and UNISON, with our members belonging to both unions. For 20 years, we have been an effective, pragmatic trade union organisation representing senior managers and leaders working in the NHS and the wider health and care sectors across the UK. We are not party-political and seek to improve our members' working lives and the services they deliver through highly-regarded individual representation, negotiation, collective bargaining and campaigning. Ours is a powerful voice for health care managers and the value of their contribution. We have attracted an influential membership of 9,000 senior managers, including NHS chief executives and system leaders.

This is an exciting time to join MiP, as we respond to the government's seismic job cuts and system changes. Our membership is growing at pace, and we are actively investing in developing our network of workplace representatives. As our Head of Operations you will be personally responsible for overseeing effective casework and organising and its contribution to improving our members' working lives. You will be part of a small senior team actively amplifying the voice of managers and seeking to shape a more humane and effective management of change in the NHS and wider sector. We are an energetic, nimble organisation, campaigning to make sure that our members' essential role in delivering the nation's healthcare is understood and that the NHS gets the management it needs to perform.

MiP prides itself on being a great place to work, with a well-established collaborative team focused on advancing the interests of our members and supporting each other to achieve that. We work hard to maintain a culture that gets the best from people who enjoy their work and making a difference. As Head of Operations you would be employed by the FDA. We offer a highly competitive remuneration package that includes a good salary, defined benefit pension scheme and opportunities for training and development. The post is located at FDA's headquarters in London, on a hybrid working basis.

Further information on our work can be found on the MiP website at [www.miphealth.org.uk](http://www.miphealth.org.uk).

### Job description

## **Your role**

Based at the FDA's head office at London Bridge, you will be the senior manager responsible for MiP's operational services, focused on improving our members' working lives. This includes managing the officer team and their casework and collective representation, developing our organising capability and delivering national negotiations and campaigns.

The Head of Operations is a challenging job requiring you to think and lead strategically, make big decisions, and develop areas of national policy as well as directly manage a team.

Together with our Chief Executive, you will be part of a senior leadership team developing our strategy, planning our organisational development, and ensuring compliance with our partner unions' governance frameworks, including those for health and safety, data protection and complaints handling.

You will directly support the work of our National Committee and deputise for the Chief Executive as needed.

## **Key duties and responsibilities**

Your core responsibilities will include:

- Managing our team of eight National Officers and three Associate National Officers (home-based throughout the UK), and the Membership Advice Coordinator
- Supporting and coordinating MiP's representation and negotiating work and overseeing quality and efficiency in this core activity
- Taking the strategic lead for MiP's organising agenda, including managing the National Organiser and working with them to grow capacity and capability of local representatives
- Leading on specific NHS-wide bargaining and campaign issues as delegated by the Chief Executive
- Leading and developing specific areas of national policy, including equalities
- Supporting the work of the elected National Committee, including developing and implementing policy
- Deputising for the Chief Executive as delegated
- Being a spokesperson for MiP, dealing with media requests and other public facing events
- Taking on additional discrete projects and initiatives as assigned.

MiP seeks to continuously improve in a dynamic operating environment, so this post is likely to evolve over time. Duties will be reviewed regularly.

## **Person specification**

### **What we are looking for**

This is a leadership role, requiring effective people-management skills, an ability to think and act strategically and a capacity to take big decisions autonomously. You will be a self-starter, who seeks out responsibility and is comfortable prioritising across a demanding workload. You will enjoy working collaboratively within a small organisation to mobilise emerging thinking, existing talent and available resources for improvement and growth.

You will be confident working with significant autonomy and engaging with a senior management community. You will play an active role in leading MiP, whose members are vital to delivering health and care services, predominantly in the NHS.

**The Head of Operations will have these essential skills and experience:**

- demonstrable experience of successfully managing professional teams through periods of change
- demonstrable decision-making skills, exercised independently and in a team
- evidence of the ability to proactively develop strategies, plans and solutions which improve effectiveness, efficiency and overall member experience
- excellent communication skills, both written and verbal
- experience of successfully developing and implementing a plan for membership growth
- a proven ability to succeed and thrive in a diverse and dynamic environment
- an ability to proactively manage workloads and team members with modest resources and when working remotely
- thorough knowledge and understanding of current employment and equality law
- proven negotiating and representation skills and experience
- experience of working with and developing volunteers or other forms of lay representation in union settings
- proven influencing skills, especially with leadership audiences
- creative problem-solving skills.

**It would be desirable for the candidate to demonstrate:**

- Knowledge of the challenges facing trade unions concerning members' rights in the workplace
- Familiarity with common NHS workplace practices such as employment conditions, clinical governance, data security, and expectations of professional standards
- A commitment to development and learning new skills
- Previous experience of industrial relations in the public sector or for senior professionals
- Working for a trade union or a not-for-profit organization

May 2025