

# Business Operations Manager

## Role Description & Person Specification

*Catalyst Psychology Community Interest Company*

### About Catalyst Psychology

Catalyst Psychology Community Interest Company is a social enterprise established in 2011 delivering publicly funded educational psychology services primarily within the City of Manchester. Every pound of profit is reinvested into the communities we serve. We have no shareholders and our Directors work on a voluntary basis, receiving no monetary benefit or benefits in kind.

Our small team includes Directors, a full-time Office Manager, Senior Leaders, Educational Psychologists, Assistant Psychologists, and Partner Psychologists. We earn income through providing services to schools, commissions from public bodies, and grant-funded work. The Company does not undertake privately funded work.

### Our Vision

We aspire to provide psychological support that makes a positive difference to children, families and schools in Greater Manchester. We work in partnership with our communities, investing in relationships and creating opportunities for people to grow, feel that they belong, and live fulfilling lives.

### Our Mission

We want children to enjoy learning and hold ambitious hopes for their future. We provide psychology support that is accessible, meaningful and focused on positive change. As a community-rooted social enterprise, we work to remove barriers to learning and participation, and to strengthen relationships and environments to improve outcomes for children.

### Our Values

#### Social Justice & Equity

We are committed to creating fair systems so that every child and family has equal access to support and opportunities. We speak up for children, using our knowledge of psychology to challenge inequalities and improve the well-being of all people.

#### Inclusion & Aspiration

We want every child to grow up feeling welcome, valued and included in their learning and community. We have ambitious aspirations for every child's future and work to help them live happy, successful and meaningful lives.

#### Partnership & Collaboration

We work collaboratively with schools, families and children, knowing how important it is to listen, show appreciation and build real connections. We take time to understand people's situations, views and what matters to them. By working together, we build shared goals and supportive relationships.

### Hope & Joy

We seek hope and joy in our work, facing challenges with optimism and a passionate belief that every child can thrive. We celebrate strengths, encourage curiosity and work to create positive, lasting changes that make a real difference for communities.

### Integrity & professionalism

We act with honesty, do the right thing and take responsibility for our actions. We work hard to make our services open to everyone and easy to access. We adapt our approach to meet the needs of the communities we support, while continuing to find new and better ways to develop and deliver our service.

## The Role at a Glance

|                        |                                                                                                                                                         |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Post Title</b>      | <b>Business Operations Manager</b>                                                                                                                      |
| <b>Grade / Salary</b>  | FTE £46,142 - £51,356 (Catalyst pay scales, equivalent to NJC Points 35-40)                                                                             |
| <b>Hours</b>           | Flexible/Full time or Part time (minimum 0.6 FTE)                                                                                                       |
| <b>Reports to</b>      | Chief Executive Officer                                                                                                                                 |
| <b>Location</b>        | Hybrid working option (up to 50% home working available but not required)<br>Office base: The Old Parsonage, Stenner Lane, Didsbury, Manchester M20 2RQ |
| <b>DBS Requirement</b> | Standard DBS                                                                                                                                            |
| <b>Closing Date</b>    | Wednesday 14 <sup>th</sup> October 5pm                                                                                                                  |

This is a newly-created strategic leadership role within a small, values-driven organisation. Following a period of induction, you will work closely with the CEO and the full-time office manager to develop and embed the operational systems of a social enterprise that exists to improve outcomes for children across Manchester — spanning finance, HR, governance and administrative leadership. The Board is looking for someone who brings experience, initiative, and a genuine commitment to social impact. Training and support will be provided through induction and continuous professional development.

## Key Priorities in Year One

The Board has identified the following priorities for the first 12 months. These signal what success looks like early in the role and should help you assess whether this opportunity is right for you.

1. **Financial confidence and reporting:** Building on existing systems, establish clear, timely financial reporting that gives the CEO and Directors full visibility of the organisation's financial health.
2. **Workforce compliance assurance:** Audit and strengthen recruitment, onboarding, and safer recruitment processes to ensure the organisation can demonstrate full workforce compliance at any point.
3. **Governance assurance and compliance reporting:** Establish a clear governance framework that enables the CEO, Senior Management and Board to understand organisational compliance, risk and improvement priorities. In year one, this will include reviewing key policies and procedures and maintaining oversight of compliance so that Catalyst can demonstrate its legislative responsibilities, statutory duties and organisational commitments are being met.

## Role Description

The role description outlines broad areas of accountability; you will be expected to undertake any duties that fall within the level of responsibility and competence of the position.

## Finances

You will lead the organisation's financial operations, ensuring strong governance, transparency, and financial sustainability that enables the delivery of high-quality, safe, and effective services. This includes:

- **Providing clear and timely financial reporting to the CEO and Directors,** supporting informed decision-making and proactively highlighting opportunities, risks, and emerging issues.
- **Overseeing all internal finance functions,** including QuickBooks records and reporting, bank payments, aged payables, and management accounts, ensuring accuracy, accountability, and compliance.
- **Managing the end-to-end payroll process,** working in partnership with the external payroll provider to ensure colleagues are paid accurately and on time, and authorising monthly bank payments.
- **Coordinating pension administration processes with The Pensions Trust,** ensuring obligations are met and colleagues receive appropriate support.
- **Procuring external services and products in a way that delivers value for money,** supports organisational priorities, and promotes responsible stewardship of resources.

- **Building strong collaborative relationships with external accountants** to ensure accurate management reporting and the successful completion of year-end accounts.
- **Ensuring an effective business continuity plan is developed**, regularly reviewed, and maintained, so the organisation remains resilient and able to continue delivering essential services during periods of disruption.

## Human Resources

You will lead the organisation's approach to workforce compliance and assurance, working in partnership with colleagues to promote fair, safe, and positive employment practices. Through a culture of accountability, support, and continuous improvement, you will help ensure Catalyst provides an excellent employee experience while meeting its legal, regulatory, and contractual responsibilities.

This includes:

- **Supporting managers and colleagues to embed effective people practices**, providing advice, guidance, and assurance to promote consistency, fairness, and compliance with organisational, legal, and statutory responsibilities.
- **Reviewing and strengthening recruitment, onboarding, and workforce processes**, identifying opportunities for learning and improvement, celebrating good practice, and helping to create a positive, inclusive employee experience.
- **Promoting a shared approach to workforce compliance and safer recruitment**, ensuring records, policies, and processes are accurate, proportionate, and person-centred, while supporting employee wellbeing, organisational values, and the delivery of safe, high-quality services.

## Governance

You will help ensure Catalyst operates in line with its values, commitments, and legal responsibilities by promoting good governance, transparency, and continuous improvement. This includes:

- **Leading the development and review of policies, procedures, and assurance reporting**, ensuring colleagues have clear guidance and leaders have meaningful information to support informed decision-making and organisational improvement.

- **Working collaboratively to identify, understand, and manage organisational risks**, supporting service quality, workforce wellbeing, regulatory compliance, and the long-term sustainability of the organisation.
- **Providing oversight and assurance across key compliance areas**, including mandatory training and Equality, Diversity and Inclusion (EDI), supporting an inclusive culture and giving confidence to senior leaders and the Board that organisational commitments and statutory responsibilities are being met.

## **Administration and service support**

Working in partnership with the Office Manager, you will lead and continuously improve administrative systems and processes, ensuring they provide a high-quality, responsive, and resilient foundation for the delivery of psychological services. This includes:

- **Leading an effective and collaborative business support function**, ensuring administrative and operational teams work together to provide excellent support for colleagues, services, and stakeholders.
- **Developing and aligning administrative systems, processes, and resources** to organisational priorities and service needs, ensuring support functions remain responsive, efficient, and sustainable.
- **Driving continuous improvement across business support and digital systems**, including NationBuilder, to strengthen communication, engagement, workflow efficiency, and the overall experience of colleagues and service users.

## **Information Technology**

Working with the external IT provider, you will ensure critical digital systems remain available, secure, and effective. This includes:

- Ensuring appropriate system access, security controls, and data protection measures are maintained.
- Monitoring IT performance and identifying risks that may impact service delivery.
- Ensuring all information processed for clients and staff is accurate, confidential, secure, and compliant with GDPR and data protection legislation.

## **Health and Safety**

You will be the Health and Safety Lead for the organisation. This includes:

- Providing information to support external audits and conducting internal audits as required.
- Ensuring compliance with relevant legislation.

- Managing risks proactively, including risk assessments and incident reporting.

## **Person Specification**

The criteria below will be used for shortlisting and interview. Essential criteria must be evidenced in your application. Desirable criteria strengthen your application but are not required.

### **Qualifications**

#### **Essential**

- A degree or equivalent professional experience.
- A recognised qualification (at any level) in at least one of: Maths, Finance or Business Management
- Evidence of continuing professional development relevant to the role.

#### **Desirable**

- A leadership or management qualification (e.g. ILM, CMI), or a commitment to obtain one within 12 months of appointment.

### **Experience**

#### **Essential**

- At least 3 years experience in a work environment relevant to this role
- Experience working at a senior level within an organisation, with accountability for operational outcomes.
- Experience writing reports, policies, procedures, and business cases for a range of audiences.

#### **Desirable**

- Line management experience including supervision, development planning, and managing HR matters.
- Experience contributing to service development, innovation, or organisational change.
- Experience managing budgets at an organisational level.
- Experience leading on health and safety policy and compliance.
- Experience using financial software (e.g. QuickBooks or equivalent).

### **Knowledge & Skills**

#### **Essential**

- Financial literacy: budgeting, forecasting, and financial reporting.
- Strong written and verbal communication, including report-writing for Board-level audiences.
- Collaborative approach: building consensus and working effectively across functions.
- IT proficiency: confident with system setup, data analysis, and advanced Excel.

- Commitment to undertake all mandatory training within required timelines.

### **Desirable**

- Strategic thinking: ability to connect operational activity to organisational objectives.
- Analytical skills: ability to interpret data, identify trends, and make evidence-based recommendations.
- Understanding and application of one or more of:
  - employment law and HR best practice
  - health and safety legislation in a workplace context
  - data protection, GDPR, and information governance
- Influencing skills and political awareness within a multi-stakeholder environment.
- Knowledge of government policy affecting the education and children's services sector.

## **How to Apply**

If you believe you meet the requirements for this role, please submit:

- Your CV (maximum 3 pages).
- A cover letter (maximum 2 pages) explaining how you meet the Essential criteria in the Person Specification.
- Names and contact details for 2 referees. References will be taken up after shortlisting and before interview in accordance with our safer recruitment policy.

**Closing date:** 14<sup>th</sup> October 2026 (5pm)

**Send applications to:** [teresa@catalystpsych.co.uk](mailto:teresa@catalystpsych.co.uk)

**Questions before applying:** Contact Teresa Regan at the email above or attend our Information Webinar on 1<sup>st</sup> October: [BOOK HERE](#)

**Disclosure and Barring Service:** A standard (basic) check will be required.

*Catalyst Psychology is committed to equality, diversity, and inclusion. We welcome applications from all sections of the community and are particularly keen to hear from candidates who share our commitment to social justice.*