

Document Control	
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Role Overview & Purpose

The Trustee – Operations Lead provides governance-level oversight of how The Anthony Seddon Fund delivers its services day to day. Working alongside the Chief Executive Officer and Operations Manager, the role helps ensure that the charity's operational activity is safe, effective, well-managed, and aligned with its strategic aims and values.

This role supports the Board to understand how services are run in practice, including the Centre, community activity, partnerships, and frontline delivery. While operational management sits with the staff team, the Operations Lead provides strategic challenge, assurance, and insight to ensure that risks, quality, and capacity are appropriately monitored and addressed.

Key Responsibilities

- Act as the Board's lead trustee for operational delivery, ensuring service, building, and delivery risks are considered in strategic decision-making.
- Provide governance-level oversight of how the charity's services are planned, delivered, and monitored.
- Work with the Chief Executive Officer and Operations Manager to understand operational performance, capacity, and risk.
- Review and provide challenges on key operational reports, including attendance, cancellations, incidents, and service KPIs.
- Support the Board in its oversight of safeguarding, health & safety, and delivery quality at a strategic level.
- Ensure that significant operational risks, incidents, or trends are escalated appropriately to the Board.

- Contribute to the work of the Operations Committee and support its effectiveness.
- Promote continuous improvement in how the charity delivers safe, accessible, and high-quality mental health support.

Time Commitment / Working Pattern

In addition to standard trustee duties, the Trustee – Operations Lead is expected to contribute additional time to support effective oversight of service delivery and operational risk.

Typical commitments include:

- Attending quarterly Board meetings and Operations Committee meetings
- Reviewing operational reports, dashboards, and incident summaries
- Occasional meetings or check-ins with the Chief Executive Officer and Operations Manager

On average, the role requires a commitment of around 6–10 hours per month, depending on service activity and operational complexity.

Line Management / Accountability

The Trustee – Operations Lead is accountable to the Board of Trustees and acts on behalf of the Board to provide governance-level oversight of operations and service delivery.

The role does not include any direct line management of staff. The Operations Lead works closely with the Chief Executive Officer and Operations Manager to ensure that operational risks, performance, and compliance are appropriately monitored and reported.

Support & Supervision

This trustee role is supported by the Chairperson and the wider Board, with operational insight provided by the Chief Executive Officer and Operations Manager.

Support includes:

- Access to operational performance data, risk registers, and service dashboards
- Opportunities to discuss delivery issues, capacity, and incidents with senior staff
- Induction and ongoing trustee training relating to governance, safeguarding, and service quality

The Operations Lead is encouraged to raise any support needs with the Chair or Governance Committee to ensure they can fulfil their role effectively.

Person Specification

Essential

- Commitment to safe, high-quality delivery of mental health and wellbeing services
- Understanding of, or willingness to learn about, governance and operational risk in a charity context
- Ability to think strategically about service delivery, capacity, and sustainability
- Confidence to ask questions and provide constructive challenge on operational performance and risk
- Ability to work collaboratively with the Board and senior staff
- Strong judgement, discretion, and respect for confidentiality
- Alignment with the values and mission of The Anthony Seddon Fund

Desirable

- Experience in service delivery, operations management, or facilities management
- Experience working with or supporting mental health or community-based services
- Knowledge of safeguarding, health & safety, or risk management in a VCSE setting
- Familiarity with charity governance or trustee responsibilities
- Experience contributing to or leading operational or quality-focused committees

Key Documents & Policies

The Trustee – Operations Lead is expected to be familiar with and uphold the following:

- HR-PP-TB-01 – Trustee Code of Conduct
- HR-PP-HS-01 – Safeguarding Policy
- HR-PP-HS-10 – Fire Safety Policy
- HR-PP-HS-14 – Violence to Staff and Volunteers Policy
- HR-PP-HS-15 – Internal Alert Policy
- HR-PM-TB-01 – Trustee Skills Audit Process

They may also review health & safety reports, incident logs, and service performance dashboards via Monday.com as part of their oversight role.

Safeguarding Statement

The Anthony Seddon Fund is committed to safeguarding and promoting the wellbeing of everyone who engages with our services. All colleagues, including staff, volunteers, trustees, and facilitators, are expected to follow our safeguarding

policies, complete relevant training, and take appropriate action if they have any concerns.

You will not be expected to manage difficult situations alone; support, guidance, and clear reporting pathways are always in place to help you respond safely and confidently.

Required Checks

The following checks must be completed prior to appointment:

- **FO-TB-02** – Trustee Eligibility Declaration (Charity Commission)
- **FO-TB-01** – Trustee Application & Declaration Form
- Declaration of Interests for the charity's conflict of interest register
- At least one professional or character reference
- **DBS check** – Level determined by committee involvement and exposure to safeguarding or operationally sensitive information

This trustee is also expected to complete relevant safeguarding and operations-related training as part of their induction.