



Job Title: Service Development Manager

Line Management: CEO

Location: Office Base – TBC – travel throughout West Essex essential

Hours: 37.5 per week (part time or job share also considered)

Salary: £16.87 per hour

Mind in West Essex is a local, independent mental health charity. We affiliate to Mind (the National Association for Mental Health) a charity with which we share common values and principles.

Our vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

Mind in West Essex welcomes applications from people from diverse backgrounds including people with their own personal experience of mental illness.

Purpose of the Job

- To play a key role within the Mind in West Essex management team in the development and project management of pilot projects and the setup of new services.
- To play a key role in all aspects of general service development including but not limited to use of CRM systems, development of meaningful data sets and embedding quality throughout the organisation.
- To engage in existing networks through which the vision and objectives of Mind in West Essex will be promoted and developed.
- To work with the fundraising team to play a part in identifying and securing funding streams for projects that we have an ambition to develop.

Responsibilities

- To work in accordance with Mind in West Essex Aims, Objectives and Values.
- To follow all of Mind in West Essex policies and procedures.
- To work closely with the CEO and Senior Management Team in the development and delivery of the Strategic and Operational Plans.
- To contribute to the ongoing review cycle of Mind in West Essex Policies and Procedures
- To Project Manage the setting up of small projects and new services as required
- To assume line management responsibility for a number of staff as and when appropriate
- To take a lead in the Mind Quality Process (MQM)
- To develop and support the collation and analysis of statistical, quantitative and qualitative data as required for both internal and external performance and contract monitoring purposes
- To attend and participate in support, supervision and appraisal
- To participate in any training and education required for the role.
- To provide reports for the Mind in West Essex Board of trustees as required

Person specification

Essential Criteria:

- Project Management Experience
- Experience in Quality Monitoring and Evaluation.
- Understanding of and commitment to person-centred approaches.
- Self-motivated with the initiative and ability to manage own workload.
- Excellent IT skills e.g. Microsoft Word/Excel, Google docs with the willingness to undertake training to use other systems.
- Experience of working with databases
- Excellent organisational/time management skills.
- The ability to communicate appropriately and effectively and to adapt communication styles depending on the audience.
- A positive and creative approach to problem solving.
- Able to write accurate and concise records and reports
- Driving licence and access to a vehicle, and/or ability to travel throughout Essex and Hertfordshire.

Desirable Criteria;

- A clear understanding of the issues affecting people experiencing mental ill health, and a commitment to work with people with kindness and sensitivity.
- Experience of working with arrange of stakeholders and making sure that all parties have a voice.
- Existing experience of networking within the Essex system.

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.