

Job Description

Job Title: Services Manager

Hours of Work: 15hrs/week

Responsible to: The General Manager

Job Summary

We're here to make sure that nobody in Woking has to suffer from a mental illness alone. Woking Mind is affiliated to National Mind through an agreement which requires the charity to meet specified quality standards and share the same goals.

The Services Manager will work directly with our members and volunteers to develop and manage an engaging and informative activity programme focused on raising self-esteem; boost confidence; encourage community involvement and build resilience to poor health. This will require working in close partnership with other local organisations.

The Services Manager will work in close co-operation with the General Manager in a manner that will enable each of them to cover the other's absences in whatever respects may be required.

The office base will be at CornerHouse, Woking, but travel to other local venues will be required.

Summary of Role & Key Responsibilities

1. Ensure that Woking Mind delivers services that are:
 - consistent with the values and mission of the charity
 - responsive to the developing needs of our members
 - aligned to the requirements of principal funders

In particular this requires the Services Manager to:

- Ensure that member involvement underpins all activity
- Develop and execute a plan for progressing services to members' developing needs
- Establish a plan for service provision, and regular service updates
- Ensure all services are delivered to the charity's standards
- Run regular review and evaluation of services
- Recruit, engage and retain suitably qualified volunteers
- Make best use of resources such as materials and facilities
- Be aware that data protection, confidentiality & vulnerable adult procedures remain paramount

2. Support the General Manager in:
 - Promoting the values, aims & ethos of Woking Mind
 - Ensuring Woking Mind operates in accordance with statutory, legal and other agreed frameworks which underpin the charity's services

In particular this requires the Services Manager to ensure:

- All enquiries are managed in a timely and professional manner
- Promotional, Marketing and Services literature support all endeavours
- Working Mind has an active on-line presence across key social media platforms
- Funding opportunities are sourced and applications actively pursued
- Regular risk reviews take place with appropriate follow on actions
- Any deviation to Service Level Agreements are addressed in a timely manner
- Data monitoring is in accordance with the prescribed standards
- National Mind quality standards are met, and ensure compliance with all policies and procedures

This Job Description will be reviewed with the General Manager on an annual basis.

Characteristics of a Successful Candidate

- Demonstrated experience as a leader, and in managing a small team
- Demonstrated work experience of delivering quality initiatives, and of organizing charitable fund-raising activities
- A passion for delivering value to clients via person-led services
- Strong project management skills, and the ability to prioritize work effectively
- Meticulous attention to detail and ability to convey key messages
- A natural and confident communicator, with highly developed written and oral skills
- Confidence in relating effectively at all levels
- Proven ability in dealing with complex situations
- Some understanding of the way local statutory organizations are structured
- Awareness of the Mental Health sector and relating strategy issues, and of the impact of mental health problems is desirable
- Proficiency with the Microsoft Office suite, as well as maintenance of accounting records
- Understanding and commitment to Equal Opportunities
- Committed to life time learning
- Qualified to degree level or equivalent
- Car driver
- Willingness to work occasional evenings and weekends as necessary