

Job Description and Person Specification

Job title:	Head of Services
Reports to:	Chief Executive
Direct Reports:	Service Managers and Influence and Participation Lead
Based at:	Head Office, Hanley and Winsford Hub, Cheshire
Hours of work:	37 hours per week, Monday to Friday
Salary:	£45,000-£50,000 per annum (dependent on experience)

Role Summary

The Head of Services is a key member of the senior leadership team, responsible for the strategic development, delivery, and quality of all frontline services. You will lead and support service managers and staff to deliver impactful, service user-centred and recovery-focused support across our growing range of innovative services.

This role will ensure that services are compliant, evidence-based, and aligned with North Staffs and Cheshire Mind's (NSCM) values, vision, and strategic goals.

Key Responsibilities

Strategic Leadership

- Lead on the development and implementation of service strategies in line with NSCM's mission and strategic plan.
- Identify opportunities for service development and innovation, including funding, collaborations and partnerships.
- Contribute to the development of organisational strategy and policy as part of the senior leadership team.
- Foster a culture of innovation and continuous improvement within the services team

Service Delivery & Quality

- Oversee the operational delivery of all our services, ensuring high standards of service delivery and support.
- Be the overall Designated Safeguarding Lead for NSCM.
- Ensure all services are compliant with relevant legislation, regulations and safeguarding policies.
- Coordinate our BACP accreditation process and integrate criteria into our day-to-day standard operating procedures.
- Lead the ongoing development of our services, ensuring this is fully informed by service user feedback and engagement.
- Ensure that our services are supported by a range of appropriate policies and procedures that reflect the latest industry best practice.
- Embed a culture of continuous improvement and evidence-based practice across the organisation.

- Ensure that all services are inclusive and accessible, meeting the diverse needs of our service users

People Management

- Lead, manage and support service managers and coordinators to ensure effective performance and staff wellbeing.
- Promote a positive, inclusive, and values-driven organisational culture.
- Support the Head of HR in the delivery of our People Plan to ensure the ongoing development of all staff and volunteers.
- Develop staff capabilities through supervision, training, and development opportunities.

Performance & Impact

- Monitor and evaluate service outcomes using quantitative and qualitative data.
- Develop internal reporting mechanisms that allow us to proactively track customer satisfaction and mental health trends.
- Produce high-quality reports for internal monitoring, trustees and commissioners.
- Lead on service audits, risk assessments, and quality improvement initiatives.

Partnerships & Representation

- Build and maintain strong relationships with stakeholders, commissioners, funders, and partners.
- Represent the organisation at local, regional, and national forums related to mental health and service delivery.
- Liaise with our Head of Development and Sustainability to identify and evaluate opportunities for organisational growth and diversification.
- Work closely with the Chief Executive on contract management and stakeholder engagement for commissioned services.

General Responsibilities

- Work in accordance with NSCM's strategic plan, values and vision.
- Comply with all organisational policies and procedures and internal and external quality assurance processes.
- Promote a positive understanding, awareness and attitude towards mental health as part of day-to-day duties.
- Promote equity, diversity and individual rights at all times.
- Be efficient, responsible and maintain a high level of personal organisation.
- Participate in and actively contribute to your own line management, training and team meetings; attend all staff meetings and organisational events as required.

- Work flexibly, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation.
- Actively liaise with, and seek support from, colleagues from national Mind and across the Mind Federation.

Person Specification

Essential

- Substantial senior leadership experience in mental health, social care, or related voluntary sector services.
- Degree level qualification in mental health, counselling, social work, psychology, or related field.
- Proven track record of managing high quality, client-focussed services.
- Strong understanding of mental health policy, safeguarding, and regulatory requirements.
- Knowledge of the local VCSE sector and the needs of communities.
- Excellent leadership, team management, and people development skills.
- Experience managing budgets and delivering services within financial constraints.
- Ability to build effective partnerships with a wide range of stakeholders.
- Strong analytical, strategic thinking, and problem-solving abilities.
- Excellent communication and interpersonal skills.

Desirable

- Experience of service co-design with people with lived experience.
- Knowledge of trauma-informed care or recovery models.