

Job Description

National Advice & Information Service Manager (NAIS) Post: Executive Manager Level 7

Support in Mind Scotland has delivered information and support to people affected by mental illness and mental health problems for nearly 50 years. In 2017 we launched the Mental Health & Money Advice Service in Scotland alongside our other Mental Health UK partner charities (Rethink Mental Illness in England, Hafal in Wales, and Mindwise in Northern Ireland) and in 2020, in response to the coronavirus pandemic, we extended our Information Service to provide Support, working particularly with our network of rural support agencies connected to our National Rural Mental Health Forum.

We are now bringing all of our Information, Advice and Support Services together into one integrated Team to extend our reach and our range of services and provide a holistic service aimed at improving people's mental, physical and financial wellbeing.

As NAIS Manager, I provide strong leadership to our delivery staff in Scotland, as well as working closely with partners in Mental Health UK to provide ensure we work in line with standards and quality monitoring of the UK-wide Money Advice Service. I also work with external partners and stakeholders across Scotland, and have a key role in securing future funding for both services.

I ensure the strategic vision for NAIS is clearly articulated and delivered effectively, and that we develop innovative, high quality, support.

What I do and what I achieve

- I develop the strategic vision and direction of NAIS and implement and develop strategies for different services at different stages of development to ensure that this strategy is delivered
- I use a project management approach to the implementation of new and innovative elements of advice service delivery, identifying and managing risks effectively.
- I recruit, induct, lead and manage staff to ensure the highest levels of performance and standards of conduct at all times.
- I ensure all staff are supported and developed through on the job coaching, individual supervision, group supervision and development reviews.
- I set and monitor agreed KPIs across all services, manipulating data effectively and producing reports which evidence impact for a range of stakeholders.
- I lead on quality across NAIS, setting standards and ensuring compliance with chosen external quality standard frameworks
- I keep my own knowledge base across all the key work areas up to date, actively seeking professional development opportunities.
- I work closely with service delivery colleagues across the country to ensure NAIS reaches out to our service users and members
- I collaborate with colleagues to ensure quantitative and qualitative data is routinely collected which is able to influence our policy and thought leadership work.
- I work with the CEO and Finance Manager to set annual budgets and budgets for new activity.
- I manage the budget monitoring monthly transactions and spend against agreed budget forecasts and deal with any issues swiftly.
- I work with the Fundraising Manager on funding bids, tender submissions and commercial income generation for all advice & information activity.
- I ensure compliance with all legal and regulatory requirements, in particular those required by the Financial Conduct Authority.
- I represent Support in Mind Scotland with external partners and stakeholders raising the profile of the organisation and our services and ensuring our expertise is understood
- I work with the Director of Policy to ensure our work informs key policy decisions in Scotland

Who I am

- I have a relevant Advice, Information & Guidance qualification or substantial experience of working in the advice sector, particularly social welfare advice.
- I have experience of supporting people severely affected by mental illness, either in a paid, voluntary or personal capacity.
- I have had at least 3 years' experience managing advice services, providing strong leadership to the team.
- I have demonstrable experience of planning and executing projects, using a project/programme management approach.
- I have experience of applying for and maintaining quality standards and accreditations.
- I have experience of budget setting and monitoring.
- I have well-developed IT skills and I am comfortable using Microsoft Office packages and bespoke databases.

- I am familiar with and have responsibility for complying with relevant legislation, regulation, guidance, codes of practice and sector standards in the field of social welfare advice.
- I have a strong understanding of mental health policy in Scotland including the MH Strategy and the rights agenda
- I have knowledge of telephony systems and options for providing advice remotely, including innovative approaches to providing remote advice.
- I have experience of working with and influencing a range of internal and external stakeholders, including funders/commissioners.
- I have the ability to interrogate and manipulate data to produce accurate reports and analysis of performance.
- I am comfortable managing health and safety, including conducting risk assessments.
- I am creative, adaptable, and bring a positive enthusiasm to my work.
- I communicate challenges and setbacks in a positive and encouraging way

I may also have

- A level 5 qualification in management from accredited providers, such as the Institute of Leadership and Management (ILM).
- A project management qualification, such as Prince 2.
- Experience of providing welfare benefits and debt advice, complying with FCA CONC.

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.