

## Job Description & Person Specification

### Post: Director of Services

Salary Banding: Level 8 (£41,708 rising to £42,416 with a year)

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We are the services and support we provide. They are the core of everything we do and the thing that we do that often makes the biggest difference to people's lives. We are looking for an exceptional, committed and organised leader to join us as our Director of Services.

The Director of Services is both a strategic and operational role in a high growth and high impact organisation. They will write and deliver an integrated services strategy encompassing both our services delivered in local areas and our national services that focus on delivering outstanding services that change and improve people's lives. They will line manage our service managers and support them to cohere our services together, better demonstrate our impact and grow our reach.

This is a senior leadership role and you will report directly into the CEO and lead the whole Services directorate. This is a critical post that will help us to support more people in different and better ways, who can both support service managers operationally where needed but has an eye on the strategic picture and can help turn that into a reality.

### What I do and what I achieve

- To be responsible for the delivery of the services we provide and ensure that they are innovative, of the highest quality and people centred.
- To create and be responsible for the implementation of our services strategy to continuously improve quality, impact and reach.
- To line manage and lead our local area and national service managers to deliver brilliant services, generate and take advantage of opportunities and work with other divisions for the benefit of the charity as a whole.
- To design innovative services that support people with their mental health, working closely with other directors and the service managers to do so.
- To establish systems of efficient data gathering and then utilising that data to evidence impact and drive continuous improvement.
- To develop and work in partnership with a range of different stakeholders in order to increase our impact, generate new opportunities for the organisation and raise awareness. For example with HSCPs, commissioners and funders alongside the Director of Fundraising and business development.
- Support fundraising in identifying opportunities, writing bids and creating tenders as well as creating engagement opportunities for funders to ensure we have the resources we need to deliver the services that are required.

- To ensure that all services maintain compliance with our mission, vision, values, policy and procedures, legislative and Government requirements and are sustainable. To make sure our services are safe and act as a designated safeguarding lead.
- To contribute as part of the senior leadership of the organisation, lending your support, opinion and knowledge to organisation wide challenges and demonstrating organisation wide leadership.

### Who I am

- You are passionate about making a difference to people's lives and facilitating staff to have as great an impact as they can.
- You have a genuine passion for people and you can lead with both business and people in mind.
- You build strong trusting relationships and you believe in the vital importance of equality, diversity and inclusion.
- You have experience at senior management level and of leading large teams and multiple services.
- You have excellent written and oral communication skills.
- You are able to demonstrate impact in delivering and growing services and of creating the systems, processes and culture for operational excellence.
- You have a positive and enthusiastic 'can do' attitude and thrive on working in a dynamic workplace where you understand that everyone needs to be a leader.
- You have experience of leading in regulated environments and experience of delivering services that provide support to individuals with complex needs.
- You have experience of financial management and utilising budgets for impact.
- You are ambitious about what you, your team and the organisation can achieve. You see a challenge as an opportunity to improve and deliver outstanding service and support. You are a changemaker.

### 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.
- To be friendly, polite and professional to all staff, members of the public and people we support.

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.