

<b>Job title:</b>	Head of Corporate Services
<b>Responsible to:</b>	Chief Executive
<b>Hours of Work:</b>	37.5 hours per week
<b>Salary:</b>	Spinal Range 49 - 53 (£41,570 - £45,497)
<b>Pension:</b>	6% RAMH Pension – 2% Employee Contribution
<b>Benefit:</b>	2 x Annual Salary Life Assurance Benefit
<b>Travelling Expenses:</b>	0.45p per mile
<b>Annual Leave:</b>	Dependent on previous relevant service, within standard RAMH terms up to 41 days per annum. (pro-rata)

### **Strategic Overview:**

The purpose of this senior role, is to lead on the processes which increase the effectiveness and efficiency of RAMH by cultivating working arrangements, both internally, and externally with our funding partners, that are fit for purpose and support RAMH to be sustainable and achieve its vision and mission statements.

The role will be critical to ensure the smooth running of our central support services including finance, HR, Administration, training etc. and will support staff in these crucial functions to understand how their role and effort contributes to RAMH's effectiveness, vision and purpose. The successful candidate will work with the Senior Management Team (SMT) to ensure our continued development, quality of support, relevance of policies and practice, and compliance with regulatory bodies.

The individual will work closely with the Chief Executive, the SMT and local managers, to ensure that services, and by association the organisation, conforms to the organisations values, vision and strategy. This role will have a pivotal role with fellow SMT members, to embed and exemplify the culture and ethos of leadership associated with RAMH.

### **Operational Outline:**

To work with the Chief Executive, Operations Manager, fellow members of the SMT and the Board of RAMH to develop and manage the implementation of strategic themes as necessary. The post holder will work closely with the Chief Executive, in liaisons with Board Members, to ensure RAMH meets agreed regulatory body requirements e.g. OSCR, Companies House, ISO etc. You will also provide line management support to designated support service staff.

To work in cooperation with the Operations Manager and SMT to support the day to day business activities of the organisation. In particular, the individual will ensure that new service developments conform to a required standard of practice, and will work with the appropriate Senior Manager to ensure this is reflected in data collection and reporting.

The post holder will have specific responsibility to ensure the efficiency and effectiveness of key RAMH support services including Finance, Administration, Human Resources and training; and as such, will have budgetary responsibility for these core functions. This position will have a leading role in shaping the organisation's approach to management and communication and will ensure RAMH support service staff, including HR, Finance, Administration and training, are appropriately qualified, trained, and responsive to deliver effective support to our operations staff.

### **KEY TASKS:**

#### **Data Management recording and development**

1. To ensure the HR, Management, Administration, Finance and Training systems and processes are fit for purpose, and cover areas outlined in service level agreements.
2. To ensure our support systems are equipped to produce the data required by internal and external services.
3. To understand the needs of managers and staff in relation to utilising systems effectively.
4. To ensure a clear understanding of the data collection and reporting requirements of new service areas, and to assist services to put in place standards of practice.

#### **Policy development**

1. With relevant managers, ensure all policies are relevant, up to date, are fair, lawful and in line with best practice.
2. To ensure all policies are reviewed at least annually
3. To lead on liaison with our Employment Law Advisor and with the HR colleagues, and ensure relevant information is shared and understood by the SMT and where necessary, the wider staff team.

#### **Compliance across outlines areas of RAMH**

1. To ensure compliance across all aspects of Recruitment, Disclosure, Absence management, Complaints and Disciplinary, Insurance requirements.
2. Support managers in the administration and oversight of Complaints and Disciplinary processes – conduct and capability.
3. Liaison with contracted legal advisors in respect of policy and recommend on appropriate actions.
4. Oversee HR staff and ensure compliance with systems and implementation of policies.
5. Oversee Health and Safety, quality and risk processes
6. Ensure our compliance with regulatory Processes such as ISO, Investors in People etc.

### **Supervision and Co-ordination of**

1. Human Resources
2. Administration
3. Training Officer
4. Finance

### **IT set up and Case Management Reporting (Nebula) – in line with current legislation**

1. Oversee the set-up of email accounts for all RAMH staff
2. Oversee Microsoft Teams set-up for RAMH
3. Oversee the data reporting from Nebula – case management system
4. Oversee the set-up of administration and IT in new office premises.
5. Oversee the file archiving and continued digitalisation of files in RAMH

### **Universal RAMH statement:**

*Access to employment and employability support is an essential aspect of an individual's Recovery. As such, the post holder will work with individuals to promote their engagement with an involvement in employability preparation. You will support individuals to source and access suitable training and / or voluntary opportunities to facilitate their employability opportunities. Any other tasks as discussed and agreed.*

## Person Specification

### Head of Corporate Services – 37.5 hours weekly

#### QUALIFICATIONS:

Essential

Desirable

Degree in Business, Administration, HR, IT or equivalent qualification to at least SCQF level 9	X	
Professional Qualification (hold or working/willingness to work to a management qualification)	X	

#### EXPERIENCE:

Working well as a part of a team	X	
Management and supervision of staff	X	
Preparation and presentation of high level reports	X	
Interest in and awareness of Mental health	X	
All aspects of financial management including setting and reviewing budgets, agreeing costs, introducing corrective action when required	X	
Working at a senior level within the Voluntary Sector		X
Working with complex IT systems	X	
High level of understanding of compliance within the social care sector	X	

Contract negotiation and design that ensures best value to the organisation	X	
Writing funding applications including grants and tenders	X	
Designing systems that support the efficient delivery of services and ensure cost effectiveness	X	
Of using emerging media options, including AI		X

**SKILLS:**

The ability to inspire people. Both the team you supervise and the people you connect with internally and externally	X	
Ability to interpret information in a user friendly way to staff and external agencies	X	
Proven Leadership skills	X	
Confident and approachable with a 'can do' attitude	X	
High level of personal authority and autonomy	X	
Practical problem solver, determined and resilient	X	
Innovative and creative, strategic thinker	X	
Flexible and reflective	X	
Open minded, supportive of others but confident enough to speak their mind even in difficult circumstances	X	
A completer/finisher with confidence to support others in their tasks	X	

A good 'sounding-board' and trouble shooter, offering support and advice	X	
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## Summary of RAMH Strategic themes

### Our approach:

Our strategy is to be the primary trusted partner for mental health and wellbeing delivery and intervention across our operating areas.

### Our interventions:

In order to achieve this aspiration, we will build on our knowledge, skill and experience to deliver:

- Self-management principles and actions
- Enabling recovery
- Peer involvement through direct contribution, experience and understanding
- Enabling people to live and thrive in their own home
- Understanding the impact and consequences of trauma
- Listening to people and facilitating their personal goals
- Support people to overcome loneliness and isolation
- Encourage people to maintain a healthy lifestyle
- Cooperate and co-produce assessment of risk
- Providing information

### Our beneficiaries:

Our core beneficiaries are largely adults; however, we recognise the impact of mental ill health on younger people specifically the consequences of trauma.

**Our partners:**

We recognise the essential and fundamental relationship we must have with partners to achieve our aims. We will work collectively with statutory colleagues and use our capacities to enable whole system initiatives in the belief that no single entity can provide an absolute solution.

We also work with likeminded and committed 3<sup>rd</sup> sector partners, who will bring complementary skills which, along with RAMH, will provide a wider menu of choice for beneficiaries.

**Our reach:**

We support individuals and by association, their extended family network. We currently do this in Renfrewshire, East Renfrewshire, North Ayrshire, Argyll and Bute and Inverclyde. We remain open to developing our reach to new areas which are consistent with ease of access and connectivity.

**Our staff and volunteers:**

We want to recognise and support our staff to have the best training and experience possible. We value their commitment and will continue to develop professional pathways for people to sustain training, progression and careers.

**Our structures and processes:**

We recognise the need for systems and processes that provide clear and unambiguous direction in line with SSSC and associated governance. We look to anticipate and assess Risk, with the purpose of managing interventions and enabling people to live their lives fully in line with recovery principles.

