

RECRUITMENT PACK

Service Manager

Closing date 12pm 8th July 2024



threesixty
helping you come full circle

HELLO



Thank you for taking the time to explore this exciting opportunity with us at Three Sixty.

People, compassion, system change and positive social impact are the driving forces behind our charity.

If you are genuinely curious about people, passionate about social justice, and eager to challenge the status quo in mental health, you'll find this role to be deeply fulfilling.

As our Service Manager, you'll be responsible for operational and strategic leadership, working closely with the CEO to map and implement organisational growth, building a network of change makers focused on creating positive community and system change so that we can drive innovative and dynamic impact.

Delivering on this crucial work requires the ability to inspire others to see, think and act differently, to bring people together to mobilise skills and assets within people and communities.

You'll be excited by the bigger purpose of your role with the ability to identify and anticipate problems and gaps bringing your ideas and solutions.

This is an exciting opportunity within a dynamic organisation focused on driving change in mental health through developing people and ideas. This often looks different to what is expected and delivered.

For an informal chat about the role, contact Tracy Gilmour, CEO at Tracygilmour@thethreesixty.org.uk

THE PLACE

The Place is our flagship project in Ayr. Designed to be welcoming and inclusive, it has hosted a variety of events, workshops and programmes ranging from sound bath sessions to our monthly maker's market.

It's the place where we test ideas, like our maker's market supporting local creatives, or the sound bath sessions exploring the impact of holistic mental health supports, there's the public living room and storytelling sessions that welcome people in with a hot cuppa and great cake.

It's also a place to learn, grow, share and connect, developing The Place will be a key area of focus in the role exploring entrepreneurial approaches to community wellbeing and connection..

OUTREACH

Our community outreach service is dedicated to building individual and community capacity across South Ayrshire. At the heart of our approach is a commitment to understanding the unique needs of individuals and communities, and taking a holistic view of the factors that impact mental health, both positively and negatively.

We believe that everyone's life experience contributes to how they feel day to day and how they approach life, therefore their mental wellbeing journey is as individual as they are.

It is the combination of our approaches that help people get what they need when they need it to support their mental health and wellbeing.



Scottish Mental Health Arts Festival 2023

THE ROLE

Operational management

Our outreach programme is dedicated to supporting people aged 16 and over, along with the people who are important to them, as they navigate the challenges of poor mental health.

The Place is our flagship project that we are developing into a catalyst for change, inspiring an entrepreneurial approach to system change, mental health and wellbeing.

Balancing practical tasks with strategic planning and management to build on what has already been done, you will work directly with the CEO to develop Three Sixty's operational structure and support its day-to-day operations.

You will lead on developing systems, processes and projects that drive efficiency, system change and impact.

Developing and managing projects that create positive social impact and social change whilst developing a volunteer and peer programme collaborating with partner organisations and people in communities.

Organisational development

Working closely with communities and individuals across South Ayrshire to build on assets, capabilities and strengths, facilitating opportunities for people to explore their aspirations and make empowered choices about their mental health, wellbeing and life.

This often looks different to what is expected and standard within mental health. Creating a member led contribution to the Scottish Mental Health Arts Festival, creating a community allotment space, opening a community livingroom are some examples.

We want to do more of the unexpected so that we raise standards and expectations within mental health support.

Such as developing an assertive outreach service driven by a mission to be there with and for someone when they are in crisis or have taken steps to end their life.

We want to be there when someone feels, scared, alone and hopeless so they can begin to feel safe, that they have someone and can feel hopeful.

We want to be there to celebrate the wins & achievements with people too as they grow.



PERSON SPECIFICATION

Our Person

Is someone bold and courageous, looking to challenge stigma and drive system change, bringing innovative solutions and pushing boundaries.

Passionate about creating a positive impact, finding creative and sustainable ways to support mental health initiatives that benefit individuals and communities short and long term.

Organised and dependable, able to thrive in a changing environment whilst not phased by other ways of working,

Optimistic and honest, able to build trusting relationships across all parts of the organisation.

Leadership and Culture

Our ideal person is solutions-focused, proactive, and fosters a collaborative working culture, driving innovation and positive change.

They deeply care about people and the bigger picture of their role, building a resilient team that acts autonomously and prioritises the wellbeing of both staff and members.

Passionate about doing the best for people and a commitment to excellence, they inspire trust, empower others, and create a supportive environment where everyone can thrive.



Skills and Experience

Demonstrated success in team management within a similar organisation, with a track record of developing and empowering teams to deliver impactful community-based projects.

Proven ability to develop diverse income and funding streams to sustain and grow vital mental health initiatives, ensuring long-term viability, impact and sustainability.

Possessing an excellent understanding of the context in which we operate, including the challenges and opportunities present in the mental health sector, to inform strategic decision-making and drive meaningful change.

WHAT WE OFFER

Our charity is changing and we are excited to explore how that can look and feel. That means we can offer the opportunity to develop your ideas and creativity.



Flexible working

Some on site work required
Flexibility in hours and location is available.

Terms

£41,000 per annum
35 hours per week
3 years fixed term with intention to extend,

Benefits

6 weeks annual leave inclusive of public holidays
5% employer pension contribution
Employee assistance programme

HOW TO APPLY

Informal conversation

If you are interested in or have questions about the role, we invite you to contact our CEO Tracy Gilmour to arrange an informal conversation.

Tracy can be contacted via email at:

Tracygilmour@thethreesixty.org.uk

Application form

If you feel this role is a good fit for you, please email jobs@thethreesixty.org.uk to request an application form.

The closing date is 12pm July 17th 2024.

Interviews

Interviews are expected to be held from the week of July 29th 2024 in Ayrshire.

Thank you again for your interest in Three Sixty and good luck should you choose to apply.

