

Job Description

Job Title:	Head of Service Business Development
Salary:	£34,744.32 per annum (Grade 8)
Responsible to:	Operations Director
Working Hours:	36 hours per week (part-time and term time only working may be considered)

Role values and beliefs

TOG Mind is passionate about mental health and believes that:

- mental health is as important as physical health, and applies to everyone
- people are experts on themselves and our role is to work holistically to help people to help themselves
- as a charity TOG Mind occupies a special place in the landscape of mental health services. We can innovate, adapt and serve our communities in ways that others can not
- our appetite for continuous development and improvement enables us to effect positive change

TOG Mind values:

Relationships:	we listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation
Potential:	we encourage personal responsibility for development by discovering and realising the abilities and energies of people
Aspiration:	we support one another, clients and communities to achieve better mental health
Learning:	we seek insight and grow from experience, finding new or better ways to contribute to the field of mental health

Summary of Main Duties and Responsibilities

Tameside, Oldham and Glossop Mind have been providing services to local people by local people for over 40 years. Over the past 10 years the organisation has gone from strength to strength reaches over 30,000 people of all ages per year.

As Head of Business Development you will be responsible in helping the organisation achieve its charitable objectives by continuing to build on its independent financial sustainability. This will be through a number of revenue streams such as fundraising, pursuing relevant bids for

charitable grants and capacity funds and sales of workplace training and other purchasable products. The role will also co-ordinate and support other strategic business development activity such as bid development and contracting. The Head of Service will also lead in the development of some of our trading services such as training and café sales growth and will also oversee specific social transformation projects such as Connect 5 for the organisation.

C5 is a transformative suite of training products that seek to empower and equip professionals to have meaningful conversations with individuals. TOG MIND has been commissioned by GMHSCP to spearhead the development of a GM Knowledge Hub which will train around 380 community trainers over a period of 18 months who cascade training to VCSE sector organisations across GM and a pool of lead trainers who will be able to train trainers. This is part of the wider Greater Manchester public sector transformation and in line with TOG Mind's belief that people are the experts of themselves and through building positive relationships, learning and the right support people can achieve their own aspirations and potential.

Mental health and wellbeing has never been more in the public eye for social change and transformation. This exciting role is a key senior member of our organisation and will be instrumental in bringing about transformation both locally and nationally for positive mental health across all communities.

This role provides scope to make a real difference to individuals and communities. It would suit someone who has strong interpersonal skills, is motivated by service and business development, enjoys partnership and relationship building and is excellent in leading on transformation and change.

Duties Relating to the Post

1. Responsible for the Connect 5 service, business development and growing sustainability across the organisation
2. Research and implement sustainable funding streams
3. Lead on new service development, proposal and bid writing and overseeing tendering processes.
4. A member of the senior leadership team; responsible for formulating long-term, strategic plans, which may involve uncertainty and impact across the whole organisation
5. Lead the Greater Manchester wide Connect 5 workforce training project, based on a cascade model, bringing about a social movement in line with current public sector transformation.
6. Overseeing the marketing, administration and population health transformational work, fundraising and other departments contributing to business development
7. Development of QA frameworks around Connect 5 and other training and development courses
8. Lead on workplace wellbeing and other training courses
9. Responsible for the planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.

10. Responsible for policy implementation and service development for multiple areas of activity
11. Responsible in supporting the budget setting and financial management for several services/departments
12. Responsible for managing our Connect 5 training programme and leading on engagement within the public sector and the VCSE in Manchester
13. Responsible for management for multiple Departments and projects
14. Horizon scan and to capacity audit and research across varied geographic and sector areas.
15. Build strategic plans based on asset mapping and to lead the implementation of those plans
16. Contribute at a senior level in the development of appropriate performance management and accountability frameworks.
17. To support the delivery of major strategic change across the organisation.
18. To work in partnership with a wide range of partners, key stakeholders and communities. To lead the partnership work cross Greater Manchester
19. Responsible for providing and receiving complex, sensitive or contentious information at varying levels
20. To analyse a range complex facts or situations, which require the scrutiny, interpretation and comparison of a range of options
21. To undertake background research and development work and activities to further develop, evidence base and sustain new innovations.
22. To research further funding opportunities for the directorate, including increasing unrestricted funding to support in overall sustainability for the directorate.
23. To deputise for the Director as required.
24. Carry out any other reasonable tasks as requested.

Person Specification

E = Essential and must be able to demonstrate these points in order to be shortlisted

Attitudes and values

1. A commitment to providing effective high quality services (E)
2. A willingness to embrace change and the unknown (E)
3. A desire to develop our adult and communities emotional wellbeing services and take on new challenges (E)

4. A willingness to develop and maintain positive working relationships across partnership agencies (E)
5. A commitment to encouraging personal responsibility for development by discovering and realising the abilities and energies of people (E)
6. Seeking insight and grow from experience finding new or better ways to contribute to the field of mental health (E)

Experience

1. 3 years' experience of working in a senior management role (E)
2. Proven experience of successful business and service development, including bid writing and tendering (E)
3. 2 years' experience of implementing projects within a partnership approach at a senior level (E)
4. Experience of building/maintaining successful and complex relationships with key partners & stakeholders (E)
5. Proven experience of generating new business opportunities through to successful implementation and delivery
6. Experience of developing Quality Assurance frameworks (E)
7. Experience of quality training delivery €

Qualifications

1. A qualification in management level 5 or equivalent experience (E)
2. High level training & coaching skills (E)

Knowledge

1. A knowledge of the strategic direction and aims of the public health function including a focus on the key skills needed when working within public health. €
2. An ability to develop partnerships across a wide range of sectors (E)
3. Knowledge of the Connect 5 training model (D)

Abilities

1. Ability to oversee a number of departments and projects; ensuring contractual requirements are met. (E)
2. Ability to prioritise and manage a wide range of tasks; varied in nature and complexity.
3. Ability to Horizon scan and to capacity audit and research across varied geographic and sector areas. (E)
4. Ability to build strategic plans based on asset mapping and to lead the implementation of those plans (E)
5. A thorough and comprehensive understanding of the VCSE sector across Greater Manchester and its different sub-sectors and geographical/thematic variances (E)
6. Initiative to work within a framework of responsibilities without direct supervision, making decisions to prioritise competing demand
7. Ability to work with and across a partnership of multiple diverse organisations and to build working relationships with each component (E)
8. Highly developed ability to involve, engage and motivate groups and individuals
9. Ability to set and hold multiple budgets.(E)
10. Ability to lead on innovative service design.
11. Ability to work independently and as part of a team.
12. Ability to manage and support relevant staff & volunteers including freelancers.
13. Ability to build and maintain strong positive relationship with stakeholders from levels
14. Ability to communicate at various levels including persuasive, motivational, negotiating, training, empathic or re-assurance skills.
15. Ability to travel across Greater Manchester. (E)

16. Ability to cover for the director's absence.
17. Ability to work out of hours as required for the service.
18. Ability to undertake any other reasonable tasks requested.

