Job Description

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Network Relationship Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary grade:</td>
<td>E</td>
</tr>
<tr>
<td>Responsible to:</td>
<td>Head of Network Relations and Development</td>
</tr>
<tr>
<td>Responsible for:</td>
<td>4 staff and team budget</td>
</tr>
<tr>
<td>Department:</td>
<td>Networks and Communities</td>
</tr>
<tr>
<td>Hours of work:</td>
<td>35 hours per week</td>
</tr>
<tr>
<td>Post covers:</td>
<td>England and Wales</td>
</tr>
<tr>
<td>Located at:</td>
<td>London, with regular travel across England and Wales</td>
</tr>
<tr>
<td>Type of contract:</td>
<td>Permanent</td>
</tr>
</tbody>
</table>

Purpose of job

We’re Mind, the mental health charity. We won’t give up until everyone experiencing a mental health problem gets support and respect. We provide advice and support to empower anybody experiencing a mental health problem and we campaign to improve services, raise awareness and promote understanding.

Mind employs over 200 staff and we have a team of volunteers. Most staff are based in Stratford, London, there is an office in Cardiff and there are a number of dispersed staff working across England and Wales.

The Network Relationship Manager will:

• Manage the implementation of the local Mind Community Partnership Agreement across England and Wales, including compliance checks, sanctions and disaffiliation;
• Develop and implement a strategy for local Mind customer relationship management;
• Manage network communications;
• Manage the Mind Quality Mark process;
• Manage the development of the OpenHub online platform;
• Manage a crisis management service to local Minds where there is a serious reputational risk to Mind;
• Lead project planning and management;
• Manage staff and team budget.
The post is based in the Network Relations and Development Unit and reports to the Head of Service. Mind has a federated charity model in which independent local Minds across England and Wales are affiliated to Mind via a Community Partnership Agreement. Mind and local Minds play different roles but local Minds share Mind’s values and core mission to ensure that anyone with a mental health problem gets both support and respect. The Network Relationship Manager will manage local and national Mind compliance with the Community Partnership Agreement.

**Scope of the job**

The network of local Minds provides services to more than 300,000 people per year and is one of the major third sector providers of mental health services across England and Wales. It is a diverse network, with huge variety in size, outlook, skills and interests. Many local Minds are community hubs; their local roots and knowledge ensure we have an impact that is much wider and deeper than other service providers.

Like other third sector organisations, local Minds are facing unprecedented financial and market pressure. Demand for services is increasing while funding reduces. Now, more than ever, local Minds need to ensure that their organisations are well governed, well led and well managed, and that their services are safe and high quality. The Network Relationship Manager will lead Mind’s work across England and Wales to ensure that immediate, serious risks to local Mind organisations, and to Mind’s reputation, are identified, prevented or contained.

You will also play a key role in implementing robust strategies for customer relationship management and communications to ensure that local and national can work together easily and effectively towards our shared goals.

The Network Relations and Development Unit seeks to grow the local Mind network, and help local Minds overcome crisis, manage risk and develop organisationally. By helping to build a stronger, larger network, the Unit helps to achieve Mind’s mission that everyone with a mental health problem gets both support and respect.

Mind aims to ensure that the needs and interests of mental health service users, women, black and minority ethnic communities, disabled people, lesbians, gay men, bisexuals, transgender and people of all ages are reflected in all its activities. You are expected to contribute to this aim.

**Key responsibilities**

1. Manage the team’s work to ensure that Mind and all local Minds comply with the Community Partnership Agreement so that risk and quality are managed to required standards and that core principles in the Agreement are upheld.

2. Manage the implementation of sanctions, compliance checks and disaffiliation of local Minds in cases where there are serious breaches of the local Mind Community Partnership Agreement or Mind Quality Mark.
3. Manage a high quality crisis management service to local Minds to ensure that serious reputational risks to Mind are mitigated and local Minds are able to overcome crisis and serious, immediate risks to their sustainability.

4. Work closely with the Network Development Manager and the Network Data Insight Officer to develop a system for detecting network and organisational risk early so that risks to local Minds are minimised or contained.

5. Manage the Mind Quality Mark process ensuring that local Minds comply and that each review is a valuable experience and important tool for local Minds and Mind to manage risk and quality.

6. Working closely with the Network Development Manager, continuously improve the Mind Quality Mark to strengthen its value as a risk assurance and quality management tool and manage work to ensure local Minds submit good Mind Quality Mark self-assessments and are supported to make agreed improvements.

7. Manage delivery of the local Mind customer relationship management strategy so that contact and engagement is coordinated across all relevant Mind teams and that the customer journey is easy, simple and clear.

8. Manage the development of online communications to a dispersed network so that key messages, new stories and updates are communicated clearly and on time to target audiences.

9. Manage the development of the OpenHub online platform, including overseeing technical development, growing the online community and quality controlling content, including resources for local Mind Business Partners so that they can understand and access business partner opportunities.

10. Manage data collection and storage processes and manage the presentation of data to diverse audiences to help shape decision-making and resource allocation.

11. Enable local Mind peers to support each other wherever possible so that peer-to-peer sharing of knowledge, skills and resources is promoted.

12. Work closely with the Network Development Manager and Head of Service to develop the Unit’s ability to project plan and manage effectively and to take a programme approach to planning and managing all the Unit’s work.

13. Manage direct reports and other staff and volunteers, ensuring that the geographically dispersed workforce maintains commitment and focus and works effectively across traditional management structures and boundaries.

14. Manage team budget, ensuring that spend is planned, forecasts completed on time and variances identified and managed.
15. Ensure the views of people with experience of mental health problems inform and guide your work and actively seek opportunities to involve people with lived experience in planning and delivery.

16. Undertake other duties that may from time to time be necessary, and that are compatible with the nature and grade of this post.

Expectations

1. Ensure all responsibilities and activities discharged within the post are consistent with the terms and spirit of Mind’s policies.

2. Maintain an appropriate level of confidentiality at all time.

3. Organise time effectively and work with minimal supervision.

4. Develop positive relationships with colleagues and other key stakeholders.

5. Attend and contribute to team, departmental and other relevant internal meetings, such as training, supervision and appraisal.

6. Attend and contribute to Mind staff training and any other training identified as appropriate for the role.

7. Contribute to making Mind a greener workplace.

8. Be prepared for occasional travel across England and Wales and work outside normal working hours, including some overnight stays away from home.

Person specification

Essential criteria

1. In-depth knowledge and understanding of organisational risk and the issues affecting service and organisational performance, with excellent knowledge and demonstrable application of improvement approaches and tools.

2. Excellent ability to deliver and contribute to the design of effective quality, performance and risk frameworks for services and organisations in a range of sectors.

3. Ability to design and oversee the implementation of customer relationship management strategy so that local Mind contact and engagement is coordinated across all relevant Mind teams and that the local Mind customer journey is easy, simple and clear.

4. Proven skills and experience in designing and delivering high quality membership services so that new and existing member organisations understand their roles
and responsibilities, membership benefits and how to ask for advice, help and support.

5. Ability to oversee the development of online communications to a dispersed network so that key messages, new stories and updates are communicated clearly and on time to target audiences.

6. Experience of managing data collection and storage and ability to interpret and present data to diverse audiences to help shape decision-making and resource allocation.

7. In-depth knowledge of the health and social care market, as well as strategy, policy, performance and funding frameworks.

8. Excellent relationship management skills, with the confidence and credibility to engage and influence at a senior level and to develop and maintain working relationships with a wide range of groups and individuals.

9. Excellent group facilitation skills.

10. Excellent project management skills, with a track record of delivering excellent performance against agreed objectives, targets and budgets and meeting deadlines with limited supervision.

11. Ability to lead and manage diverse and dispersed teams, and to work effectively across traditional management structures and boundaries.

12. Excellent oral and written communication skills with internal and external audiences including formal and informal reports and presentations.

13. Experience of using volunteers to deliver a programme of work.

14. A commitment to Mind’s aims and values, including how these could and should be reflected locally.

15. Capacity and commitment to travel with occasional overnight stays in England and Wales.

**Desirable criteria**

1. Experience of working in the provision or development of mental health services.

2. Professional qualification in risk management or quality assurance.

3. Direct or indirect experience of mental health problems.
Mind (National Association for Mental Health)
Additional information
Network Relationship Manager

Interview and travel expenses
Mind is prepared to pay travel expenses for those asked to attend an interview to a maximum of £175. However, the cheapest form of travel must always be used other than in exceptional circumstances in which case the agreement of the Head of Human Resources must be sought.

Conditions of employment
In the light of legislation [Section 8 Asylum and Immigration Act, January 1997], as a condition of being able to commence employment with Mind, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documents will include one or more of the following, as appropriate:

- National Insurance number
- Birth certificate or British passport
- Certificate of registration, or naturalisation as a British citizen
- Passport or documentation evidencing citizenship of an EEA country

Probation
The appointment is subject to a probation period of six months

Salary
Grade E of Mind's salary scales. Starting salary £34,824 per annum plus £2992 per annum geographical weighting, followed by five annual increments to £39,903 per annum. Increments will be subject to annual review in accordance with Mind’s procedures.

Hours of work/flexible working hours
A standard 35 hours per week within 8.00am to 7.30pm, Monday to Friday, excluding one hour break for lunch. Mind operates a flexible working hours scheme whereby members of staff can vary the time they start and finish work within the parameters agreed by their line managers. However, the core period of 10.00am to 4.00pm (excluding lunch break) are the times during which you must be at work. Time off will be given for work outside the standard hours. Overtime is not payable.

How to submit your application
Please submit:

1 x electronic copy of your personal details form 
1 x electronic copy of your application form 
1 x electronic copy of your monitoring form 
by email to recruitment@mind.org.uk stating reference 15-18

Closing date for completed application forms is: 12 noon on 20 March 2015.

Response to advertisements for vacant posts has become extremely heavy resulting in an unacceptable increase in postage costs and a disproportionate amount of staff time used in processing applications. We regret, therefore, that it is now no longer possible to acknowledge receipt of application forms or to write personally to all applicants.

Interviews are expected to be held on 31 March 2015. If you have made an application and have not heard anything by that date, you are asked to assume that your application has been unsuccessful. Should this be the case we would like to thank you for your time and effort in submitting your application and hope that this does not deter you from applying for other vacancies within Mind.