



Account Manager – Workplace Wellbeing

Job description

Grade	D
Type of contract	12 months Fixed term contract
Directorate	Fundraising
Team	Workplace Wellbeing
Reports to	Lead Account Manager – Workplace Wellbeing
Responsible for	Supervision of Client Officer – Workplace Wellbeing
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
Hours	35hrs p/w

About the role

The purpose of this job is to contribute to the delivery of Mind's strategic objectives and ongoing development by supporting the ongoing provision of our workplace wellbeing products and services to clients. Our current portfolio of paid-for services includes training and learning products, Mind's Workplace Wellbeing Index (a benchmark of best policy and practice in workplace mental health) and consultancy services.

You will contribute to Mind's vision of promoting and protecting better mental health for all by taking responsibility for client management and support of relationships with selected organisations, stakeholders and individuals to whom Mind provides its workplace wellbeing services. You will ensure client needs are met by delivering high quality products and services to your clients across Mind's Workplace Wellbeing offering, adhering to Mind's client management approach. You will work collaboratively with staff across the Workplace Wellbeing team, and more widely within Mind, to ensure existing capabilities, resources and contacts across the organisation are integrated and maximised. You will also work with other stakeholders and external contacts to support the promotion and development of the workplace wellbeing products and services as appropriate.

You will report to the Lead Account Manager and provide supervision of a Client Officer.



Key Responsibilities

1. Deliver specific services to your client portfolio on time and within budget, in line with Mind's offering. For the Index, this could include delivering detailed results of Index surveys, assessments, reports and recommendations (in-person when required). For training and learning, this will include facilitating the delivery of relevant training and learning products to meet client needs. For consultancy, this will include developing and delivering a package of consultancy support to meet client needs e.g. workshops, audience insights etc
2. Work closely with clients to gain an in-depth understanding of their ongoing requirements, and provide them with high quality support, adhering to Mind's client management approach. Support the retention and ongoing stewardship of clients via regular contact e.g. meetings, calls etc
3. Work closely with the Lead Account Manager to identify and resolve operational and client-related issues as well as ensuring workloads and resources across the Delivery team is managed effectively
4. Each Account Manager will lead on specific areas of work and activities, both external-facing (e.g. Index awards, client events) and internal (e.g. cross-organisational integration, special projects). This will be informed by business need and as directed by managers
5. Understand fully Mind's Workplace Wellbeing offering to ensure that you are providing the best possible service to meet the needs of prospective and current client needs
6. Ensure that the products delivered are appropriate and accessible to Welsh clients
7. Work with other key teams across Mind to ensure a coordinated approach to stakeholder communications and interactions
8. Supervise the Client Support Officer and support their development, ensuring they have the skills and knowledge to undertake their role in accordance with Mind's values and procedures, including supervision and appraisal
9. Ensure relevant contractual documents are in place where appropriate (e.g. Non-disclosure Agreement, Statement of Work, Terms & Conditions etc), liaising with internal and external contacts to facilitate this where necessary
10. Support the Product Development Managers and Lead Account Manager with the high-quality development, promotion, delivery and evaluation of the workplace wellbeing products and services delivered by Mind, continually reviewing and looking for improvements to the services offered
11. Adhere to Mind's internal systems and processes, including financial processing, updating the CRM, internal and external reporting etc



Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.



- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

1. Demonstrable experience of high quality client management across all sectors; private, public and voluntary, preferably with proven experience of account management with private sector clients
2. Ability to quickly establish personal credibility working with a wide range of stakeholders, using negotiation and influencing skills to deliver results
3. Demonstrable experience of successfully selling or promoting a product or initiative to both cold and warm B2B audiences
4. Excellent verbal and written communication skills, including developing pitches and/or presentations, report writing, and in-person delivery to both cold and warm audiences, with a high level of professionalism
5. Demonstrable experience of working with internal and external stakeholders and developing and maintaining effective working relationships with groups and individuals with differing perspectives and agendas
6. Excellent planning and organisational skills to deliver work to agreed timescales and standards, and manage multiple competing priorities / deadlines
7. Experience of managing or supervising the work of others, including supporting and developing staff

Desirable criteria

1. Direct or indirect experience of mental health problems
2. Experience of volunteering or working in or with the voluntary sector
3. Experience or understanding of the employment / workplace wellbeing field



4. Experience or understanding of working with welsh employers and/or understanding of the welsh employment field.
5. Knowledge and understanding of Mind's mission, vision, values and ambition and what this means in relation to this post and the ability to incorporate this into all aspects of work