



Head of Development – Workplace Wellbeing

Job Description

Grade	Grade F
Type of contract	Permanent
Directorate	Fundraising
Department	Workplace Wellbeing
Reports to	Head of Workplace Wellbeing
Responsible for	Direct line reports: 2 staff (Product Development Manager (Consultancy) – Workplace Wellbeing, Product Development Manager (Learning) – Workplace Wellbeing) Overall team responsibility: 8 posts
Location	Stratford
Hours	1 FTE – 35 hours per week

Purpose of the job and scope of the job

The purpose of this job is to deliver Mind’s strategic objectives and contribute to Mind’s corporate strategy by overseeing the ongoing development of Mind’s commercial workplace wellbeing products and services. This will include liaising with both external and internal stakeholders on progress, risks and issues, ensuring overall success and delivery. The role will also take a lead in identifying opportunities and partnerships to strengthen our offer including identifying new income streams.

You will contribute to Mind's mission of fighting for mental health by developing, implementing and overseeing strategies that enable Mind to develop and deliver its key workplace wellbeing products and services. Currently, these initiatives include Mind’s Training and Learning provision (focused on positioning Mind as a leading provider of mental health training and learning products, with a key focus on workplace wellbeing solutions); and Workplace Wellbeing Index (focused on assessing employer policy and practice in relation to workplace wellbeing and offering recommendations on how to improve) and providing consultancy solutions (bespoke expert guidance and support to meet specific organisational objectives or challenges) to organisations. You will be responsible for overseeing the Development team, ensuring the team meets their objectives and targets, and you will oversee the work of the team ensuring on time and on budget delivery.

You will report to the Head of Workplace Wellbeing and provide line management to 2 direct reports. You will have overall responsibility for 8 posts across the Development team. You will support the Head of Workplace Wellbeing with cross-team activities and initiatives, and will also work closely with the Head of Client Services – Workplace Wellbeing as well as senior management and trustees, and with staff across Mind (including the local Mind network and Mind Retail as required). You will also work with other stakeholders and external contacts in delivering Mind’s strategic objectives.

Key Responsibilities

- Lead and develop the Workplace Wellbeing Development team to meet agreed objectives and outcomes. This will include overseeing the formulation of team work programmes, projects and plans, policies, procedures, objectives and outcomes and being accountable for regularly monitoring, reviewing, evaluating, developing and reporting on quality and performance. This will include working closely with the Product Manager (Mental Health at Work), Innovation Manager, Information team, Comms & Marketing team, Digital team and other key stakeholders to co-ordinate work as required
- Contribute to Mind's strategic and corporate objectives working across Mind by developing strategic plans for the Workplace Wellbeing Development team. This includes setting the strategic direction for the team. This will involve working with colleagues in the Workplace Wellbeing Client Services team to identify and establish priorities and opportunities for new developments and programmes
- Oversee the Workplace Wellbeing Development team, reviewing new and existing products at key stages of development/maintenance and reviewing outputs where relevant providing expertise on specific areas of work e.g. market research, commercial viability, quality assurance, digital product development work, reaching under-served communities
- Integrate the work of the Workplace Wellbeing Development team into the wider Workplace Wellbeing team, and more broadly across Mind, and ensure that key learnings are captured and implemented. Work collaboratively with key teams (e.g. Mental Health at Work team, Information team) to develop and embed shared approaches to content and product development across the Mind federation
- Lead the Workplace Wellbeing Development team, including line management of 2 direct reports. This includes undertaking recruitment, inductions, supervisions, appraisals and team meetings and in accordance with Mind's commitment to a mentally healthy workplace
- Develop and embed systems and processes to enable effective performance monitoring (e.g. CRM data, sales data etc), ensuring the development of high-quality products or services and continuous quality improvement to effectively meet the needs of our clients
- Oversee the development and management of budgets for Workplace Wellbeing development programme work and be accountable for their effective financial management. This will include overall responsibility for ensuring all products and services are developed within budget, and ensuring forecasting, setting, monitoring, reviewing and reporting on budgets is carried out to the highest standards
- Attend, chair and contribute to meetings, briefings, reviews, due diligence and auditing and compliance activities and to prepare and present papers to senior management, trustees, and other internal and external stakeholders as required.
- Assess and manage problems and risks to the Workplace Wellbeing Development team, and where relevant across the organisation

- Ensure that the work of the Workplace Wellbeing Development team is appropriately informed by and reflects the views and experience of people with lived experience of mental health problems including young people, people from racialised communities and people experiencing poverty
- Ensure that the work of the Development team is appropriately informed by and reflects insights and best practice in relation to workplace wellbeing policy and practice
- Ensure that the work of the Development team is appropriate and accessible to a Welsh audience. This includes, but is not limited to: translation of products, adaptation to reference Welsh policy frameworks and development of pricing frameworks for the Welsh market
- Keep abreast of external trends and developments and changing circumstances and develop new or adapt existing products and services accordingly within Mind. Identify and propose relevant development opportunities for Mind and to provide updates and reports to senior management as required
- Develop and maintain contacts with other organisations including potential and current partners and to negotiate and influence on complex and significant team and/or organisational issues
- Be an ambassador, spokesperson and representative of Mind as required at events and in the media
- Work collaboratively with the other Heads in Workplace Wellbeing to develop and implement the Workplace Wellbeing strategy more broadly
- Adhere to Mind's internal systems and processes, including financial processing, updating the CRM, internal and external reporting etc

Expectations

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

Person Specification

Essential Criteria

1. Demonstrable experience of leading on and managing income generating/commercial product and service development and delivery within the private or voluntary sector
2. Significant experience of leading major programmes, and of programme and project management including planning, developing, implementing, monitoring, evaluating and reporting on performance
3. Experience of developing internal and external networks to maximise and exploit opportunities for business development and income generation
4. Manager level experience of managing staff including undertaking supervisions and appraisals, engaging and developing staff
5. Experience of financial and budget management including planning, developing, forecasting, setting, monitoring, reviewing and reporting on budgets
6. Excellent written and verbal communication skills to produce/deliver senior and complex correspondence, reports, presentations, policies, procedures, processes and strategy papers
7. Excellent business strategy development including financial modelling
8. Proven ability to establish credibility with key senior stakeholders, excellent networking and influencing skills to build and maintain relationships, and work collaboratively and in partnership with individuals, groups and organisations both internally and externally

Desirable Criteria

1. Direct or indirect experience of mental health problems
2. Experience of volunteering or working in the voluntary sector
3. Experience of digital product development
4. Experience of using survey scripting tools/platforms e.g. Qualtrics, Conconfirm
5. Experience of using digital design tools e.g. Adobe Creative Suite
6. Experience of using Learning Management Systems and eLearning authoring tools (e.g. Articulate 360)
7. Experience or understanding of the employment / workplace wellbeing field
8. 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