**Job Description**

**Director of Services**

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| **Job title:** Director of Services |
| **Location**: The base for the role will be at the Rotherham Mind office. The post holder will be required to work across both our Rotherham and Barnsley offices and work flexibly subject to the requirements of the role. |
| **Salary:** £36k - £38k (dependent on experience) |
| **Hours:** Full time – 35 hours per week. This is a senior position and therefore occasional unsocial hours are a requisite of the role. |
| **Reports to:** CEO |
| **Key relationships:** CEO, Chair of the Board of Trustees, Board of Trustees, local, regional, and national stakeholders across key areas of work. |
| **Direct reports:** Service Leads, Clinical Leads, Office Manager |

**What we need**

Following the launch of our new 2025 – 2027 Strategy, Rotherham and Barnsley Mind is now looking eagerly ahead to the future.

To support our continued impact and growth, we are looking to appoint a Director of Services to work closely with the CEO, ensuring that we effectively deliver our vision, ambition, and strategic objectives.

We are looking for someone that can demonstrate experience of developing high-performing teams, alongside managing people, contracts, and associated resources. We require a dynamic and motivated individual who aligns with the values led approach of Rotherham and Barnsley Mind.

Importantly, the successful candidate will embody the values of Rotherham and Barnsley Mind and effectively support the CEO. Quality of service delivery and operational excellence when implementing the new strategy will ensure that we leave a legacy for decades to come.

**About us**

**Rotherham & Barnsley Mind**is an**independent**local provider of high-quality mental health servicesin**Rotherham, Barnsley,**and its surrounding areas.

**Our Vision**

We won’t give up until everyone experiencing a mental health problem gets both support and respect.

**Our Ambition**

Supporting everyone to achieve better mental health.

**Director of Services - Key responsibilities**

* **Strategic Leadership:** Develop and implement operational plans aligned with the charity's vision, ambition, strategic objectives.
* **Service Management:** Oversee the delivery of mental health services, ensuring they meet quality standards and address the needs of beneficiaries.
* **Team Coordination:** Lead and support staff, including service leads, volunteers, and other team members, fostering a collaborative, inclusive, and positive work environment.
* **Stakeholder Engagement:** Build and maintain strong two-way operational relationships with commissioners, NHS professionals, and other key stakeholders and partners to enhance service delivery and growth.
* **Budget and Resource Management:** Manage budgets effectively, ensuring financial sustainability and cost-efficiency. Work closely with the Business Development Officer.
* **Compliance and Governance:** Ensure adherence to legal regulations, safeguarding policies, organisational standards, and compliance with all associated regulations.
* **Project Oversight:** Manage and oversee projects, including fundraising initiatives and community programs, to increase the charity's impact.
* **Human Resources:** Overseeing recruitment, onboarding, and employee records, as well as managing holiday and sick leave.
* **Health & Safety:** Updating policies, conducting risk assessments, and ensuring a safe working environment.
* **IT and Facilities Management:** Managing IT systems, office premises, and supplies.

**We are looking for someone who:**

* Provides clear operational leadership and direction.
* Has exceptional operational, business, and people development experience.
* Has a positive attitude towards work, with the capacity to be creative, innovative, and continually motivates and inspires.
* Ensures services meet or exceed all KPIs and other organisational measures.
* Supports service leads/managers, and staff to develop, and improves the monitoring, evaluation, and reporting on individual and departmental performance.
* Fosters positive working relationships between all departments
* Demonstrates highly effective networking, partnership, advocacy and negotiating skills.
* Has the ability to influence successful operational relationships with key stakeholders and potential commercial partners.
* Is comfortable managing executive and non-executive board level discussions and meetings.
* Can influence and establish credibility as a trusted operational leader across all our networks.
* Understands national, regional, and local needs and priorities (knowledge and understanding of South Yorkshire is desirable).

**Person Specification**

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| **Key Criteria** | **E: Essential****D: Desirable** |
| **Education & Qualifications:** |
| Educated to degree level or equivalent in experience  | E |
| Relevant management and leadership qualification or equivalent | E |
| Evidenceof continuing professional development | E |
| **Knowledge & Experience:** |
| Demonstratable experience of senior/strategic leadership within an organisation | E |
| Demonstrable track record of initiating, leading and managing multiple service functions in a complex environment | E |
| Significant experience of developing and leading a strong performance and outcomes focused culture | E |
| Experience of successfully developing high quality, cross sector collaboratives with a wide range of partners | E |
| Proven experience in tendering/procurement  | E |
| Working knowledge and understanding of: * Key issues/service provision in mental health
* Funding application process
* Impact evaluation and practical approaches to monitoring progress against objectives and outcomes
 | E |
| Demonstrable experience in change management | E |
| Experience of policy development | E |
| Financially and commercially literate with proven experience of preparing and managing complex budgets. | E |
| Experience of maintaining confidentiality and managing confidential data appropriately and in accordance with legislative requirements | E |
| Demonstratable knowledge and understanding of Health & Safety in the workplace | E |
| Experience of working in the voluntary sector | D |
| Experience of working for a charity and supporting a Board of Trustees | D |
| Experience of developing, improving and achieving quality framework compliance | E |
| Experience of marketing and promoting services | D |
| **Skills & Abilities:** |
| Leadership skills to motivate and inspire staff,volunteers and supportersExcellent organisational skills with the ability to prioritise and multi-task | E |
| Excellent communication and interpersonal skills with the ability to work constructively with a diverse range of people across all levels | E |
| Ability to take an analytical approach with attention to detail and problem-solving skills | E |
| Excellent verbal and written communication skills | E |
| Creating a positive working environment with and for colleagues | E |
| Proficient in the use of ICT and internet including Microsoft Office - Outlook, Word, Excel; PowerPoint; CRM databases | E |
| **Personal Attributes:** |
| A “can do” attitude | E |
| Ability to work effectively both as part of a team as well as under own initiative | E |
| Willingness to be flexible and attend meetings outside normal working hours | E |
| A commitment to promoting equality and diversity in the workplace | E |
| Have a full, clean driving licence and access to transport | E |

**Sustainability**

Rotherham and Barnsley Mind recognises that as an organisation we’re part of a natural environment that’s increasingly under threat and that we have a responsibility to minimise the negative impact our work and operation has on the environment. Use of public transport and cycling is encouraged, and facilities are provided to store bicycles.

**Equality, Diversity and Inclusion**

Our vision is to build an organisation that attracts, engages and supports individuals from diverse backgrounds into all aspects of Rotherham and Barnsley Mind, including service users, staff, volunteers, and trustees.

Some reflections from staff during the recent independent strategic review:

* This is a kind place to work
* I feel HELD!
* I love my job. I feel valued and really enjoy coming into work – for the first time in a long time – thank you!
* I love my job and feel valued and trusted by colleagues and the CEO
* Work feels like a 2nd home

**How to apply**

Recruiting a Director of Services is critical which is why we are pleased to have appointed Jim Lord of the iWonder Group to help us through the process.

We strongly recommend an informal discussion about the role with Jim before you apply and would ask you to contact him via jim@iwondergroup.com .

To apply for the role, please supply an up-to-date CV with your preferred contact details and a supporting letter of no more than two pages, which fully addresses the person specification and key responsibilities of the role.

Applications to be sent via email to jim@iwondergroup.com

**Interviews**

* Stage 1 Interviews will take place week commencing 21 July 2025
* Stage 2 interviews will take place week commencing 28 July 2025

**CLOSING DATE FOR APPLICATIONS - THURSDAY 10 JULY 2025 at 4pm**

**Diversity Statement**

We’re developing a culture where diversity is valued, and we can all be ourselves. We still have work to do but are strongly committed to inclusive practices which demonstrate fairness, equality and anti-racism in everything we do. We will not tolerate less favourable treatment of anyone, especially those with legally protected characteristics, and welcome applications from all sections of communities, particularly those under-represented in our organisation.

This post falls within the scope of ‘regulated activity’ and is exempt from the Rehabilitation of Offenders Act (1974). Successful applicants will be required to undertake a Disclosure & Barring Service (formerly CRB) check and are required to declare any convictions, cautions, reprimands, and final warnings that are not ‘protected’ as defined by the Rehabilitation of Offenders (Exemptions) Act 1975.

Rotherham and Barnsley Mind is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Rotherham and Barnsley Mind is also committed to the safeguarding of vulnerable groups.