

Job Description

Job Title:	Head of Client Services
Hours (including working days)	22.5 hours (days to be agreed)
Salary: Pro-rata/full time/part time	£32,000 p/a, pro-rata
Responsible to:	Deputy Chief Executive Officer
Responsible for:	Managers, project staff, administrative staff and volunteers who work within the services which fall under your area of responsibility
Primary Base:	Highcliffe House, Highcliffe Court, York
Aim of the post:	To support the delivery, development and strategic direction of client-led services. To support managers and staff teams to deliver on the required outputs and outcomes.
Main deliverables:	
<ol style="list-style-type: none"> 1) To provide direct line-management support for managers and projects leads for client-led services 2) To ensure managers are supporting staff members within their teams according to York Mind's policies and procedures 3) To ensure all services and projects within your area of responsibility are delivering on their required outputs, outcomes and monitoring and reporting information 4) To ensure client-led services are delivering within their agreed budgets in conjunction with the Finance Manager 5) To contribute to and support the strategic and operational decision-making of the Senior Management Team (SMT) 6) To promote the work and aims and objectives of York Mind with external stakeholders, services and organisations 	
Main duties:	
<p>A) To work within the aims and objectives of Mind</p> <ul style="list-style-type: none"> • To ensure a commitment to Quality Management in Mind working within the policies and procedures of York Mind. 	

B) Management and Support

- To provide line management support for managers and project staff delivering client-led services
- To ensure staff employed to deliver client-led services and projects are appropriately trained and compliant with organisational and service specific policies, procedures and safeguarding obligations
- To provide regular 1-2-1's and annual appraisals to managers and where appropriate project delivery staff.
- To recruit, induct and support new staff within client-led services.
- Engage with line management, supervision, training and development as per York Mind policies and procedures.
- Ability to work as part of a team and work co-operatively with colleagues.
- To be prepared to give and receive support from others in the team as appropriate.
- To attend staff team meetings and participate in the work of the team.

C) Facilities and Office Maintenance and IT

- Ensure the building and offices are maintained to a high standard
- Provide support to services and teams delivering services from Highcliffe House and Clarence Street
- Liaise with our IT company when required to ensure IT systems run smoothly and up-to-date and maintained

D) Enabling volunteers to fulfil their role

- To support services in their recruitment and induction of new volunteers as required
- To support volunteers engagement with York Mind
- To provide volunteers with information that they need, or to enable them to acquire such information for themselves.

E) Health and Safety

- To ensure suitable procedures are being followed to safeguard the health and safety of volunteers and service users.
- The post holder will maintain an awareness and observation of Fire and Health & Safety Regulations.
- To keep up to date with key legislation affecting the post.

F) Financial responsibilities

- To oversee and manage the budgets of funding streams, projects and services in conjunction with the Finance Manager.
- To keep accurate records of all financial transactions including expense claims, invoices and receipts, in line with York Mind policies and procedures.

G) Administrative

<ul style="list-style-type: none"> • To ensure that records are kept in the required manner. • To be a key holder 	
Essential qualifications:	None

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.