

**JOB DESCRIPTION**

This post is restricted to women only as a genuine occupational requirement under Schedule 9 of the Equality Act 2010

**Job Details**

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| **Job Title:** | Business Manager |
| **Hours of work:** | Full time 37 hours per week |
| **Responsible To:** | Chief Executive Officer |
| **Accountable To:** | Board of Trustees |
| **Responsible For:** | Provision of Business Development and Management of Mothers for Mothers. Member of the Senior Leadership Team. Project development and delivery as agreed with the CEO |
| **Pay:** | £37,450.00 FTE |
| **Contract:** | 12 months fixed term contract (potential to extend) |
| **Location:** | Mothers for Mothers, New Fulford Family Centre, 237-239 Gate House Avenue, Bristol BS13 9AQ  The majority of the work will be on site. Travel to locations around BNSSG will be required. Some working from home may be agreed. |

**Main Purpose of the Job**

**The post holder is responsible for ensuring the smooth running of the Mothers for Mothers Services**

* Manage and lead the development and implementation of MfM Business.
* Representing MfM at a senior and strategic level with external partners.
* Support and build strategic direction for MFM.
* Deputise for the CEO
* Work as a member of the Senior Leadership Team to develop, grow and sustain MfM.
* Communicating and liaising with the internal staff/volunteer team and external agencies and services to include liaising with other mental health/ maternity care service providers and VCSE organisations.
* Delivering training sessions for staff and volunteer, sessional workers and placements.
* Preparing and implementing a Marketing and Communications strategy and publicise MfM service across Bristol, North Somerset and South Gloucestershire.
* Demonstrate an ability to empathise, encourage and support women towards recovery.
* Promote Mothers for Mothers services to women during activities, as appropriate.
* Collect and collate data, arrange for completion of monitoring and evaluation forms. Write timely reports giving feedback on the services for the CEO and for project funders.
* Work in close collaboration with Mothers for Mothers colleagues in the business development to act in the best interests of Mothers for Mothers at all times.

**Accountability**

The duties and obligations outlined in this job description are a guide to the current and main responsibilities of the post; they will inevitably vary and develop, and the role specification will be reviewed. Changes will be subject to consultation with the post-holder. The post-holder will be required to agree and review annual objectives with the Chief Executive Officer.

**Works with**

Mothers for Mothers staff

Volunteers

Counsellors and Art Psychotherapists

Clients

Trustees

Key external stakeholders and partners.

(To include health care professionals, NHS services, VCSE organisations, funders and any other stakeholders).

**Principal Duties and Responsibilities**

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| 1 | Develop, manage and lead on the implementation of the Mothers for Mothers Business Plan, goals and objectives. Work in close collaboration with Mothers for Mothers colleagues and act in the best interests of Mothers for Mothers at all times. |
| 2 | Operate as a member of the Senior Leadership team and work in partnership with the SLT to deliver the Charity’s Strategy and development plan. |
| 3 | Develop and implement a marketing and communications plan to include leading on Social Media and the Website content. Lead in the development of publicity materials to promote and advertise the services across Bristol, North Somerset and South Gloucestershire. Providing updates for web base content, social media, service information leaflets and for the wider Mothers for Mothers team. Help clients and professionals to understand what to expect from the services. Lead in the development of publicity material to promote fundraising. |
| 4 | Assist in project Development and implementation. |
| 5 | Design, lead and deliver on implementation of Community and Corporate Fundraising |
| 6 | Plan and implement community fundraising events |
| 7 | Lead on a project to form a Bristol Business CEO advisory group. Build on the networking and corporate fundraising opportunities. |
| 8 | Plan Corporate Funding Initiatives and ensure MOUs are in place. |
| 9 | Identify potential sources of funding for the continuation of the services and providing information and evidence to the CEO to support funding applications. |
| 10 | Maintain clear records of donations received and any associated reporting requirements |
| 11 | Review and update the MfM local giving platform and improve and develop the use of the same. |
| 12 | Identify, evaluation and mitigate risks. |
| 13 | Become familiar with the Views database. Work with the database provider to develop our use of Views and make new builds necessary for Business Activity and for any changes in reporting requirements of funders. |
| 14 | Liaise with other health service providers (such as GPs, midwives, health visitors, the specialist community perinatal mental health service, MALT team, MECSH team, New Horizons MBU, PIMHS, local maternity services and hospitals, Family Nurse Practitioners, Social Services, VCSE organisations and all other organisations we collaborate with within our system). |
| 15 | Assist in recruiting, interviewing, selecting, motivating, training, supporting and supervising staff / volunteers when appropriate. |
| 16 | Contributing to training and support of the wider staff team, placements and volunteers at Mothers for Mothers where appropriate. |
| 17 | Work in partnership with the CEO on developing the MEAL process and take part in monitoring. Prepare quarterly reports for the CEO. |
| 18 | Effective and professional communication with clients and stakeholders. |
| 19 | Attending weekly staff meetings and Thursday training session. Work in partnership with the CEO re provision of regularly staff training. |
| 20 | To be competent in use of appropriate technology and software. |
| 21 | Work in partnership with the SLT on Co-production projects with current and former clients. |
| 22 | Attend Mothers for Mothers PGM and other meetings as requested by the CEO. |
| 23 | Ensure that MfM meets their financial goals and ensure there are adequate resources to deliver activities and services. Keep clear financial records and work in partnership with the SLT in relation to contributing to budget setting information to the Board of Trustees. |
| 24 | Work with the SLT in preparing content for the Board and for Staff Away Days. |
| 25 | Work within all Mothers for Mothers policies and the information contained in the staff handbook. |
| 26 | Act as a joint Safeguarding Lead and work as part of the Safeguarding team attending Safeguarding Audits. |
| 27 | Demonstrate an ability to empathise, encourage and support women towards recovery/discovery. |
| 28 | Expect to arrange or provide cover for staff sickness, holidays, other absences within the SLT when required. |
| 29 | Maintain clear, confidential records. |
| 30 | Manage and deliver project work as agreed with the CEO. Maintain budget records to enable CEO to report back to the project funders. |
| 31 | Represent the Chief Executive Officer at external meetings / events as required. When required accompany the CEO to meetings/events with professionals and our collaborators to promote our services, raise awareness of and reduce stigma attached to Maternal Mental Health. Speak at public event when required. |
| 32 | Participate in monthly Supervision sessions. |
| 33 | Provide regular updates to the CEO on progress and issues as they arise. |
| 34 | Prepare information and contribute to annual appraisal |
| 35 | Prepare information and contribute to conducting staff appraisals in conjunction with the CEO. |
| 36 | Contribute to information submitted to the Board for their quarterly meetings to include contributing to the update of the Risk Register and the Register of Interests. |
| 37 | Attend training to develop relevant knowledge and skills as required and agreed with the CEO. |
| 38 | Deputise for CEO when required. |
| 39 | Ensure equality, diversity and inclusion matters are addressed in Mothers for Mothers work and to promote a client centred culture of flexible support is provided to clients with lived experience at its core. |
| 40 | Attend regular supervision with the CEO reporting on the full portfolio of responsibilities to ensure accountability. |
| 41 | Carry out any other reasonable duties within the overall function, commensurate with the duties of the post. This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in requirements. Any such changes will be discussed with the postholder prior to the changes being made. |

**Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

**Safeguarding**

At all times promote and maintain the safety of children by working according to the Mothers for Mother’s Safeguarding Policy and supporting guidance. Being pro-active and responsive to safeguarding concerns by early reporting, recording and referral of issues to the Safeguarding Lead. Attending safeguarding training that is appropriate to your role.

**Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to the Mothers for Mother’s, individuals and client information. The post holder will be expected to comply with all aspects of the Data Protection Act.

**Equality, Diversity & Inclusion**

Mothers for Mother’s is committed to achieving equality of opportunity for all staff and for those who access our services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

**Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors. Mothers for Mothers operates a non smoking policy at all venues and places of work.

**Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records about the service in accordance with Mothers for Mothers policy, including email documents and with regard to the Data Protection Act and any other relevant statutory requirements.

**Policies & Procedures**

Mothers for Mothers employees are expected to follow organisational policies and procedures. Copies of Mothers for Mothers policies can be accessed via the Administrator

**Person Specification**

Please ensure that you read the person specification carefully, as this will be used as part of the shortlisting and interview process.

Minimum required standard E = Essential, D = Desirable

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| **Training and Experience:** | **Essential** | **Desirable** |
| Educated to Degree level or equivalent |  | X |
| Working knowledge of the public or charity sector | X |  |
| Experience in marketing and revenue generation | X |  |
| Business administration experience including the management and operation of systems, procedures and audits, and reporting systems. | X |  |
| Experience of managing budgets and financial reporting |  | X |
| Previous lived experience of Maternal Mental Illness |  | X |
| Knowledge and understanding of perinatal/maternal mental illness. | X |  |
| Relevant previous or current employment or voluntary work with people in mental and emotional distress. |  | X |
| Experience of Corporate Fundraising | X |  |
| Experience of Community Fundraising |  | X |
| Experience of preparing and submitting Funding bids |  | X |
| Experience of working effectively with a wide range of external partners / organisations | X |  |
| Experience of Liaising with Health Professionals and other Mental Health Services |  | X |
| Experience of selecting, motivating, training, supporting and supervising volunteers. | X |  |
| Experience of project planning and management or setting up a service. | X |  |
| Experience of managing teams |  | X |
| Knowledge of safeguarding issues |  | X |
| Knowledge of current legislation and policies relating to children and families |  | X |
| Knowledge of working in a Trauma informed way and creating psychologically safe environments |  | X |
| Knowledge and understanding of discrimination within the mental health system and understanding of the barriers to women seeking support for perinatal mental illness and strategies to overcome these. |  | X |
| Knowledge of workplace / event Health and Safety |  | X |
| **Skills** |  |  |
| Active & effective Listening Skills | X |  |
| Ability to maintain confidentiality, to keep clear records with an understanding of GDPR | X |  |
| Ability to work independently, organise own workload and priorities, use own initiative and have a positive and creative approach to tackling tasks and implementing strategy | X |  |
| Strong written, verbal communication and interpersonal skills | X |  |
| Ability to write clear reports, business plans and evaluations | X |  |
| Proficient IT (word, excel, powerpoint, database, email and internet skills) and administrative skills | X |  |
| Excellent time management / organisational skills | X |  |
| Exceptional attention to detail | X |  |
| Understanding and experience of using social media platforms to maximise communications impact | X |  |
| Ability to consult and share decision making with SLT | X |  |
| **Other Requirements** |  |  |
| High standards of professionalism | X |  |
| Willingness and ability to Travel | X |  |
| Willingness to complete other duties and commitment to supporting all aspects of our work, and in helping develop Mothers for Mothers. | X |  |
| Flexibility and willingness to work some evenings to meet the needs of the role as required. | X |  |
| Commitment to personal / professional development | X |  |
| Commitment to EDI | X |  |
| Understanding of the core aims and values of MFM | X |  |

**Application Form**

Post: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Closing Date**:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Advertising**: Please state where you saw this job advertised \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CONFIDENTIAL -Personal details:**

|  |  |
| --- | --- |
| Title: |  |
| Name: |  |
| Address: |  |
| Postcode: |  |
| Telephone: |  |
| Email: |  |
| DBS information: |  |
| Date of Birth: |  |

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| Please give details of all time off sick during the last 12 months including length of time and reasons: |  |
| When would you be available to take up the post? |  |

**Employment history:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Current Employer/organisation | Start Date | Job Title | Salary | Notice Period | Brief description of Duties |
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| --- | --- | --- | --- | --- | --- | --- |
| Previous Employers/organisations | Start/Finish Date | Job Title | Salary | Notice Period | Brief description of Duties | Reason for leaving |
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**Qualifications and Training:**

**Please list most recent first (including any MfM training completed as a volunteer)**

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| --- | --- | --- |
| **EDUCATION, VOCATIONAL / PROFESSIONAL QUALIFICATIONS & TRAINING** | | |
| Qualifications/Training | Dates | Results |
|  |  |  |

**Please describe skills you can bring to this role limited to 500 words.**

**Relate your experience to the headings in the person specification. Do not attach any additional information.**

**Supporting Statement to include why you are interested in this post:**

**(Please limit to 500 words)**

**References:**

Please give names and addresses of two referees, able to comment on your suitability for this post, one of whom must be your present/most recent line manager (paid or voluntary work). If you have not had any previous employment, a professionally qualified person is acceptable.

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| --- | --- | --- |
|  | Reference 1 | Reference 2 |
| Name |  |  |
| Job Title |  |  |
| Relationship to you |  |  |
| Address |  |  |
| Postcode |  |  |
| Telephone |  |  |
| Email |  |  |
| Can the reference be taken at any time | Yes/NO | Yes/NO |

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| **DECLARATION**  I declare that, to the best of my knowledge, the information provided in this application is correct and complete. I understand that false information or deliberate omission of any material facts may result in dismissal or the withdrawal of a job offer.  Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***Thank you for your time and interest in completing this application form.***  ***When you have completed this form please check that you have provided details as requested.***  ***Please do not include attach any additional information or include a CV as this will not be considered by the interview panel.*** |

Please return your application to [maria.viner@mothersformothers.co.uk](mailto:maria.viner@mothersformothers.co.uk)

If we would like to invite you for an interview we will contact you and will ask any for any special requirements or reasonable adjustments to enable you to attend.