

Ashford Mediation Service

Service Development Manager

ROLE DESCRIPTION

The role of the Service Development Manager is to provide the only free at the point of access and professional mediation service to the residents of the Borough of Ashford, Kent.

To achieve this, the postholder will need to develop, manage and grow the strategic and operational aims of the Ashford Mediation Service in line with the Service's Constitution and charitable objectives as well as the business plan created and approved by the Trustees.

The postholder will be asked for their input to the business plan on an annual basis and will manage the most current version on behalf of the Trustees.

KEY AREAS OF RESPONSIBILITY

Key areas of responsibility include:

- Stakeholder management,
- Resource generation for support posts, (either voluntary or funded),
- Case generation, management and monitoring,
- Volunteer mediator management
- Financial and service delivery accountability, monitoring and reporting,
- Ensuring policies and procedures are current and adhered to.

The Manager will be expected to work independently but will report to the Board of Trustees at their quarterly meetings. At other times, urgent matters are to be discussed with the Chairman or Treasurer as appropriate.

Hours: This is a permanent (contracted) post, initially 4 days a week, with the intention, following a satisfactory probation period, of the option of moving the role to a full time one. The postholder will be expected to use the office facilities provided in a 'touch down manner'. The office is located in a new building in the Stanhope area of Ashford Borough and will also be used intermittently by Trustees and others as appropriate.

Some working from home is optional but the role is expected to take up 75% of the postholder's time, or approximately 4 days per week in a flexible manner to accommodate key meetings and events.

Salary: £27,000 per annum

Paid Holiday: 16.8 days (for 75% contract) or 22.5 days if the role becomes permanent, which is inclusive of public holiday

OVERALL ROLE AND RESPONSIBILITIES

To maintain an overview of the role of AMS ensuring that it is providing a professional service to its stakeholders, clients, volunteers and general public.

Maintain an overview of the changes within the Borough to enable the service to respond to local needs.

Identify opportunities and attend events to raise awareness and promote AMS to ensure that mediation cases increase. (KPI to be discussed and agreed)

Liaise and build relationships with other voluntary mediation services in Kent to ensure best practice is maintained within the service.

Ensure all policies and procedures, including GDPR, are current and adhered to across the service.

Develop strong business relationships with key stakeholders and potential Service users to promote and increase the use of the service.

Manage and monitor all Mediation Cases from referral to closure and take any necessary action at least weekly to ensure they are proceeding in a timely manner.

Feedback progress weekly to any referring agencies.

Develop and manage post case closure procedures to review cases and gather statistical data from clients to monitor impact.

Keep records of any cases which have been deemed unsuitable for AMS mediation current service offering in order to consider development opportunities.

Manage IT services enabling an efficient and coordinated approach to service delivery and data gathering.

Support the Treasurer by accounting for, monitoring and providing reports on income and expenditure budgets, and expenditure relating to grant funding. (See below)

GENERAL DUTIES

It is a prerequisite of this role to recruit and manage office administration or support volunteers, including carrying out any necessary training, in order to maintain a flexible and consistent service.

Attend quarterly Trustees' Meetings, and AGM to present appropriate reports, answer questions and take minutes.

Create and maintain a version-controlled library of key documents including all mediation paperwork and presentations

FINANCIAL MANAGEMENT

Pay bills and bank cash and cheques promptly.

Post transactions onto accounting software (SAGE) on a weekly basis

Payments over £100 to be approved by Treasurer and Chairman via online banking.

Produce Excel budget report for every Trustees' meeting.

Invoice Ashford Borough Council in advance on a quarterly basis including supplying appropriate monitoring data.

Submit Annual Return to Charity Commission in advance of deadline.

Prepare Annual accounts in liaison with [Accountant and] Treasurer of the Trustees.

Liaise with the Treasurer to manage and maintain overall control of the services budget. This post requires all information to be kept strictly confidential, only to be shared within the service with the minimum number of people and with outside agencies only with the signed consent of the clients concerned (unless there is risk of harm to any individual or serious criminal activity).

QUALIFICATIONS AND COMPETENCES REQUIRED

The successful candidate will be the public face and voice of AMS and as such must always present a smart appearance, and a professional manner.

A qualification in and/or experience of the mediation process is desirable although not essential. If the appointee does not have either, mandatory training will be required. This will be organised internally.

An excellent level of literacy and numeracy is essential for this post.

The ability to communicate verbally and in writing effectively and confidently with key stakeholders, mediators, Trustees, Trainers and the public on a one-to-one basis, at meetings and through presentations.

Confidence to engage with and build relationships with new and existing partners.

Be proactive, inquisitive, engaged, confident and self-motivated.

Professional Management experience an advantage particularly in getting the best out of others, setting objectives, KPI's and managing performance.

Excellent computer skills are essential, in particular use of Word press, Excel and Social Media management.

The recruitment is being managed by HR GO Recruitment Ashford. Any interested candidates should contact Emily Snaith 07816 330701 email: emily.snaith@hrgo.co.uk