



BRIGHTON & HOVE
Independent Mediation Service

CANDIDATE PACK

Strategic Service Manager



September 2024

INTRODUCTION

Brighton & Hove Independent Mediation Service (BHIMS) is seeking a new **Strategic Service Manager** to provide leadership and direction to what is an impactful service and dynamic local charity. We want an experienced leader who will shape strategy with the Trustees, manage our income, partnerships, and growth potential, as well as manage a small team.

To be successful, you will need the following attributes and experience:

- Track record of success, both strategically and operationally.
- Experience of working in the charity sector and in small organisations, leading both a team/s and volunteers.
- Ability to develop and build trusted relationships with partners, funders, and other key stakeholders.
- Ability to respond positively to new challenges and changing circumstances.
- Be present in our office in central Brighton (incl. hybrid working).

This is an exciting opportunity for the successful candidate to work with the Senior Management Team (2), the Board of Trustees (6) and wider **BHIMS** team (4) to create a medium-long-term strategy, expanding our community reach across the city and beyond whilst improving our overall effectiveness.



ABOUT US

Brighton & Hove Independent Mediation Service (BHIMS) is a community-based independent mediation charity with a strong reputation locally. Our mission is to bring people in our community together to prevent and repair the harm caused by conflict.

We provide a comprehensive range of mediation, dispute and conflict resolution services and professional mediation training across Brighton & Hove and the surrounding areas of Lewes, Seaford, Newhaven and Peacehaven.

Our goal is to build stronger more cohesive local communities by empowering neighbours, families, businesses, and organisations to resolve their disputes and/or improve relationships.

We work in partnership with Brighton & Hove City Council, Lewes District Council, the Sussex Police & Crime Commissioner*, various housing associations, community groups and charities. As a member of the Sussex Mediation Alliance, we work closely with Mediation Plus.

Our strategic goals are:

- Build resilience by securing and diversifying our income.
- Increase our reach across different communities where conflict arises.
- Understand local unmet needs for conflict resolution and determine how best we respond to these needs now and in the longer term.

VALUES

Responsive | Accessible | Expert | Empowering | Supportive | Safe



* Please note: Given our partnership with the Sussex Police & Crime Commissioner, the successful candidate will need to undergo a simple vetting procedure – you will be notified in advance.

OUR IMPACT

BHIMS has been providing vital mediation services for people in the local community for 30 years. With our network of experienced mediators and small central team, our services support over 300 people each year.

Feedback from those who have benefited, demonstrates how we have impacted positively on their lives, helping them to repair the harm caused by conflict. Our services support areas of need such as housing, homeless prevention, policing, and community cohesion.

Our workplace mediation training offers charities and companies the chance to build their capacity to deliver effective mediation and conflict coaching within the workplace. Most recently, we delivered training for the University of Sussex Student Union and provided online support for people hosting guests in the Homes for Ukraine Scheme.

OUR TEAM

Our high-quality service is driven by our wonderful office team and with the incredible support of a loyal network of 40 mediators volunteering their time and expertise.

The staff team is made up of seven paid, part-time colleagues who support delivery of our vital services. Our team is encouraged to work flexibly whilst meeting the needs of the charity and its partners.

Our Board currently comprises of five fully engaged trustees with diverse backgrounds and experience in a range of relevant areas, including mediation, legal, local authorities. All current trustees live locally and work together to oversee the smooth running of the charity and the team for optimal success.



BENEFITS

- 29 days annual leave, incl. public holidays
- 4-day week with hybrid working (office/home, Mon-Thurs)
- Flexible working/TOIL
- Workplace pension scheme with 3% employer contributions
- Training & personal development

EQUITY, DIVERSITY & INCLUSION

BHIMS is committed to supporting and promoting Equity, Diversity & Inclusion – and complies with The Equality Act 2010. We believe that everyone has the right to live without fear or prejudice regardless of age, gender, race, sexual orientation, belief, or disability. **BHIMS** strives to create an inclusive workplace and tackle all forms of discrimination and inequality in both the workplace and the services the charity provides.

HOW TO APPLY

Please apply with an up-to-date CV (max. 2 x A4 pages) and a 1-page supporting statement, stating your motivation for application, and highlighting your relevant skills and experience against the person specification.

As part of your application, please complete our Diversity, Equity & Inclusion monitoring form, which is located on our website.

Closing Date: 12pm Tuesday 1 Oct 2024.

1st Stage Interview: Tuesday 8 Oct 2024.

2nd Stage Interview: w/c 14 Oct 2024 (TBC).

Send your application with the subject field 'Strategic Service Manager' to: jobs@bhims.org.uk

For more info about **BHIMS** visit: bhims.org.uk





BRIGHTON & HOVE

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JOB DESCRIPTION

Strategic Service Manager

Contract: Permanent, subject to a six-month probationary period.

Hours: 4-day week, 28 hours per week (**BHIMS** is not available as a service on Fridays). Remote or hybrid working is possible, although significant physical presence in the Brighton office with the team is important.

Salary: £40,221, FTE.

Location: Brighton & Hove, Lewes, and surrounding areas in Sussex.

Areas of accountability

Responsible for goal setting and delivery of both the targets, overall operations, and service. This entails delegating and directing agendas, driving key stakeholder engagement and partnerships, managing **BHIMS**'s organisational structure, strategy, and Trustee communications.

- Strategic and operational delivery of services
- Team management and leadership of the Senior Management Team
- Communications and liaison with Trustees
- Strategic relationships in the funders, partners, and relevant networks
- Financial accountability of **BHIMS**
- Ensure volunteer capacity, numbers, and commitment
- Training and development

Organisation Structure

The **Strategic Service Manager** leads the Senior Management Team (SMT), which consists of a Senior Administrator and Senior Caseworker. The **BHIMS** team is currently 7, including Caseworkers (2), Finance Officer and Administrative Officer.

Main duties and responsibilities

1. Strategy delivery

- Implement the strategy defined by the Board of Trustees to deliver impact across **BHIMS'** charitable aims.
- Leadership of strategy updates in conjunction with the Board of Trustees.
- Regular reporting of progress and impact against strategic aims.
- Implement monitoring and reporting of funded programmes, contracts, and Service Level Agreements (SLAs) and provide service impact data and analysis. Ensure awareness and information updates for all SLAs, partners, and referrers.
- Work in accordance with the demands of a confidential, independent mediation service and the Charity Commission's best practices.

2. Team management and leadership of the Senior Management Team (SMT)

- Lead the SMT to achieve **BHIMS'** vision and strategy in line with the organisation's strategic objectives.
- Lead the SMT to ensure the efficient and smooth running of **BHIMS**.
- Ensure the office is adequately staffed in key areas of casework, finance, and volunteer support, ensuring adequate succession planning.
- Manage the Senior Administrator and Senior Caseworker (each of whom line manage two team members).
- Oversee decision-making on clarity of **BHIMS'** remit for casework acceptance, together with Senior Caseworker.
- Ensure effective standards and working practices to safeguard and promote the wellbeing of the **BHIMS** team and volunteers.
- Ensure **BHIMS** is operating in line with up-to-date policies in areas such as HR, IT, Legal, Business Continuity etc.

3. Partnerships and key stakeholder engagement including Trustees

- Develop and maintain high-quality relationships with partners and referrers, including the Sussex Police & Crime Commissioner, Brighton & Hove City Council, Lewes District Council, East Sussex County Council.
- Develop and implement new strategic relationships with appropriate potential funders, partners and referring organisations.
- Work in partnership with Mediation Plus within the Sussex Mediation Alliance.
- Provide the necessary information and direction to shape Trustee strategic decision-making.
- Implement monitoring and reporting of funded programmes, contracts, and Service Level Agreements (SLAs) with service impact data/ analysis.
- Liaise, where necessary, to identify potential areas for new income and seek enhanced funding in line with **BHIMS'** strategic objectives.
- Bi-monthly update reports to Trustees, facilitate communications between the **BHIMS** team and Trustees.

4. Financial management of BHIMS

- In conjunction with Senior Administrator, oversee finance planning, budgeting, and reporting.
- Maintain, monitor and review Service Level Agreements and contracts, with the Senior Administrator and Senior Caseworker.
- Be accountable for the safe management and control of **BHIMS'** financial systems and bank accounts.
- Regular review of potential funding and contract opportunities with the Senior Management Team.

5. Ensure volunteer capacity, numbers, and commitment

- Oversee the recruitment and training of **BHIMS** volunteer mediators with Senior Management Team.
- Liaise with Senior Caseworker to support mediators and oversee case reviews, including complex cases, where appropriate.
- Strategise and commission reviews to develop and support ongoing mediator skills and ensure strong volunteer capacity.
- Collaborate with SMT to identify areas for training and development for the **BHIMS** team.
- Accountability for **BHIMS'** GDPR (General Data Protection Regulation) data and upholding of regulations, compliance, and alignment with relevant policies, including equality, diversity, and inclusion as well as contractual-related commitments.

6. Training and development

- Commission specialist training for **BHIMS** mediators and ongoing team development.
- Ensure the **BHIMS** team has individual L&D objectives and lead overall team development.
- Ensure regular Peer Support Sessions take place for volunteer mediators.

PERSON SPECIFICATION

Essential	Desirable
Excellent leadership skills with ability to prioritise and work calmly under pressure, including previous team leadership experience.	Prior management experience (we are willing to consider other candidate histories, if they have the requisite proven leadership skills).
Team player with ability to network and build effective partnerships with a wide range of local authorities, agencies, groups, and individuals.	Knowledge of key networks in the BHIMS local/regional areas.
Excellent communications, presentation, and interpersonal skills with ability to relate to people on different cultural and social levels.	Experienced and qualified speaker/trainer.
Knowledge and understanding of the voluntary, community and local government sectors.	Understanding and experience of mediation in dispute resolution and within diverse communities.
Brief and supervise external suppliers, as required, with specific skillsets.	Experience of fundraising/income generation from a range of sources (grants, partners, contracts, etc.)
Project management and report writing experience.	Information Management, including Office 365. Salesforce.com knowledge is helpful.

The job description reflects the primary responsibilities required of the role and is not an exhaustive statement of activities required.