



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack

Head of Diffusion

Dear applicant,

Thank you for your interest in this post. Please find below some background information and other details to help you decide whether to apply for the position.

In the interests of equality CVs will not be accepted so please use the job application form to apply. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

Enclosures:

- Role Summary
- Role description
- Person specification
- About us

Please complete the application form and return by email to recruitment@otrbristol.org.uk or by post to the address above.

The closing date for this role is **midday Friday 10th January 2020** and interviews will be held on **Wednesday 29th January 2020**. We will contact you by email if your application is shortlisted for interview, we will not be able to contact unsuccessful candidates.

If you wish to have an informal discussion about the post, please contact **Michael Fuller** via email – michael@otrbristol.org.uk

Best wishes,

Kellie Horder
HR Manager | OTR Bristol

Role Summary

Job Title	Head of Diffusion
Salary Grade	OTR Band C £27,924 - £35,784 (pro rata)
Hours	22.5 hours per week
Contract	Permanent
Leave	Flexible - Your basic annual leave entitlement is 20 statutory days plus 8 statutory holidays (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
Pension	Up to 3% of above salary for standard contracted hours
Location	Based at 8-10 West Street, Old Market, Bristol, BS2 0BH
Reporting To	Director of Opportunities (Enterprise and Income)
Direct reports	<ul style="list-style-type: none">• Diffusion Trainer• Freelance trainers• Consultants
Job Purpose	To manage Diffusion, OTR's portfolio of mental health products and services that extend our impact on young people's lives while generating income for our charity. The Head of Diffusion will lead a team of staff, freelance trainers and young people to offer high quality mental health training, consultancy and other products and services.
Key Relationships	<ul style="list-style-type: none">• Customers of Diffusion, including schools, colleges, universities, companies, voluntary sector organisations and statutory services• Director of Opportunities, direct reports and freelance trainers and consultants• OTR's Management Team• OTR's Marketing, Fundraising and Communications Team• Funders of Diffusion• Staff and volunteers at OTR

Role description

Management of Diffusion	<ul style="list-style-type: none"> ● Develop the strategy for Diffusion in collaboration with the Director of Opportunities (Enterprise and Income) ● Manage a portfolio of mental health products and services that extend our impact on young people, meet high standards of quality and are financially sustainable. This includes training, consultancy, supervision, resources (e.g. a book) and merchandise made by young people for young people ● Build and lead the Diffusion Team, together with networks of staff, young people and freelancers to deliver training and other services ● Coordinate the delivery of OTR's training and other paid services, matching appropriate staff and freelancers with projects and undertaking logistical tasks ● Monitor and evaluate Diffusion's social and financial impact against targets ● Report progress to stakeholders, including OTR's Board and funders ● Develop robust policies, quality standards and processes for Diffusion ● Capture and use learning to ensure the continuous improvement of Diffusion ● Contribute to and strengthen fundraising proposals and funder reports ● Develop and control the budget for Diffusion's activities
Design and delivery	<ul style="list-style-type: none"> ● Develop new products and services that extend our social impact and generate income ● Design bespoke training and consultancy that meet customers' unique needs ● Delivery high quality mental health training, consultancy and other services ● Embed young people in the design and delivery of OTR's products and services ● Work alongside the Director of Opportunities to develop products and services that enable Diffusion to scale regionally and nationally
Promoting Diffusion	<ul style="list-style-type: none"> ● Be the 'face' of Diffusion internally and externally, including representing Diffusion at meetings, conferences and events ● Build partnerships that enable Diffusion to gain traction ● Approach potential customers of Diffusion ● Act as the main point of contact for Diffusion, liaising with potential customers and helping them to understand our offer and pricing ● Work alongside the OTR's Marketing, Fundraising and Communications Team to develop and implement a communication and marketing strategy to raise the profile of Diffusion
Other	<ul style="list-style-type: none"> ● Support the professional development of the Diffusion Team to continuously develop skills and support career development aspirations ● Engage in training and development that is appropriate to the role, including OTR's comprehensive internal training programme ● To represent OTR professionally and accurately to all external stakeholders. ● Commit to OTR's core values, including young people's empowerment and participation ● To work within the spirit and framework of all OTR policies, governance, and delivery philosophy, and to keep up to date with relevant training and professional development, especially in relation to Confidentiality, Vulnerable Adults, and Child Protection and Safeguarding.

Person Specification

	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • Background and training in the field of young people's mental health • Commitment to professional development, willing to undertake training necessary for the role 	<ul style="list-style-type: none"> • Qualification in mental health or a related field
Experience	<ul style="list-style-type: none"> • Minimum three years' experience of delivering mental health services for young people • Minimum one years' experience of delivering training and consultative services to professionals • Experience of leading an organisation, team or project • Experience of acting as a spokesperson for an organisation or initiative 	<ul style="list-style-type: none"> • Experience of developing new fee-paying products or services • Experience of managing individuals who are not direct reports
Skills & Knowledge	<ul style="list-style-type: none"> • Leadership skills, demonstrating an ability to build and manage a new team • Creative thinker, able to develop new ideas that create social and financial value • Ability to communicate in an engaging style to a range of audiences • Exceptional relationship building skills, able to build partnerships and influence • Strong written and verbal communication skills • Highly organised, good attention to detail • Consulting and coaching skills, able to ask challenging questions, listen and offer sound advice • Knowledge of mental health issues affecting young people • Strong public speaking skills 	<ul style="list-style-type: none"> • Good knowledge of Bristol and South Gloucestershire • Commercial awareness, preferably with experience of generating income for an organisation
Personal	<ul style="list-style-type: none"> • Confident individual who will enjoy the responsibility of leading a critical team • A warm and non-judgmental nature • Solution focused, energetic approach • Approachable and personable style • Flexible, able to cope with uncertainty during the early stage of a new venture • Personal interest in and commitment to young people's mental health and OTR's approach 	
Other	<ul style="list-style-type: none"> • Ability and willingness to travel as required • Willingness to work flexibly, including some evenings and weekends 	<ul style="list-style-type: none"> • A full driving license

About us

What We Believe	What We Value	How We Behave
- All theoretical models are wrong, but all of them are useful	- Collaboration	- We're accommodating
- Relationships are what make the difference	- Diversity	- We're integrated
- Mental health is social and political as well as personal	- Learning	- We're thoughtful
- Social networks are more powerful than individual solutions	- Sharing	- We're supportive
- Building on strengths and capabilities is more sustainable than meeting needs and vulnerabilities	- Participation	- We're open
- Participatory services are more effective than transactional ones	- Self-efficacy	- We're resourceful
- Our work is a vocation	- Self-care	- We're resilient
	- Transparency	- We're communicative
	- Agency	- We're independent
	- Creativity	- We're imaginative
	- Social Action	- We're motivated
	- Pragmatism	- We're adaptable