

Head of Services and Quality  
May 2025

Havant and East Hampshire Mind  
Havant Wellbeing Centre  
Dunsbury Way  
Havant  
P09 5BG

02392498916  
[www.easthantsmind.org](http://www.easthantsmind.org)

Re: Head of Services and Quality

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the job advertisement, job description and person specification.

For more information about the role and our services, please see our website at [www.easthantsmind.org](http://www.easthantsmind.org) or to discuss the role, contact Helen Mothersole, Director of Service Development, [helen.mothersole@easthantsmind.org](mailto:helen.mothersole@easthantsmind.org)

To apply, please submit your application form which should outline why you are suitable for the role.

Please return completed applications to the HR at [hr@easthantsmind.org](mailto:hr@easthantsmind.org)

Yours sincerely

Helen Mothersole  
Director of Service Development

# The benefits of working with HEH Mind

## Make a real difference to local people

We're a local Hampshire charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable and dedicated team with a big heart.


## Holidays

- It's important to take time off. We give you 25 days a year, increasing by one day per year of service up to 30 days, and bank holidays (all calculated pro-rata for part-timers). We also give an additional winter's leave day in late December.
- Employees are also gifted a days' leave to celebrate their birthday.

## Learning, growth and development

- We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring.
- Everyone, regardless of role, is offered free Connect 5 mental health and wellbeing training.
- As a rapidly growing organisation there are regular opportunities to grow and develop within roles and through internal promotions.
- Joining HEH Mind makes you part of the Mind Federation, which includes 110 local Minds across England and Wales and access to the Open hub platform and learning, development and good practice sharing opportunities.

## Workplace wellbeing

- As workplace wellbeing experts you will be joining a workplace with a strong employee wellbeing focus. Which includes engagement opportunities such as our monthly digital 'Break Room' to meet staff from across the charity.
  - Remote and homeworking flexibility (dependent on role requirements).
  - We are a Mindful employer + accredited. All staff have access to our confidential 24/7 employee assistance programme.
  - If you use a PC within your role, we will provide free eye tests, if necessary.
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# Job Advert

## Head of Service and Quality

We have an exciting leadership opportunity focusing on the operational delivery and quality of our adult mental health services. The Head of Services and Quality will lead a team of service managers and hold responsibility for maintaining high standards of delivery, data integrity, and quality assurance.

This role has a strong internal focus, ensuring service excellence, regulatory compliance, and continual improvement across the organisation, while building and maintaining key commissioner and partner relationships is essential.

Are you an experienced leader? Do you aim to inspire and encourage others? Do you strive for quality, improvement and making an impact?

[If the answer to all of these is yes, we want to hear from you.](#)

This is a great opportunity for anyone looking for a role within the charity or mental health sector, who has a background in Mental Health Services, Operational leadership and Quality assurance and would like to make a difference in their local community.



## Job Description

Job title:	Head of Service and Quality
Salary and grade:	£41,715.00 per annum FTE/Grade 3
Contract:	Permanent
Contracted hours:	37 hours per week
Working base:	Hybrid; 2 days minimum per week at Leigh Park Community Centre, home working and occasional travel across Hampshire, plus 1 evening visit per month to visit evening staff at the Adult Safe Haven.
Reports to:	Director of Service Development
Direct Reports:	3
Checks made:	Enhanced DBS and 2 satisfactory references

## Purpose of Post

This is a key leadership role focusing on the operational delivery and quality of adult mental health services. The Head of Services & Quality will lead a team of service managers and hold responsibility for maintaining high standards of delivery, data integrity, and quality assurance.

This role has a strong internal focus, ensuring service excellence, regulatory compliance, and continual improvement across the organisation, while building and maintaining key commissioner and partner relationships is essential.



# Key Responsibilities

## Line Management and Leadership

- Provide strategic oversight and day-to-day line management to:  
PCN Wellbeing Manager, Community Wellbeing Manager and Adults Safe Haven Manager
- Hold weekly check-ins with all direct reports and monthly supervisions, as well as bi-monthly team meetings.
- Support, develop, and upskill service managers, working together to use data and feedback for service development and reporting.
- Work with stakeholders, developing and maintaining excellent relationships and seeking out opportunities to promote HEH Mind, its services and ethos, representing HEH Mind at key local and regional meetings, forums and events
- Provide effective, visual and inspirational leadership for all service staff and volunteers
- Promote and maintain staff wellbeing, a culture kindness, compassion and practice of continuous improvement, using (MQM) quality systems
- Ensure programmes and projects are developed and operated within agreed budget parameters, implementation and mobilisation plans.
- Work closely with the Director of Service Development to ensure a sustainable, and service user-focused income generation strategy.

## Quality, Compliance and Performance Management

- Lead the implementation and continual improvement of the organisation's Quality Assurance Framework.
  - Maintain oversight of compliance with internal standards, commissioner expectations, and relevant legislation (e.g., MQM standards).
  - Work with managers to ensure that service delivery is outcomes-focused, data-driven, and person-centred.
  - Oversee the collection, analysis, and use of performance and outcomes data to drive service improvement.
  - Work with colleagues and reports to develop annual service work plans that reflect the funders requirements, business plan and current service development priorities, and then ensure their effective implementation.
  - Ensure the smooth and effective running of HEH Mind services across Hampshire, that services are compliant with legal, regulatory and commissioner demands.
  - Alongside the DSL, lead on safeguarding ensuring the effective management of safeguarding concerns, liaising with the Stakeholders and providing training, support and guidance to staff.
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- Ensure staff and volunteer induction, supervision, appraisal and support are implemented consistently to a high standard across all service locations
- Support, encourage and facilitate the development of professional development, skills and succession plans at all levels of the organisation.
- Ensure that all staff exercise their responsibilities regarding the health, safety and wellbeing of service users and deal appropriately with complaints.
- Undertake reviews of current service provision and research into best practice to inform priorities for new, innovative, high quality and evidence-based service development.
- Research relevant models of good practice, disseminating good practice guidelines, and initiating new services or provision becoming recognised as an expert business development and income generation for local Mind associations.

### Stakeholder Engagement & Commissioning

- Attend key commissioner and partnership meetings, maintaining positive relationships with funders and stakeholders.
- Represent Havant and East Hants Mind at quarterly services meetings and other essential external engagements.
- Support SLT in identify gaps in provision and developing funding applications and tenders.

### Reporting & Accountability

- Coordinate monthly and quarterly reporting for adult services, including submission to commissioners and senior leadership.
- Monitor KPIs, outcomes and delivery against contracts and SLAs, working with the Director of service Development and team to address any areas of concern.

### Other

- Attend and contribute to relevant meetings, forums and events.
  - Act as an effective ambassador for HEH Mind's work in the local community and build support for the work it does.
  - Develop and maintain constructive and high-value alliances, partnerships and networks with all principal stakeholders and supporters and with National Mind.
  - Maintain the organisation's commitments as a member of the National Mind network and ensure that we maximise the benefits of membership by working closely with the network.
  - Provide on call support for our out of hours services, one evening a week, as part of a rota with other Managers
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## Person Specification

*knowledge and experience, values, skills and behaviours*

### Essential

Understanding of the mental health sector and service provision

Understanding of relevant legislation and compliance requirements (H&S, Safeguarding practices)

Significant leadership and operational management experience within health, social care or the voluntary sector.

Proven experience of effectively managing resources and budgets

Highly organised, able to complete and manage detailed plans.

Excellent verbal and written communication skills

Develops and nurtures a cohesive and high performing team through effective recruitment, training, and development.

Inspires and motivates team members, promoting a positive and productive work environment.

Finds creative solutions to challenges, leveraging available resources efficiently.

Demonstrates the ability to make timely decisions, even in the face of uncertainty, while considering potential risks and benefits.

Ability to lead change projects from initiation to completion, ensuring timely and successful implementation.

Demonstrates a commitment to equality and diversity in the workplace

Able to work with clarity, openness and emotional intelligence, the highest levels of personal integrity and honesty.

Experience of managing multi-disciplinary teams and services.

Strong understanding of quality frameworks, governance, and assurance systems.

Skilled in interpreting and presenting data to inform service delivery and performance.

Experience working with commissioners and delivering against commissioned contracts.

Ability to work independently and collaboratively in a hybrid environment.

Experience in report writing and contract compliance.

Ability to identify, assess, and mitigate risks.



Desirable
Leadership qualification
Understanding of the health and social care commissioning system and provider infrastructure
Demonstrated experience in the mental health/social care field and working with a range of relevant external stakeholders e.g. NHS, local authorities, VCSE
Knowledge of PCN and NHS partnership structures.
Visionary and not afraid of making transformational changes
Inspires and motivates teams to achieve ambitious goals and objectives.
Maintains composure and determination in the face of challenges during periods of change.
The ability to think strategically about potential risks and their impact on organisational objectives.
Has an understanding of regulatory requirements and ensures compliance within the organisation.
Demonstrates the ability to make sound decisions in high-pressure situations
Safeguarding Level 3 or 4

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