

Director of Programmes

August 2025

Havant and East Hampshire Mind
Havant Wellbeing Centre
Dunsbury Way
Havant
PO9 5BG

02392498916

www.easthantsmind.org

Re: Director of Programmes

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 or to discuss the role, contact Maria Morrell, Co-CEO at maria@easthantsmind.org

To apply, please submit your application form which should outline why you are suitable for the role. We do not accept CVs.

Please return completed application forms to the HR at hr@easthantsmind.org

Yours sincerely

Maria Morrell
Co-CEO

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

The Hampshire Mind CIC is the legal entity to bring together the work of the 3 Minds across Hampshire. Comprising Solent Mind, Andover Mind, and Havant & East Hants Mind the CIC enables the 3 Minds to deliver mental health services across the Hampshire footprint. We are committed to ensuring that our shared work is high quality and consistent for everyone to access, regardless of postcode, and we can seamlessly report onwards to our commissioners.

The CIC now manages 2 contracts on behalf of the 3 Minds, firstly, our Wellbeing service which provides early intervention and support to anyone who needs it. Through our network of 9 wellbeing centres, people can access peer groups and psycho-education courses, as well as 1:1 Mind wellbeing support through their GP. Secondly, a network of 7 Safe Havens ensure people can access out of hours support, 365 days a year when they are in crisis. We support people to de-escalate, be heard and validated, and access onwards support.

Our aspiration is for more services to be contracted through the Hampshire Mind CIC, and this new post will ensure our shared delivery of both current and new contracts, has a single operating model, uses quality assurance principles to assure consistent and best practice delivery, and our contract reporting is properly managed. As the CIC considers new services, the post will also support development of new areas of work.

Are you an experienced leader? Are you passionate about improving mental health and wellbeing in communities? 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:	Director of Programmes
Salary and grade:	£46,350 - £49,850 FTE - depending on experience. Salary will be pro-rated if working less than 37 hours.
Contract:	Permanent
Contracted hours:	Full time 37 hours per week – can accommodate 30 hours per week if required
Working base:	Hybrid: A combination of Havant and East Hants head office, home and across all Mind delivery locations in Hampshire.
Reports to:	Maria Morrell – Co-CEO
Direct reports:	No
Checks made:	Enhanced DBS and 2 satisfactory references


Purpose of Post

The Director of Programmes will develop and deliver high quality shared services on behalf of the Hampshire Mind CIC. This post will ensure the delivery of both new and existing contracts, ensuring consistency and exemplary service across Havant & East Hants Mind, Solent Mind and Andover Mind.

Accountability

You will be line managed by the Maria Morrell, Co-CEO – Havant and East Hants Mind.

Key Responsibilities

- Lead the co-creation of Standard Operating Procedures for each CIC service, commencing with Wellbeing and Safe Haven. Drawing upon best practice from across the 3 Minds, the SOP will determine and then describe agreed practice, against which performance can be measured
 - Work with the operational teams across each of the 3 Minds to ensure full and effective implementation of the SOP into each Mind
 - In line with the CIC Quality Assurance Policy, implement regular reviews of service performance across each Mind, and review whether the SOP is being effectively delivered and consistent, high-quality delivery is in place. The outcomes of the review should be captured in a quality improvement plan
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- Facilitate the Operational Leads within each Mind to implement the quality improvement plan, through the production of project plans and timelines. Where necessary, draw up business cases, equality impact assessments and Data protection impact assessments to ensure benefits are clearly identified and understood by all appropriate stakeholders, whether staff, commissioners or community partners
- Use project management skills to facilitate the delivery of the quality improvement plan. Any change management process should be collaborative and develop buy in and positive engagement to effectively brings service delivery and support teams on this change journey. Lead and facilitate workshops within service areas to support the delivery of any transformational change
- Collate, analyse and report to commissioners our contract performance and delivery against agreed KPIs. Where variances against contract emerge, share findings with operational leads to enable them to take action
- Build positive relationships with partners, stakeholders and service users to contribute towards system changes which improve mental health services and better meet the needs of service users in our communities
- Commission and manage consultancy to support the review of our delivery models. This is particularly true for the Safe Haven contract
- Support the development of new CIC services, working across the 3 Minds to explore areas of thematic expertise, determine how best to mobilise new pieces of work and work with business development colleagues to support tender production to secure new contracts
- Actively support the production of effective and compelling descriptions of our service delivery models and new projects with our bid writing team to incorporate into tenders and funding applications, drawing upon the specifics of the service, evidence data and other insights to demonstrate why we are best placed to deliver the service
- Adhere to the aims, values, policies and procedures of Havant and East Hant's Mind, particularly information governance, equalities diversity and inclusion, safeguarding and health & safety.
- This list is non exhaustive, and other duties may be required to meet the needs of Hampshire Mind CIC.



Person Specification

Qualifications/Education/Training: (Minimum standard of education and professional qualifications (RQF level) required to achieve the purpose of the job to a fully satisfactory level)		Essential or Desirable
<ul style="list-style-type: none"> Minimum of level 5 qualification or equivalent, or capability and willingness to work towards 		Essential
Experience: (What type and depth of experience is required to perform the duties to a fully satisfactory level)		
<ul style="list-style-type: none"> Experience of managing relationships, especially with partners, commissioners and funders 		Essential
<ul style="list-style-type: none"> Experience of working alongside staff and service users to co-produce services 		Essential
<ul style="list-style-type: none"> Experience of managing contracts and contract reporting 		Essential
<ul style="list-style-type: none"> Experience of evaluating services and using analysis to transform operations 		Essential
<ul style="list-style-type: none"> Experience of project management and leading teams through change 		Essential
Knowledge/Skills/Competencies:		
<ul style="list-style-type: none"> Ability to think strategically, understand the changing environment and identify potential opportunities and risks 		Essential
<ul style="list-style-type: none"> Ability to problem solve, analyse scenarios, and then introduce and embed new ways of working using clear process mapping 		Essential
<ul style="list-style-type: none"> Financial acumen to manage & develop budgets 		Essential
<ul style="list-style-type: none"> Able to engage, enthuse and motivate colleagues 		Essential
<ul style="list-style-type: none"> Able to see the connections and links between different initiatives and bring projects together 		Essential
<ul style="list-style-type: none"> Personal determination to drive change, as well as organise self and others 		Essential
<ul style="list-style-type: none"> Able to build and develop relationships at all levels through both excellent written and oral communication and with multiple stakeholders and managers, including colleagues, Local Authorities, voluntary sector partners and the NHS 		Essential
<ul style="list-style-type: none"> Expertise of working with mental health services and systems and an understanding of the impact of mental health issues on individuals and communities 		Essential
<ul style="list-style-type: none"> Awareness of safeguarding, equality, diversity and inclusion issues 		Essential
<ul style="list-style-type: none"> Ability to self-reflect and learn from experience and specific situations 		Essential
<ul style="list-style-type: none"> Lived experience of mental health issues 		Essential

Other:	
• Commitment to Havant and East Hants Mind's values.	Essential
• Commitment to Havant and East Hants Mind's policies, including information governance, safeguarding, EDI and health & safety.	Essential
• Willingness to undergo a relevant DBS Check.	Essential

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