

Ashford Mediation Service Service Development Director Job Description

The role of the Service Development Director is to develop and manage the strategic and operational aims of the AMS to provide a professional mediation service to the Borough of Ashford.

The Director will be expected to work independently but will report to the Board of Trustees at their quarterly meetings with a monthly report to the Chair. Any urgent matters are to be discussed with the Chairman or Treasurer as appropriate.



Key areas of responsibility include income generation from grant funders, stakeholder management, case generation, management and monitoring, volunteer mediator management and financial and service delivery monitoring and reporting, and ensuring policies and procedures are adhered to.

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 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 essential particularly in motivating and 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.

Hours: This is a permanent, full-time post of 5 days per week.

Salary: £38,000 - £45,000 per annum dependent on qualifications, and experience, and the nature of the contract.

Paid Holiday: 28 days which includes public holidays.

Role and Responsibilities

- To develop the service in line with the aims and intentions of the Board of Trustees.
- To manage the existing fund-raising operations, and to develop and manage an improved strategy for income generation through grant funders which enables the business plan to be delivered.

- To maintain an overview of the role of AMS and ensuring it continues to provide 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.
- To ensure the safety of volunteers.
- Identify opportunities and attend events and community meetings proactively to seek opportunities to raise awareness and promote AMS to ensure the promotion and increase the use of the service.
- 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, and public liability insurance are current and adhered to across the service.
- Develop strong business relationships with existing 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 and explore improved service provision for the people of Ashford. delivery and data gathering.
- Monitor and provide reports on income and expenditure budgets, and expenditure relating to grant funding to the treasurer and the board on a regular basis.
- Responsible for recruitment, appointment, management and training of paid support staff and volunteers to ensure the effective delivery of the service.
- Development, Management and maintenance of our website and social media accounts
- Attend quarterly Trustees' Meetings, and the AGM to present appropriate reports, answer questions.
- Maintain and manage Salesforce IT input.

Finance management

- Pay bills and bank cash and cheques promptly.
- Post transactions onto accounting software on a weekly basis
- Payments over £100 to be approved by Treasurer and Chairman via online banking following sight of invoices.
- 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.
- Any other tasks which the organisation may from time to time require.
- 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).

To apply, please send your application letter and CV to recruitment@ashfordmediation.co.uk