
Mediation Northern Ireland

Job Description

Job Title:	Services Manager
Responsible to:	Director
Salary grade	NJC PO2 scale (Currently £29,236 to £31,754)

Main Purpose of Job

The primary duty and responsibility of this post is to support the Director in maintaining in Northern Ireland a centre of excellence in the development of mediation and associated disciplines.

As a member of the management team the post holder will be responsible for managing the Services Department, assisting the Director with the development of policy and strategy and working as a mediator.

Main Activities of Job

1. Managing the Services Department

- Ensure the Services Department performs effectively and efficiently, by managing services provision and internal systems.
- Maintain an operational culture which is business-like, supports innovative practice and promotes organisational learning and quality assurance.
- Ensure the Services Department works within budget
- Act as personnel officer for the Services Department. The post-holder is responsible for:
 - Recruitment of Services Department staff and Associates
 - Line management and appraisal of Services Department staff
 - The development of personal and professional competence of Services Department personnel

2. Organisational Management

- Assist the Director with the development of policy and strategy
- Work with the Assistant Director on the operational planning of Mediation Northern Ireland's services
- Contribute to the development and implementation of the business and funding strategy of Mediation Northern Ireland

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- Serve as a member of Mediation Northern Ireland's Management team
 - Provide reports to the Director as appropriate.

3. Practice

- Work as a mediator.

4. Other duties

- Represent Mediation Northern Ireland at conferences, meetings, events and in the media.
- Undertake other duties which may, from time to time, be requested by the Director.

Location:

Based at the Mediation Northern Ireland office, but the nature of this post requires travel both within and outside Northern Ireland.

Hours:

A full time post, 37 ½ hrs per week. The seniority of this post requires flexibility of work outside normal office hours, including occasional over-night and weekend commitments.

Probationary Period:

The successful candidate will be required to serve a probationary period of 3 months.

Other information

The job description will be subject to review in the light of changing circumstances and may include other duties appropriate for this grade. It is not intended to be rigid and inflexible, but should be regarded as providing guidelines within which the individual works.

Employee Specification

Job Title: Service Manager

Responsible to: Director

To be short listed for interview successful applicants will provide written information which demonstrates their qualifications, experience and abilities against the criteria described below. Some or all of the desirable criteria may be utilised to support short listing and selection of applicants.

It is in candidate's interest to describe fully their background against each criteria in this employee specification.

1. Qualifications

Essential

- A degree, other equivalent 3rd level or relevant professional qualification.

Desirable

- NVQ level 4 or equivalent qualification in management
- A degree or other 3rd level qualification in a relevant discipline such as education, social work, peacebuilding or reconciliation, mediation or management.
- A post graduate qualification in a relevant discipline such as education, social work, peacebuilding, reconciliation, mediation or management.

2. Experience

Essential

- A minimum of three years with senior managerial responsibilities.
- Three years experience in the design, co-ordination and delivery of a range of quality assured services
- Three years experience of monitoring, evaluating, reviewing & improving programmes of work.
- One years experience of inter-agency or inter-sectoral partnership or collaborative project work

Desirable

- Experience of responsibility for the design, co-ordination and delivery of a range of community relations services.
- Five years experience in community relations work either in the statutory or voluntary sectors.
- Experience as a mediation practitioner in the last five years.
- Knowledge of course-accrediting procedures (e.g. OCN, NVQ, ILM etc)
- Portfolio of successful and relevant strategic projects
- Experience of working with inter-disciplinary teams

3. Essential abilities and skills

Personal

- Commitment to the values of Mediation Northern Ireland
- A heightened awareness of (own) personal and civic formation
- A capacity to see things from others' points of view
- A capacity for reflective thought
- Confident and capable of working with diverse groups

Awareness

- Informed about history, politics and conflict in Northern Ireland
- Awareness of the infrastructure of governance in Northern Ireland
- Interested in current affairs and international relations

Communication

- Strong oral and written communication skills and can demonstrate influencing key decision makers through the use of these skills.
- Group facilitation and training skills
- Self-servicing with I.C.T.

Organisation

- Able to plan strategically
- Able to manage a diverse range of tasks

Management

- Able to manage and relate to a diverse range of people
- Able to maintain an efficient and effective operational culture which supports the ethos of Mediation Northern Ireland.
- Competence in budgetary management and planning.

Leadership

- Able to lead in mediative practice
- Has a proven ability to motivate and develop people to achieve a high performance
- Able to maintain a critical distance from staff.