



Senior Project Manager (Mental Health Services) Recruitment Pack

Hello & Welcome



Thank you for your interest in this fantastic new role at Tyneside and Northumberland Mind. We exist to ensure that everyone with a mental health issue can be in control of their own lives and get the support they need from people they trust. We are passionate that no one should suffer alone, that is why we have been working with individuals, families, communities, and businesses for nearly 30 years.

We know that each person has a different experience of mental issues and therefore needs their own path to recovery. That is why we always take a holistic approach and look at the whole person, not just their mental health needs.

Within any successful organisation there is a culture built on trust, support, honesty and dedication. Everyone within this organisation has a role to play and a contribution to make. We take huge pride in the work that we do and are always looking out for likeminded and passionate people to join us.

We are a motivated and passionate team with an exciting future. We have ambitious plans for growth, and we have confidence in the road ahead.

In this pack you should find all the information you need to find out what we're about including:

- More about us, what we believe in and our values
- Our application process
- The job description and person specification
- What we expect from our staff
- What you can expect from us

I look forward to hopefully meeting you soon.



Alex Wilson
Chief Executive Officer

Who We Are

Tyneside and Northumberland Mind are an independent, local charity that delivers mental health services across the whole of Tyneside and Northumberland. We exist to promote positive mental health, providing flexible, responsive and sustainable support services to those in the Tyneside and Northumberland area. We offer a range of services, including counselling, a listening service, wellbeing groups and training based on the principals of wellbeing, recovery, resilience and prevention.

Our Values

- **Collaborative**
Collaborate and work together
- **Accessible**
Accessible and approachable for all
- **Respectful**
Respectful and inclusive of everyone
- **Empowering**
Empower you to be the best you want to be
- **Supportive**
Supportive through Services and Partnerships

Our Vision

Our vision is for everyone with a mental health issue to be in control of their own lives and get the support they need from people they trust. Our shared vision unites us as an organisation and our culture is built on diversity, empathy, empowerment and energy.

Our Leadership Team

Our Leadership Team ensures the direction and strategy set by our Board of Trustees is implemented effectively for the benefit of the users of our services. The team is made up of forward thinking and dynamic group of professionals who between them have many years of experience in delivering mental health services, running charitable organisations, and working closely with both socially excluded groups and vulnerable people and communities.

Our Board of Trustees

Our Board of Trustees is responsible for our governance and strategic direction and is led by our Chair Lyn Simpson. Our Board is accountable for everything we do, including settling our strategic direction, evaluating our performance, and supporting and empowering our Leadership Team, staff and volunteers. We have 10 trustees on our Board, and they reflect our diverse communities.

The Mind Quality Mark

As part of the National Mind Network, Tyneside and Northumberland Mind (a local Mind) is assessed by a robust quality assurance framework created and set out by Mind called The Mind Quality Mark (MQM). MQM sets out the baseline of best practice and legal

compliance in all areas of a local Mind's governance and activities. To achieve the MQM, a local Mind must meet or exceed all 24 key standards. We are proud that Tyneside and Northumberland Mind has met and exceeded all standards.

Equity and Diversity at TNM

We recognise that there are systemic and individual barriers which people face in accessing support and treatment when they need it, and being accepted for who they are in terms of their mental health. We pledge to do all we can to recognise and tackle these barriers, and continuously monitor our progress.

We are committed to being an anti-discriminatory organisation and positively welcome and encourage applications from diverse and marginalised groups and embrace diversity and positively promote equity of opportunity.

We promote an inclusive workplace where our staff can bring their full selves to work and we strive to ensure that everyone is offered equality of opportunity to achieve their full potential. In recruiting our team, we welcome the unique contributions that each person brings in terms of their culture, ethnicity, race, sex, gender, age, religion, disability and sexual orientation and beliefs.

When you join us, you will also have the opportunity to join our Diversity, Equity and Inclusion (DE&I) Working Group and help champion DE&I throughout our organisation.

About the role

Job Title:	Senior Project Manager (Mental Health Services)
Responsible to:	CEO
Based at:	Tyneside and Northumberland, Hybrid Working
Hours:	Part time- 25hours/week
Contract length:	Permanent
Salary:	£24,898.64
Benefits:	Private health cash back plan, Access to employee discount scheme, Enhanced pension contribution, 24 days annual leave increasing depending on length of service

Purpose of job

The Senior Project Manager will provide strategic and operational leadership across a growing portfolio of trauma-informed, person-led and community-based mental health and wellbeing services, ensuring delivery is high quality, financially sustainable and fully aligned with organisational priorities and service objectives. Reporting to the CEO, the postholder will play a key role in shaping, mobilising and overseeing commissioned and grant-funded programmes, strengthening governance, performance, quality and continuous improvement across services. The role will also contribute to organisational development and growth by building influential relationships with commissioners, NHS partners, local authorities, VCSE organisations and community networks, while leading Project

Leads to deliver consistent, high-performing and values-led services with demonstrable impact.

Key Responsibilities

1. Lead the mobilisation, implementation and strategic oversight of commissioned and grant-funded services, ensuring delivery meets contractual, financial, quality and performance requirements.
2. Provide programme leadership across multiple projects, maintaining effective governance, risk management, planning and performance oversight.
3. Identify and drive service improvement, innovation and operational consistency to strengthen impact, sustainability and organisational effectiveness.
4. Directly line manage Project Leads, setting clear expectations and providing supervision, performance management, professional support and accountability for delivery.
5. Provide visible leadership across teams, promoting a high-performing, collaborative and values-led culture.
6. Contribute to workforce planning, recruitment, induction and development to build management capability and service resilience.
7. Lead commissioner reporting, contract monitoring and service evaluation, ensuring robust use of data to demonstrate performance, outcomes and impact.
8. Oversee the quality and integrity of service data, using insight to inform decision-making, identify risks and support continuous improvement.
9. Develop and maintain effective relationships with commissioners, NHS partners, local authorities, VCSE organisations and other stakeholders to support delivery, growth and system influence.
10. Represent the organisation in external meetings and partnerships, working with the CEO and senior colleagues to strengthen strategic relationships and organisational profile.
11. Ensure robust governance, quality assurance and compliance across services, including safeguarding, information governance, health and safety and contractual obligations.
12. Lead and contribute to audits, reviews and assurance processes to maintain high standards and support continuous improvement.

Expectations

1. Ensure that all responsibilities and activities discharged within this post are consistent with the terms and spirit of Tyneside and Northumberland Mind's policies.
2. The nature of the post will require flexibility in terms of ways of working to deliver on objectives.
3. The post holder is expected to travel to meetings throughout the area of benefit.
4. Complete an induction including mandatory training modules.
5. Attend and complete training as required.
6. The post holder/s may be required to undertake other activities as deemed appropriate by their Line Manager.

Person Specification

Essential Criteria

1. Significant experience of leading complex projects, programmes or commissioned services, including mobilisation and implementation.
2. Experience of working with NHS, ICB, local authority or VCSE-funded contracts and operating within partnership or commissioning environments.
3. Experience of line managing and developing staff or operational teams, with the ability to provide clear direction, support and accountability.
4. Strong understanding of project and contract management, governance, performance monitoring and service evaluation.
5. Ability to analyse, interpret and present data and service outcomes to support decision-making, reporting and improvement.
6. Strong written communication, report writing and stakeholder engagement skills.
7. Strong organisational, analytical and problem-solving skills, with the ability to manage competing priorities across multiple workstreams.
8. Commitment to trauma-informed, person-led and inclusive practice.
9. Proficient in Microsoft Office and digital systems for reporting, performance monitoring and communication.

Desirable

1. Knowledge of mental health, wellbeing or community services, ideally within the VCSE sector.
2. Understanding of NHS and ICB commissioning environments and contract management processes.
3. Relevant project management qualification or equivalent experience.
4. Safeguarding qualification or relevant training.

Conditions of Employment

In the light of legislation [Section 8 Asylum and Immigration Act, January 1997], as a condition of being able to commence employment, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documents will include one or more of the following, as appropriate:

- National Insurance number.
- Birth certificate or British passport.
- Certificate of registration, or naturalisation as a British citizen.
- Passport or documentation evidencing citizenship of an EEA country.

Disclosure and Barring Service (DBS check)

This post is subject to a Enhanced Disclosure and Barring Service (DBS) check.

Travel requirements:

For roles that involve regular travel to various locations to meet the operational needs of the business, offer holders must have:

- A full driving licence.
- Ideally access to private vehicle.
- Valid business travel insurance.

Probation

The appointment is subject to a probation period of 6 months.

Expenses

Out of pocket expenses will be payable at rates set out in Tyneside and Northumberland Mind's expenses policy.

Holidays

On joining, pro rata on a 24 working days per annum. Thereafter, the holiday entitlement increases depending on length of service. (The holiday year runs from 1 April to 31 March.)

Tyneside and Northumberland Mind pension scheme

Tyneside and Northumberland Mind has a group personal pension plan. Further details about the pension plan are available from the HR Advisor.

Interested in joining us?

Equality Diversity and Inclusion Statement

Tyneside and Northumberland Mind embraces diversity and promotes equal opportunities.

We are committed to being an anti-discriminatory organisation and positively welcome and encourage applications from diverse and marginalised groups.

Tyneside & Northumberland Mind recognises that there are systemic and individual barriers which people face in maintaining good mental health, accessing support and treatment when they need it, and being accepted for who they are in terms of their mental health. We pledge to do all we can to recognise and tackle these barriers, and to monitor our progress.

We strive to be diverse and inclusive in our workforce, our commitment to equity, diversity and inclusion runs through our employee experience. We promote an inclusive workplace where our staff can bring their full selves to work and strive to ensure that everyone is offered equality of opportunity to achieve their full potential. In recruiting our team, we welcome the unique contributions that you can bring in terms of your culture, ethnicity, race, sex, gender, age, religion, disability and sexual orientation and beliefs.

When you join us, you will also have the opportunity to join our Diversity, Equity and Inclusion Working Group and help champion DE&I throughout our organisation.

Here is how to apply.

Tyneside and Northumberland Mind is an Equal Opportunities employer and will apply objective criteria to assess merit. It aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of colour, nationality, religion, ethnic or national origin, sex, marital status, sexual orientation, age or

disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Selection criteria and procedures are always reviewed to ensure that individuals are selected, promoted, and treated on the basis of their relevant merits and abilities. All employees will be given equal opportunity and where appropriate and possible, special training to enable them to progress both within and outside the organisation. Tyneside and Northumberland Mind is committed to a programme of action to make this policy fully effective. Candidates who consider that they have not been fairly treated should write to the Chief Executive Officer, Tyneside and Northumberland Mind, 3rd Floor Tru Knit House, 9-11 Carliol Square, Newcastle upon Tyne, NE1 6UF within seven days of an interview, after which the matter will be investigated.

Required for application:

1x Curriculum Vitae (CV, preferred in Pdf format)

Complete pre-screening questions.

To submit your application please follow the link below:

<https://hr.breathehr.com/v/senior-project-manager-mental-47458>

Please note that in the event of high interest, we may close the advert and arrange interviews at an earlier time than originally stated. To avoid disappointment, please submit your application as soon as possible.

Further questions and enquiries about the role? Email:

Alex Wilson (CEO)

Alex.wilson@tynesidemind.org.uk



Tyneside and Northumberland

Find us at:

9-11 Tru-Knit House

Carliol Square

Newcastle upon Tyne

NE1 6UF

www.tynesidemind.org.uk

