

Head of Strategic Partnerships and Alliances – Tower Hamlets

Work Type	Homebased
Location	Tower Hamlets
Service/Department	Strategic Partnerships and Alliances
Reporting to	Associate Director for Strategic Partnerships and Alliance
Responsible for (staff)	Yes (Not currently, posts will be recruited to as the Alliance develops)
Disclosure & Barring Check	Basic Disclosure

Terms and Conditions

(pro rata for part-time posts of less than 35 hours per week)

Hours per week	23 hours per week
Pay Band	Band 6 Senior Manager
Allowances (pro rata)	London Allowance if based or living in Greater London
Contract type	Permanent

Post Details

(HR reference only)

Evaluated On	23 May 2024
Job Role Level	6. Senior Manager
Job Reference	HSPA04

Job Summary

The Tower Hamlets Mental Health Alliance has now secured funding from East London NHS Foundation Trust to further develop the alliance structure and infrastructure, to enable the alliance to thrive and to move into the next phase of alliance development and delivery, with a focus on:

- Further alliance building
- Partnership working
- Co-production
- Community leadership
- Sustainable funding
- Addressing inequalities
- Workforce sustainability

As a Senior Operations and Partnerships Manager you will work with leaders across the partner organisations of the Tower Hamlets Mental Health Alliance to enable the realisation of the Alliance's objectives across all the above areas. You will provide a facilitation and coordination function to the alliance, including elements of quality assurance & compliance, commissioner interface and relationships, reporting and due diligence. You will maintain and develop purposeful and managed partner relationships across all existing Alliance members and nurture growth and inclusion of other VCSE organisations across Tower Hamlets.

I will collaborate with the following people and teams:

- Tower Hamlets Partnership Board
- Tower Hamlets VCSE Mental Health Alliance
- NHS Northeast London ICB
- East London NHS Foundation Trust
- Tower Hamlets Council
- Alliance coproduction lead (employed by alliance partner organisation)
- Rethink Head of coproduction
- Experts by Experience
- Rethink Strategic Partnerships and Alliances division
- Rethink Place Based Delivery division
- Rethink central alliance support team
- Other associated Rethink departments as/when required

Service / Team Description

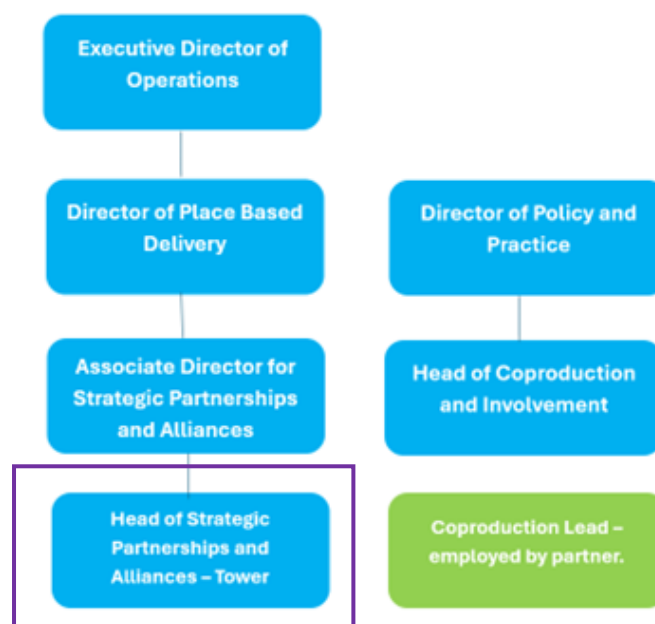
Rethink Mental Illness is a mental health charity working for the maximum quality of life for people affected by mental illness.

We are working with citizens, the NHS, councils and other charities and community organisations in places around England to transform community mental health services and build communities that care around people affected by mental illness.

For the past three years the development of a mental health VCFSE alliance in Tower Hamlets has been enabled by a grant that Rethink Mental Illness received from the Charities Aid Foundation (CAF). This grant enabled Rethink to focus on supporting alliance development in four places in England, including Tower Hamlets. This grant was awarded to Rethink based in part on our experiences in Somerset, where we are Lead Accountable Body for the VCFSE Open Mental Health Alliance. The Tower Hamlets Mental Health Alliance has now secured funding from East London NHS Foundation Trust to further develop the alliance structure and infrastructure, to enable the alliance to thrive and to move into the next phase of alliance development and delivery.

This work will be situated within Rethink's Strategic Alliances and Partnerships Division of our Operations Directorate. This division includes the local teams providing alliance leadership, participation, delivery and infrastructure support. We bring together expertise from across the organisation on coproduction, community engagement, alliance building, infrastructure and corporate resources. This specialist support interfaces with place-based partnership and alliance teams who are working with local VCFSE groups, NHS and social care.

Team Structure



What I do and achieve

- I build relationships of trust in the alliance and with other partner agencies, working in an integrated way.
- I manage the Alliance operational contractual support to ensure Rethink fulfils its responsibility for contract management, partner due diligence, compliance, quality assurance and reporting across all Alliance delivery as it develops.
- I provide collaborative operational leadership of the alliance programme of delivery, as it evolves, including contribution to and chairing of various meetings, boards, committees and collaborative spaces.
- I provide project management and support, including mobilisation of projects, new contract delivery and development of systems and processes.
- I report in to, and am accountable to, the alliance partnership board.
- I hold constructive relationships with commissioners and funders.
- I collaborate with colleagues in Business Development to understand delivery requirements of new contracts and any new Alliance projects. I support and facilitate the mobilisation of new delivery and delegate actions across the wider Rethink team to enable successful implementation.
- I support the development and roll out of system and process change to mirror business need, whilst maintaining and nurturing positive delivery relationships across the Alliance
- I plan and monitor workload to ensure that ongoing tasks are completed, development work is delivered, and capacity is available to support service performance responsively.
- I support work to develop relevant Alliance ICT/Data needs to ensure system access, compliance, risk management and robust reporting outcomes are achieved
- I ensure the development of consistent and achievable contractual KPI's and effective monitoring systems across the Alliance
- I manage data and undertake analytical assessment to generate and present business reports to compliment the formal alliance governance and business needs of the partnership
- I support and analyse a range of information sources, including audits, reviews or complaints and work with colleagues to develop and implement monitoring for improving quality
- I manage and develop a reporting system that is fully representative of all agreed KPI's and Impact measures to accurately evidence and ensure performance outcomes are achieved/exceeded.
- I collaborate with colleagues in our Evidence & Impact team to exchange information regarding Quality, Performance and Outcomes to inform service delivery and provide external partners with information.
- I maintain and achieve all Internal Audit Standards and undertake due diligence to ensure Partner and subcontracting arrangements remain compliant and adhere to appropriate policies and procedures
- I ensure the smooth operational reporting of all associated delivery workstream and projects, providing a monthly reporting structure to maintain performance, actions and service improvement across the alliance partnership.
- I ensure all associated alliance meetings are planned, coordinated and managed effectively, ensuring available resource to support pre-planning, collation of reports and note taking at meetings.
- I work in an integrated way with all partner organisations, to deliver an effective project resulting in provision that is in line with alliance strategic priorities.

- I report on all activities to the Associate Director for Strategic Partnerships and Alliances, making suggestions for improvements.
- I travel across location to settings as required and work flexibly if that is what the programme requires.
- I ensure I share my learning and experiences with colleagues across the charity to influence our ways of working.
- I establish and maintain links with other services/projects to ensure awareness and knowledge, promoting partnership working.
- I ensure the voice of lived experience is embedded within all service developments, workstreams and operational processes.
- I work closely with the coproduction lead (employed by an Alliance partner organisation) to ensure that objectives are met, and contractual requirements are achieved.
- I champion the value of lived experience in co-design, co-implementation, co-evaluation, and co-delivery.
- I keep abreast of policy and research developments that impact on these areas of work.
- I work collaboratively with external organisations, internal colleagues and with people who use our services to identify best practice and contribute to design of service improvement activity.

Who I am?

I have the essentials covered:

- Based in or near Tower Hamlets– home based with some travel
- A commitment to listen and to build relationships across difference
- A strong understanding and commitment to anti-racism and exploring anti-racism practice
- Strong knowledge and understanding of Tower Hamlets Mental Health sector and VCFSE sector
- A working knowledge of coproduction and coproduction practice
- Experience in project management and mobilisation
- Understanding and experience of working with people who use mental health services and delivering strong coproduced communications work
- Experience of working in the voluntary sector and/or the wider health and social care sector
- Understanding of the ambitions of the NHS community mental health framework
- Experience in managing and maintaining strong working partner relationships in a complex and nuanced VCFSE environment
- Experience of delivering complex projects across multiple workstreams
- An eye for detail and an ability to interpret and present business intelligence/data at an elevated level, in a wide variety of reporting formats
- Ability to lead and manage teams
- Ability to oversee and manage complex budgets across multiple organisations
- Ability to deal with stressful situations in a calm manner
- Strong systems and process-based approach to drive quality assurance and performance measures

- Strong background in contract management and compliance
- Ability to set and deliver against a wide set of Key Performance Indicators and Project objectives, consistently, on target and on time
- Able to collaborate effectively with ICT/Digital/Data professionals from multiple organisations to achieve common reporting outcome and goals
- Ability to use feedback mechanisms, supervision, and personal development positively and be self-reflective in own personal and professional practice development.
- Developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems
- Ability to understand and advocate
- A confident communicator with excellent verbal and written skills.

What I value and how I will behave

I can demonstrate and apply Rethink Mental Illness values of:

- Passion - We are passionate about leading the way to a better quality of life for everyone severely affected by mental illness.
- Commitment - We work tirelessly to provide support for everyone severely affected by mental illness.
- Openness - We are open and transparent in all our work with beneficiaries, supporters, partners and the public to achieve change for people severely affected by mental illness.
- Hope - We offer hope of a better quality of life for all those severely affected by mental illness.
- Expertise - We constantly use our expertise to provide practical and personal support for people who are severely affected by mental illness.
- Understanding - People who are severely affected by mental illness are at the heart of everything we do in our organisation – our membership, our governance and our workforce.
- Equity - We believe that in a world where discrimination and disadvantage exist treating people with equity is critical to ensure justice and fairness for all.

I can apply and demonstrate RethinkCARES behaviours of:

- Connect – We work together, we celebrate together
- Accountable – We do what we say we will do
- Respect – We believe everyone counts
- Evolve – We challenge, we listen, we change
- Success – We deliver results

General Duties:

- I will act in accordance with the provisions of Data Protection legislation (as amended).
- I will ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies, relevant legislation, codes of practice or contractual obligations.
- I will comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
- I will act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns.
- I will participate in regular supervision and appraisal and undertake any relevant training.
- I will work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.
- The list of duties is not exhaustive; the line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

Budget Manager	Yes
Recruitment and Staffing	Yes