

**TLC: Talk, Listen, Change****Job Description**

<b>Job Title:</b>	Managing Director
<b>Salary:</b>	Grade 7 (£49,095 - £58,984) per year
<b>Hours:</b>	Full-time (37 hours per week)
<b>Location:</b>	We value the importance of flexible working. Our services are a hybrid of virtual and in person delivery. This role can be home based or in our office, Trafford House, Chester Road Manchester, M32 0RS. If home based there will be a requirement to travel to the office for training and meetings. We also value the importance of human connection so offer the flexibility to book working space in Trafford House. There will also be a requirement to travel across the UK on occasion.
<b>Accountability:</b>	To the Chief Executive
<b>Job Purpose:</b>	To lead and develop the delivery of a new commercial subsidiary of TLC: Talk, Listen, Change, delivering counselling and therapy services, both online and in person across the UK.

**Key Responsibilities:**

1. Be a member of the Leadership Team of TLC: Talk, Listen, Change and work in conjunction with the Chief Executive, other Senior Leaders and the Board to launch, develop and run a new commercial subsidiary of TLC: Talk, Listen, Change.
2. Provide strong, inspirational leadership of the new commercial subsidiary of TLC: Talk, Listen, Change. Develop and implement the subsidiary's business strategy in alignment with TLC: Talk, Listen, Change's mission and values.
3. Lead, develop and inspire others to achieve high performance standards in line with TLC: Talk, Listen, Change behaviours and values. Take a lead role in modelling, supporting and developing a culture of excellence and development.
4. Provide regular reports to the Board (both the Board of the subsidiary and the Board of TLC: Talk, Listen, Change) about subsidiary performance and strategic initiatives. Ensure accountability and transparency in all aspects of the subsidiary's operations.

5. Lead a data led decision making approach to improvement and innovation. Work with colleagues in marketing and communications and business intelligence, to ensure that the new subsidiary is led by what customers want across the UK.
6. Build and maintain strong customer relationships to enhance customer satisfaction and loyalty. Implement strategies to attract and retain customers seeking counselling and therapy services.
7. Create, build and maintain positive long-term relationships with a whole range of stakeholders across the UK, with the aim of promoting the work of the subsidiary and generating partnerships. Attend industry events and engage with professional networks to stay updated on best practices.
8. Work collaboratively with colleagues across TLC: Talk, Listen, Change to ensure all processes and systems in the subsidiary work effectively and efficiently. Oversee day-to-day operations, including service delivery, marketing, and customer relations. Ensure compliance with industry regulations and ethical standards.
9. Identify growth opportunities and assess market trends to make informed business decisions. Have a strategic and commercial focus on the future of the subsidiary and develop a growth mindset at all levels of the team.
10. Work with the TLC: Talk, Listen, Change Head of Finance on the production of the annual budget for the subsidiary. Actively manage the financial performance of the subsidiary, including analysis of profit and loss statements, ensuring there is a clear approach to achieve profit with purpose. Ensure the subsidiary's profitability while maintaining high-quality service delivery.
11. Perform any other duties within the general scope of this job profile or as reasonably required by the Chief Executive.
12. Commit to continuous professional development through engagement in specific opportunities agreed with the Chief Executive.

**Person Specification**

Job Title: **Managing Director**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Education, Training and Knowledge		Professional qualification in Leadership
Relevant Experience	Proven track record in a leadership role  Experience in business development and growth.	Experience of a leadership in a counselling or therapy environment  Experience of brokering partnership agreements with regard to the exchange of funding specifically.
Skills and Abilities	Excellent strategic thinking and problem-solving abilities.  Exceptional communication and interpersonal skills.  Proficiency in financial analysis and reporting.  Strong organisational and project management skills.  Confidence and proven ability of using data to lead development and improvement.  Strong networking and relationship-building skills.	
Personal Attributes and other factors	Visionary leadership with the ability to inspire and motivate a team.  Ethical and responsible decision-making.	

	Adaptability and a willingness to embrace change.	
--	---	--