

JOB TITLE: Associate Director Knowledge Exchange

REPORTS TO: Director of Clinical Training

BUSINESS FUNCTION/ SUB-FUNCTION: Clinical

FULLTIME/PART TIME: Full Time 35 hours per week

LOCATION: Metanoia Institute, 13 North Common Road, W5 2QB (Hybrid)

CONTRACT: Permanent

SALARY: £70,000

About Metanoia

Metanoia Institute has provided high-quality training in psychological therapies since 1984. Our offerings include part-time, university-validated undergraduate and postgraduate courses in Counselling, Psychotherapy, and Counselling Psychology. We also offer a unique NHS-funded programme in Psychotherapeutic Counselling, specialised programmes in Creative Writing for Therapeutic Purposes, Adolescent and Schools Counselling, and a Postgraduate Certificate in Higher Education. Our Continuing Professional Development (CPD) courses further support professionals in enhancing their skills and staying up to date with the latest developments in the field.

As Metanoia looks to the future, it's poised to continue its growth and leadership in the mental health sector. We've recently launched a new and exciting strategy to transcend barriers, making therapy accessible to every corner of society, and using our influence to create impactful and positive change.

This is a time of significant opportunities that will give challenge and reward in equal measure. We hope you're motivated by our vision, mission and ambitions; if you feel you have the right experience and skills, we look forward to hearing from you.

About this role

The Associate Director of Knowledge Exchange will provide leadership, development and oversight of the Institute's knowledge exchange, partnership and external engagement activity.

The role is responsible for:

- Developing and delivering a coherent KE strategy aligned to the Institute's mission, HEIF expectations and Access and Participation commitments

- Leading the identification, development and stewardship of external partnerships that generate social, economic and workforce impact
- Ensuring KE activity is embedded across education, research-informed practice and professional expertise, rather than siloed
- Building proportionate systems for impact tracking, evaluation and reporting, including HEIF accountability

The postholder will operate at Associate Director level, part of our senior management group, contributing to Institute strategy, planning and culture and acting as a senior internal and external ambassador for the Institute's expertise.

The role includes budget responsibility for KE / HEIF activity (scale proportionate to institute size), significant external-facing representational responsibility and some line management responsibility.

Main areas of responsibility

Leadership

- Lead the development and implementation of the Institute's Knowledge Exchange and Partnerships Strategy, aligned to HEIF priorities and institutional values
- Advise the Senior Leadership Team on KE opportunities, risks, performance and future direction
- Ensure KE activity demonstrably supports social mobility, workforce development and public benefit, particularly in underserved communities

Partnerships and External Engagement

- Proactively identify, develop and sustain strategic partnerships with NHS and health providers, FE colleges, community and refugee organisations, charities, employers and public bodies
- Act as senior relationship lead for key partners, ensuring partnerships are ethical, reciprocal and impactful
- Support the co-creation of KE activity with partners, including outreach programmes, short courses, workforce initiatives and applied projects

HEIF and funded activity

- Lead the design, delivery and monitoring of HEIF-funded projects, ensuring alignment with Research England expectations
- Oversee impact planning, evaluation and reporting, producing high-quality narrative and data for accountability statements and returns
- Work with finance and professional services colleagues to ensure effective resource use and sustainability

Internal capacity-building

- Work closely with academic staff, programme leaders, students and alumni to surface, shape and support KE ideas
- Build KE confidence and capability across the Institute, including guidance on external engagement, partnership working and impact
- Contribute to the development of repeatable KE delivery models appropriate to a small specialist provider

Leadership and governance

- Contribute as a senior member of the Institute's leadership and committee structures
- Represent the Institute externally at sector, funder and partnership forums
- Uphold the Institute's commitments to equality, diversity, inclusion and ethical practice across all KE activity

Person Specification (Essential criteria)

Experience and expertise

- Significant experience in knowledge exchange, partnership development, external engagement or impact-focused roles within higher education, health, or a closely related sector
- Demonstrable experience of developing and managing complex partnerships across organisational and sector boundaries
- Strong understanding of HEIF, KEF and impact expectations and how these apply in practice (direct or closely related experience)

- Experience of translating expertise into social, economic or workforce impact, not solely academic outputs

Strategic and leadership capability

- Proven ability to operate at senior / strategic level, shaping strategy and influencing institutional direction
- Excellent judgement in balancing mission, impact, risk and sustainability
- Ability to work effectively in small organisations, including comfort with ambiguity, building systems from first principles and working hands-on when needed

Relational and communication skills

- Outstanding interpersonal and relationship-building skills, with credibility across academic, professional and external communities
- Ability to communicate complex ideas clearly to diverse audiences, including funders, partners and senior leaders
- Strong written skills, including experience of producing strategic documents, reports or funding narratives

Values and approach

- Strong alignment with the Institute's values, social mission and commitment to inclusion
- High level of integrity, reflexivity and ethical awareness, particularly in community-facing work

Person Specification (Desirable criteria)

- Experience working with or alongside psychological therapies, mental health, counselling or wellbeing professions
- Experience of workforce development, widening participation or community-based KE
- Familiarity with Access and Participation Plans and their relationship to KE and outreach
- Experience line-managing staff or leading cross-functional project teams

Other information

As Associate Director you will also be expected to demonstrate your commitment to:

- Metanoia values and regulations, including Metanoia's social, economic, and environmental responsibilities.
- Metanoia's Equality, Diversity and Inclusion responsibilities and ensure that you engage in the successful implementation of Metanoia's Equality, Diversity and Inclusion Policy, and;
- their Health and Safety responsibilities to ensure their contribution to a safe and secure working environment for staff, students, and other visitors to the Institute.

Metanoia Institute is an equal opportunity employer committed to fostering an inclusive and diverse workplace. We do not discriminate on the basis of race, religion, colour, national origin, sex, gender, gender expression, sexual orientation, age, marital status, or disability status.

We strive to ensure that individuals with disabilities receive reasonable accommodations to participate in the job application and interview process, perform essential job functions, and access other benefits and privileges of employment. If you require accommodations, please do not hesitate to contact us to discuss your individual needs.

We value diversity and are dedicated to creating an environment where all employees can thrive.