

Want to be a part of something fantastic?

Shape Change

in mental health



About Bloom

The Bloom Building is one of Merseyside's most colourful and unique locations, simultaneously acting as an events space and home to mental health charity Open Door.



Bloom hosts a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing Members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

From workshops to weddings, gigs to galleries, coffee mornings to comedy clubs, the Bloom is a space for just about anything, and is one of the most vibrant buildings in the country.



About Open Door Charity

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in Mental Health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts, and culture as a catalyst for change. All our programmes are free of charge, and we have no waiting lists; we are committed to providing free, fast, and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities, and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional Mental Health services.



We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times. We have two main sites in Birkenhead and over the past 12 years, have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of its kind in the UK (we were awarded the Queens Award for Voluntary Service in the 2019 Honours List and the Investing in Volunteers Chartermark in 2020).

Our organisational values are:

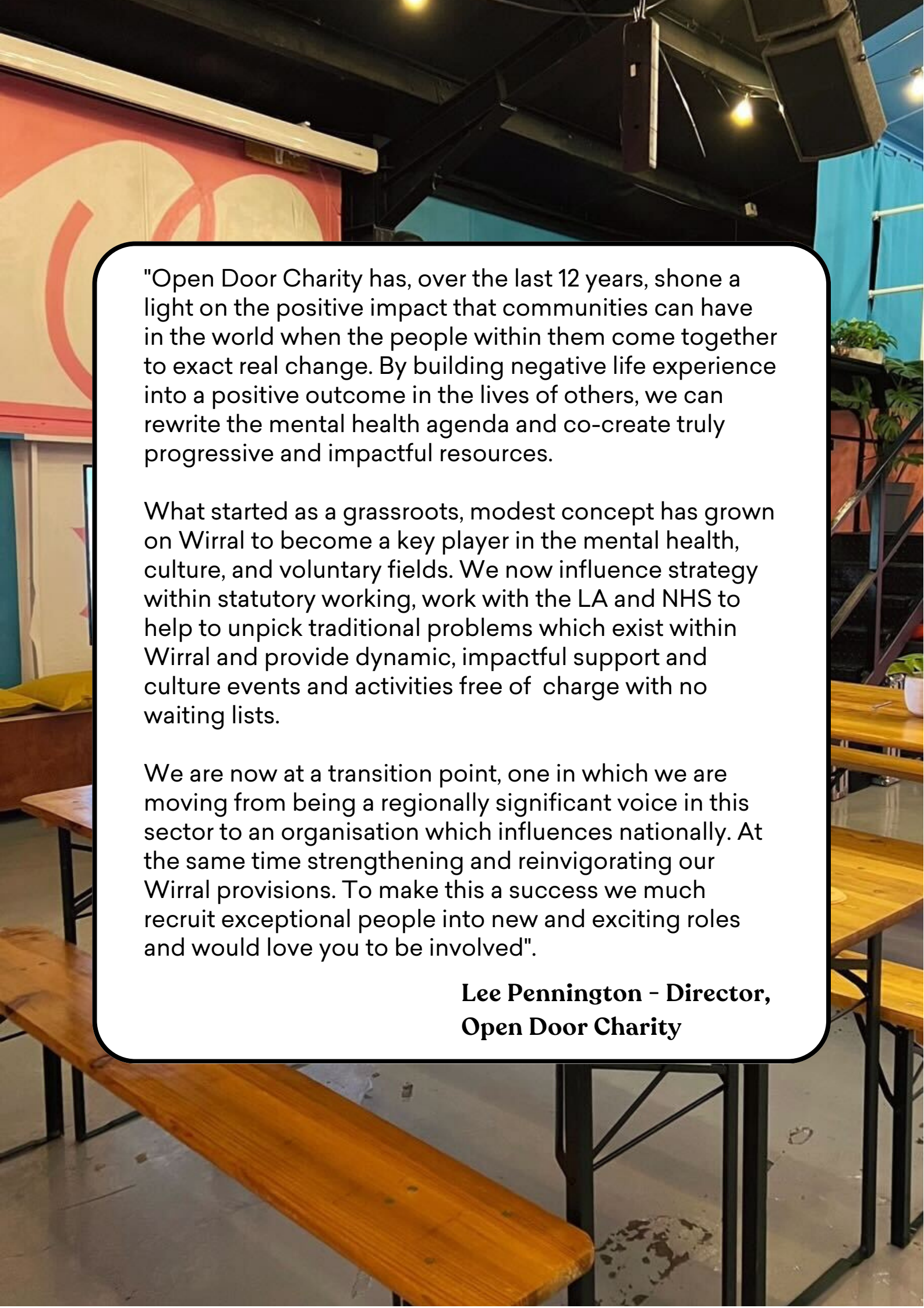
Human

Fire

Visionary

Professionalism





"Open Door Charity has, over the last 12 years, shone a light on the positive impact that communities can have in the world when the people within them come together to exact real change. By building negative life experience into a positive outcome in the lives of others, we can rewrite the mental health agenda and co-create truly progressive and impactful resources.

What started as a grassroots, modest concept has grown on Wirral to become a key player in the mental health, culture, and voluntary fields. We now influence strategy within statutory working, work with the LA and NHS to help to unpick traditional problems which exist within Wirral and provide dynamic, impactful support and culture events and activities free of charge with no waiting lists.

We are now at a transition point, one in which we are moving from being a regionally significant voice in this sector to an organisation which influences nationally. At the same time strengthening and reinvigorating our Wirral provisions. To make this a success we much recruit exceptional people into new and exciting roles and would love you to be involved".

**Lee Pennington - Director,
Open Door Charity**

Our vision

What we hope to achieve in the longer term:

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.



Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK. Creativity and shared experience are at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.



A Place to Develop

Open Door Charity strives to be the best job you ever have. We understand when you recruit passionate, driven, and ambitious people, we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be.

The ways we achieve this include:

Access to networking events within the third sector and beyond.

Access to training opportunities within your role.

Regular 1-to-1 meetings with your line manager.

Alumni Network

At Open Door Charity, we offer all staff who move on to new roles the chance to join our Staff Alumni Network. Joining this network gives you the ability to maintain contact with the Charity as you move forward in your career and make use of some of the benefits that we have to offer. Some of the things that you have access to even when you move on from your role in Open Door Charity include:

Access to training.

Networking events for both alumni and current Open Door staff.

Discounts - Events at Bloom, coffee, t-shirts.

Being part of a knowledge network of many other Open Door Charity alumni.



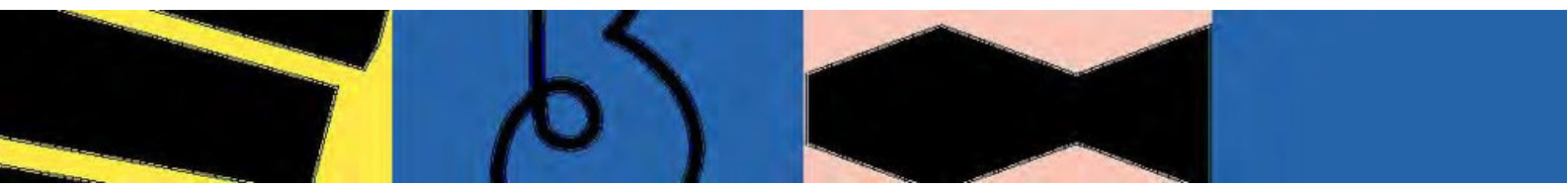
Impact

We have over 100 beneficiaries accessing our service per week across all our projects. Our bespoke therapeutic intervention ‘Bazaar – A Market Place for the Mind’, supports 50 young people and young adults per week. This therapeutic intervention is delivered by our currently 40 strong team of all-important peer mentors delivering our services. 92% of our members said their life would be worse off if it wasn't for Open Door and 100% of members said the local area would be negatively affected without Open Door Charity.

We supported more than 900 people this year and have been able to respond to the current mental health crisis with innovation and courage. Our average reduction of symptoms in anxiety and depression outcomes are 50% by the end of the 8-session programme and suicidal ideation also significantly reduces on average by 80%. We have approximately engaged 7,000 members of the public in our outreach projects, events, gigs, film nights, art workshops, comedy nights and the gallery space since November 2022.

Our Future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have just established a new senior leadership team, are governed by a strong board of trustees and have recently celebrated our ten-year anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity.





Role: Bloom Supervisor

Working pattern: 35 hours across a 7-day week

Location: Bloom Building

Contract type: Permanent (dependent on passing a successful 3-month probationary period, demonstrating ODC values and excellent execution of responsibilities).

Reports to: Bloom Venue Lead

Salary: £22.5k pro rata

Other benefits:

- 25 days annual leave (plus Bank Holiday's) pro rata.
- £20 per month wellbeing allowance.
- Opportunity to take part in wellbeing activities including weekly staff yoga and away days.
- Employee Discount.
- Training period
- Access to our wellness programming.

Bloom Supervisor

Overview of role

The Bloom Supervisor role is a key function of Team Bloom, they are the heart of the excellent customer experience we provide at Bloom and will help to create a thriving welcoming space for all visitors. You will be required to oversee the delivery and preparation of our events and be the central point of contact for customers and event staff to ensure that the events run smoothly without any issues. Should any arise, you will be quick to fix them, using positive problem solving and initiative, ensuring minimal impact on the event. The Bloom Supervisor will lead on a range of events from workshops to weddings and everything in between. We are looking for a reliable, proactive, and hands-on team member who is passionate about the work we do here at the Open Door Charity.



Duties and Responsibilities

- Providing excellent customer service at all times is a must as well as proactively welcoming and assisting all Bloom visitors.
- Effectively leading/supporting a team of Bloom bar staff, ensuring they operate efficiently.
- Both weekend and weekday availability as hours will span across Mon-Sun.
- You will ensure event standards are first class from the start of an event to the close.
- Maintain exceptionally good standards and attention to detail when it comes to the presentation of Bloom.
- Handle payments and alcohol management responsibly, ensuring all customers and staff are safe at all times.
- Maintaining an organised, clean, and hygienic work environment.
- Responsible for stock taking monthly and reporting this to our accountants.
- Making sure bar due diligence is maintained and actioned regularly in accordance with Environmental Health Official guidelines.
- Being the main point of contact at each event, making sure you are always one step ahead of the guest's requests.
- Delegating work duties and tasks to the team.
- Uphold high hygiene standards and ensure the staff are trained to do so.
- Fully support the Bloom bar staff and assist in their training from day one with continuous upskilling for all.
- Work collectively with Team Bloom to creatively drive sales at events.
- The right candidate will have bar experience along with a knowledge of craft beers and wines.
- Submit reviews of each event and reporting any issues/highlights that occurred.
- Line Cleaning weekly.
- Setting up a variation of equipment for use during events (i.e. microphones/lighting equipment etc).

Working hours will be across weekends when events are on, with the remainder of hours during the week.

You will be a great fit if...

You have these behaviors:

Leadership skills, adaptability, effective listening, friendly manner, ability to prioritise, understanding the vision for ODC and demonstrating values, accountable, proactive, attention to detail, proactive problem solver, ability to work under pressure and at pace.

You have these skills:

Candidate requirements:

Essential (E) / Favourable (F)

(E) Able to manage good working relationships with staff, beneficiaries, the public and partners.

(E) Knowledge of lighting and sound equipment/use/set-up.

(E) Proven experience supervising in a busy bar environment

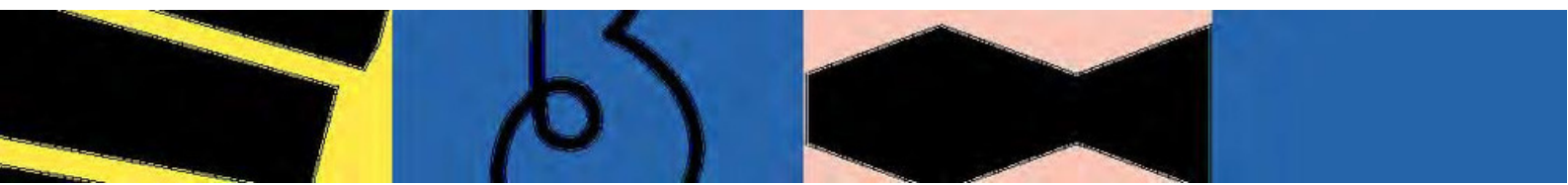
(E) Knowledge of alcohol laws/legislations

(E) Ability to train staff on all levels of bar hygiene/rules/laws/company standards

(E) Demonstrate compassion, empathy and a non-judgmental approach to all who attend Bloom

(E) Ability to work independently as well as part of a team

(E) Able to solve problems, use initiative and make important decisions



You have these skills (continued):

E) IT literate

(E) Knowledge/interest in craft beers/wines/draught

(E) Knowledge of cleaning of lines procedure

(E) Be highly organised with a great attention to detail

(E) Able to manage your workload and prioritise work if needed, multi-tasking is important

(F) Has a knowledge of the local area and local relevant services

(F) Personnel License

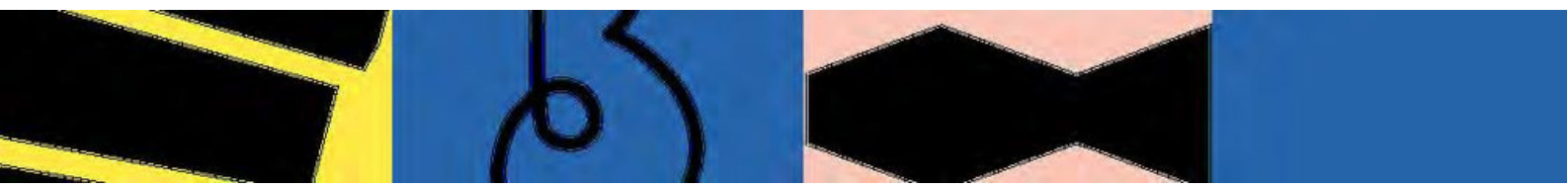
(F) Eager to contribute new ideas for Blooms growth

(F) Experience of working in a mental health service/related third sector organisation

Ability to commute/relocate:

Birkenhead: reliably commute or plan to relocate before starting work (required)

Work Location: In person






To apply please send a CV and a covering letter that outlines how you meet each of the candidate requirements, and the contact details for two referees that you would be happy for us to contact after interviews have taken place.

Email your application with the subject 'Bloom Supervisor Role' to frankie@bloombuilding.co.uk

We look forward to hearing from you!

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 Bloom Building & Coffee

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