



Chief Executive



“Mind provided me with a lifeline when I had nowhere else to go and no one else to turn to.”

Welcome from the Chair

Dear Applicant,

Thank you for your interest in becoming our next CEO at Mind in the City, Hackney and Waltham Forest (Mind CHWF).

We're a multi-disciplinary provider of specialist mental health services and are one of the largest Minds in London. We put users at the heart of everything we do and pride ourselves on delivering cutting edge, holistic and evidence-based services, demonstrating excellence in mental health provision.

We work in co-production with service-users to develop individualised, effective support plans for those in recovery from enduring mental health difficulties and offer early interventions and well-being programmes for those who struggle with common mental health conditions or are at risk of developing mental health issues.

As a long-standing community organisation, well respected in our area and with outstanding connections, we have a strong spirit of social justice and determination to support others. We aim to demonstrate our values consistently in all we do and say. We are now seeking an inspirational and experienced leader to become our next Chief Executive, shaping our senior management team and leading our organisation through the next era of growth and development. We want to capitalise on our City connections and be ready to make the most of opportunities at a sub-regional level.

This is an exciting time to join us, and a time of real opportunity. With an engaged and cohesive board in place and a knowledgeable and committed staff team, we are seeking someone who can assess new opportunities and lead us in securing a confident and creative future. You will represent us to our partners and stakeholders, including local Councils, NHS Foundation Trusts, CCGs and the voluntary sector. You will ensure the continuation of high-quality, relevant services on behalf of our clients, commissioners and partners.

The area of London we work in is vibrant, diverse, complex and – of course – rapidly changing. It is also an area of contrasts and constantly evolving demand for mental health services. We're looking for someone with a genuine interest in the impact our services have on people's lives in the parts of London we serve. You'll be a collaborative and intuitive leader with a deep personal commitment to social justice, outstanding communication skills and a warm leadership style.

If you believe you have the skills, experience and qualities we are looking for, we very much look forward to hearing from you.

Hilary Potter
Chair of the Board of Trustees



What we do

'We won't give up until everyone experiencing a mental health problem gets both support and respect.'

To achieve our mission we offer a diverse mix of services and projects which allow us to deliver a holistic and needs focused approach. These include:

- The Wellbeing Network (with Mind CHWF as lead provider)
- Easy-to-access Single Point of Entry referral and assessment service
- Psychological Therapies, including Counselling, Psychotherapy and IAPT
- Mindfulness and a range of psychoeducational groups and courses
- Welfare Rights Advice
- Recovery Services
- Peer Support Services
- Carers' Services
- Education and Employment support
- Training for private, public and voluntary sector bodies in supporting people with mental health issues

We are currently developing new autonomous, separately branded services for LGBTQI and African Caribbean communities, with the strategic direction set by the communities themselves

We develop pioneering interventions across the range of our services, investing in research, academic collaborations and cross-organisational working, as well as an explicit ethos of person-centred care for our clients. Examples include collaborations with City, University of London on Mindfulness and the development of a Low Intensity IAPT service based on CBT with Mindfulness and Acceptance, or our innovative Rainbow Mind service with Mind in Salford, offering and researching compassion-focused interventions for LGBTQI communities.

We have 35 members of full-time staff, 14 part-time staff and 36 sessional workers. The number of active volunteers with us is 50. We currently support around 4,200 clients a year. We engage with clients through our service user consultation forum hosted at our Recovery Hub on Homerton Row, as well as getting specific feedback from clients on our different interventions.

We are funded by a mix of statutory providers, charitable trusts and fundraised income. We have achieved recent success with our direct fundraising activities such as corporate partnerships, community fundraising and challenge events and our training arm. Our aim is for our business development activities to continue to expand. Our current income is just under £4 million.

Our strategic priorities focus on:

1. Innovation – developing innovative services to shape the future
2. Co-production – involving service users to develop sustainable and effective services
3. Tackling inequalities – identifying and involving the communities which are most in need
4. Sustainability – diversifying funding sources and working in partnership.

Our values are summarised as being:

- Open: We reach out to anyone who needs us
- Together: We're stronger in partnership
- Responsive: We listen, we act
- Independent: We speak out fearlessly
- Unstoppable: We never give up

Further information is available at www.mindchwf.org.uk



“The support I have had from Mind educational services has been fantastic in rebuilding my confidence, and building my skills. I really did sense, here, as in all Mind services, that all the staff truly viewed it as a vocation”

Role Description

Reports to	Chief Executive
Responsible to	The Chair and Board of Mind CHWF
Location	Hackney, London E9

Role purpose

The Chief Executive has responsibility for the leadership, management and administration of the organisation, ensuring effective governance and compliance with all legal requirements, including charity law and the regulatory framework for mental health services.

The CEO supports the Board of Trustees in the formulation of Mind CHWF's strategic plans in line with its mission and purpose. Through the Senior Management Team the CEO ensures that robust structures and systems are developed to deliver strategic priorities – enabling the organisation to develop and thrive and manage risk appropriately.

The CEO has overall responsibility for the organisation's staff team, maintaining a hardworking, efficient, dedicated, valued and happy workforce. The CEO is the custodian of the organisation's values and has responsibility for developing the culture of the organisation as a well-respected partner locally, regionally and nationally.

Main responsibilities of the role

Leading the organisation

- To provide clear and inspirational leadership to the Senior Management Team, and to supervise and appraise those staff reporting directly to the Chief Executive and promote their professional development.
- To ensure that there is an agreed long-term strategy in place that guides the organisation in meeting its objectives, and to ensure the development of three-yearly business plans as part of the strategy and planning cycle.
- To ensure that there is commitment to the values and philosophy of the Mind Federation and of Mind CHWF and that these are understood and applied across the whole organisation.
- To promote and develop service user involvement and ensure continuity and development of services provided by Mind CHWF through monitoring, evaluation, review and quality control.

External promotion and fundraising

To promote the organisation as an external ambassador, developing its public profile and brand in a way that:

- o develops and maintains constructive and high-value alliances, partnerships and networks with all principal stakeholders and supporters and with National Mind.
- o encourages, supports and secures opportunities for expansion and the promotion of the role of Mind CHWF externally.
- o maximises our City connections with the aim of growing our funding base.

External promotion and fundraising cont...

- To keep abreast of the funding and policy environment and oversee a rolling review and implementation of the fundraising strategy, and to maintain effective relationships with external funders
- To ensure that an effective communications strategy is developed and maintained

Working with the Board of Trustees

- To support and advise the Board in setting vision and developing strategic plans, providing the strategic context in terms of mental health, health and social care policy and practice, and funding options.
- To ensure that regular reports are presented to the Board and its committees on the progress of the organisation in meeting its targets, plans and responsibilities, and in providing information and analysis across all its activities.
- To work with the Chair and the Board of Trustees to ensure high standards of governance, so that trustees demonstrate integrity, transparency and adherence to the Nolan Principles of Public Life.
- To support the Chair and other officers in ensuring the continued engagement and involvement of all members of the Board.
- To ensure that appropriate induction training is provided for trustees, and that there is an annual programme and calendar for Board meetings and for its sub-committees.

Organisational management and stewardship

- To ensure that Mind CHWF meets its constitutional and legal responsibilities and that it has the necessary resources (human, material, financial) to meet its obligations and to operate effectively.
- To be responsible for the overall financial health of the organisation, ensuring that appropriate budgets are prepared, approved, monitored and controlled and holding accountability for co-ordinating the work of the management team on funding bids.
- To ensure that appropriate safeguarding and compliance systems are in place to meet the requirements of commissioners, Charity Commission, National Mind and other quality assurance bodies such as Investors in People.
- To establish and maintain appropriate and effective HR systems and structures so as to ensure that there is proper leadership and sound management at all levels of the organisation, with good staff development and training programmes

Person Specification

In your written application please provide evidence of your **knowledge and experience** against the first part of the person specification below. For selected candidates, skills and abilities, and leadership style will be further tested through the subsequent interview process.

Knowledge and Experience

- A strong and successful track record of leadership at board level, ideally as CEO or Director of a similarly complex organisation. Experience of inspiring and maintaining a positive, values led working culture that delivers high performance would be highly desirable.
- Substantial experience of working with disadvantaged communities, with a practical understanding of the regulatory context and the role of diversity and equality of opportunity in overcoming barriers to social inclusion.
- A strong appreciation of the local and national drivers in mental health and wellbeing; knowledge of the multi-agency context in which Mind CHWF works, including the roles and accountabilities of stakeholder and partner organisations.
- Experience of working as part of a board to set organisational strategy; financial management experience including experience of tendering, fundraising and preparing funding applications
- Working knowledge of holistic, person-centred, multi-cultural and multi-disciplinary models of working and service user participation.

Skills and Abilities

- Outstanding leadership skills with the ability to develop and implement organisational vision and strategic plans effectively.
- Strong organisational change skills, with the ability to bring about culture and behavioural change.
- Highly effective interpersonal, influencing and communication skills with the ability to gain the trust and confidence of stakeholders quickly, maintain positive / high value alliances, and tailor messages for different audiences.
- Sharp strategic planning skills with the ability to distil key messages from broader management information and present it in meaningful ways for staff, the Board and stakeholders.
- Sound organisational and project management skills with the ability to translate strategic plans into performance.

Leadership Style and Personal Attributes

- A natural collaborator with a clear and motivational leadership style that is appropriate for a smaller, close-knit team.
- Creative thinker with an open-minded, entrepreneurial style.
- Diplomatic, articulate and confident manner that inspires trust and confidence and diffuses conflict.
- Sound judgement and cultural sensitivity; demonstrates emotional intelligence and is empathetic in approach to others.
- Possesses the drive, energy and resilience to see through change.
- Strong commitment to social justice and committed to the values of Mind CHWF.



“Mind helped me get full time job after many years unemployed. And to secure housing, thanks very much”



Terms of Appointment

Salary	Up to £70k. Starting salary will be dependent on skills and experience.
Pension	There is a 6% employer's contribution to the workplace pension scheme.
Leave	Annual Leave is 26 days per annum plus Bank Holidays.
Location	The CEO is based at our main office in the heart of Hackney close to London Fields station and easily accessible by London overground lines and bus services.
Contract	This is a permanent full-time appointment.
Hours	37.5 hours per week with flexible working. The CEO may be expected to work occasional evenings and weekends as required in order to perform the role effectively.
Probation	There will be a probationary period of six months during which time one month's notice will apply on either side.
Notice	After successful completion of the probationary review, a minimum three months' notice on either side.
Equal Opportunities Statement	Mind in the City, Hackney and Waltham Forest is committed to equality of opportunity for all staff, and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.
Disability Confident Employer	We are a disability confident employer. All applicants with a disability, who meet the minimum essential short-listing criteria are guaranteed an interview. If this applies to you, please email us the attached equal opportunities form to the HR Team.
Privacy Notice	We at Mind CHWF want to assure you that your privacy and the security of your data is our top priority. It always has been, and it will continue to be, as we refine our policies and internal processes.

How to Apply and Recruitment Timetable

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Juliet Taylor on 0203 971 0832 or Juliet.Taylor@starfishsearch.com

To make an application, please provide by email to Juliet.Taylor@starfishsearch.com

- your CV (no more than three sides)
- a supporting statement that sets out why you think this role is the right move for you and how you meet the Knowledge and Experience criteria.
- we would be grateful if you would also tell us your current salary details (we do not disclose this to our clients without your consent).

We would also be grateful if you would also complete the Equality and Diversity monitoring form provided. This form is for monitoring purposes only and is not treated as part of your application; you can email the form back to us when you apply and our team will collect it.

Closing date Monday 22nd July 2019

Preliminary interviews with Starfish Search

Agreement of the final shortlist w/c 2nd September 2019

References taken up for shortlisted candidates and possible psychometric assessment

Final Panel Interviews with Mind w/c 9th September 2019
in the City, Hackney and Waltham
Forest



Applicant Privacy Notice

Data controller: Mind in the City, Hackney and Waltham Forest, 8-10 Tudor Road, Hackney, E9 7SN

As part of any recruitment process, Mind CHWF collects and processes personal data relating to job applicants. Mind CHWF is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does Mind CHWF collect?

Mind CHWF collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number
- details of your qualifications, skills, experience and employment history
- information about your current level of remuneration, including benefit entitlements
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process, and
- information about your entitlement to work in the UK.

The organisation may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

The organisation may also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does Mind CHWF process personal data?

We need to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you.

In some cases, Mind CHWF needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The legal basis for this is that Mind CHWF has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

Mind CHWF may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. The organisation processes such information to carry out its obligations and exercise specific rights in relation to employment.

For some roles, the organisation is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The organisation will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the business area for which you may be considered and IT staff if access to the data is necessary for the performance of their roles.

The organisation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The organisation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The organisation will not transfer your data outside the European Economic Area.

How does the organisation protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does the organisation keep data?

If your application for employment is unsuccessful, the organisation will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period, your data is deleted or destroyed. If you had an interview with us, we will keep the notes of the interview for 1 year. At the end of that period that data will be deleted/destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request
- require the organisation to change incorrect or incomplete data
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing, and
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Anne Thomas, Data Protection Officer at the above address, or by emailing anne.thomas@mindchwf.org.uk

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.

Automated decision-making

Recruitment processes are not based on automated decision-making.