



**Chief
Executive**



Welcome from the Chair

Dear Applicant,

Thank you for your interest in becoming our next CEO at Mind in Croydon.

We are a mental health charity founded in 1967 and since then we have developed into a significant provider of specialist mental health services in the Croydon area. We put users at the heart of everything we do – including representation at board level – and pride ourselves on delivering cutting edge, holistic and evidence-based services, demonstrating excellence in mental health provision. Demand for our services is increasing as awareness of mental health issues in the UK continues to rise.

We work in co-production with service-users to develop individualised, effective support plans both for those in recovery from enduring mental health difficulties and offering 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 national, regional and local connections, we're driven by a strong spirit of social justice and determination to support others. We are now seeking an inspirational leader to become our next Chief Executive and lead our organisation through the next era of growth and development.

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

Croydon is an area of social, political and economic contrasts with an 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 our community. 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.

John Pestell
Chair of the Board of Trustees

Over 50 years of Mind in Croydon

Our history is a long and positive one and we hope to continue to innovate and grow over the next fifty years and longer.

Mind in Croydon is a very active charity that continues to be at the forefront of developing ways to work with people with mental health problems and their families in Croydon.

We aim to increase understanding of the difficulties faced by those with mental health problems and to express the views of its members on mental health issues and services. Our various projects help to relieve social isolation, enable people to acquire skills for independent life and promote positive mental health.

Mind in Croydon is working to promote good mental health and we seek to empower people to lead a full life as part of their local community. We work with and support people with mental health problems and their relatives and carers, living in the London Borough of Croydon and surrounding areas.

Where we have come from

Mind in Croydon was started in 1967. Our history is a prime example of Care in the Community. We have grown from a tiny organisation financing the refurbishment of our nearly derelict headquarters building by selling old newspapers and having a nearly new shop in Purley – one of the first in the country.

Today the turnover of our charity is well over a million pounds and we provide high quality and expert services to well over 1,500 people annually. In the beginning we operated from three buildings and now work from six premises as well as in countless places in the community such as peoples' homes and the Bethlem Hospital.

Our staff have also increased in the last 20 years to around 40. In every possible way we have spread our wings, but this growth has not been without its challenges and setbacks. Our costs are higher than ever, as is the level of need. The necessity to hold and retain quality marks to continue to attract funding is something we work hard to achieve. Along the way, we have been endlessly grateful for the support of a growing band of volunteers as well as the continued faith our clients place in us.

Our real history is vested in our clients and their carers, past and present, who are active, well and taking their place in the community. They support us and do so partly partly because of the generosity of our many funders large and small who enable us to continue to provide help to those with mental health issues throughout the borough and further afield.



What we've achieved

We have worked hard to build a leading reputation in our field. We continue to hold the Advice Quality Standard Mark. This attests to the high professionalism of our service and its excellence in the delivery of both face to face and telephone advice.

We are also a British Association for Counselling and Psychotherapy (BACP) accredited service. This continued accreditation by an independent body demonstrates that our service has robust policies and procedures in place and continues to be run in a professional and accountable way. Our Advocacy Service continues to hold the Advocacy Quality Performance Mark (QPM) awarded by the National Development Team for Inclusion (NDTi) in March 2018 for three years. The QPM is the UK's only independent quality performance mark for organisations offering independent advocacy.

Where next?

As an organisation that is valued and well-respected locally, the foundations are in place for us to assess and realise the many opportunities ahead. At a time when need for our services has never been higher, we also face challenges and uncertainty which we need to navigate together. We are now seeking an outstanding new member of our team who can join as CEO and inspire us to achieve our vision for the future.

Further information is available at <https://www.mindincroydon.org.uk/>

Role Description

Reports to	Chief Executive
Responsible to	The Chair and Board of Mind in Croydon
Responsible for	Total organisation of Mind in Croydon, its senior and other managers, staff, counsellors and volunteers. Total numbers are around 35 Employees and 100 Volunteers
Location	Croydon

Role purpose

To develop, lead and manage Mind in Croydon in accordance with its mission and policies and as directed by the Board of Trustees. To act as the link between the Trustees of Mind in Croydon and the operations and activities of Mind in Croydon.



Main responsibilities of the role

1. To provide clear and inspirational leadership to the Senior Management Team, and to supervise and appraise staff reporting directly to the Chief Executive and promote their professional development.
2. To promote the organisation as an external ambassador, developing its public profile and brand in a way that:
 - a. develops and maintains constructive and high-value alliances, partnerships and networks with all principal stakeholders and supporters and with National Mind
 - b. encourages, supports and secures opportunities for financial sustainability, growth, and the promotion of the role of Mind in Croydon externally
 - c. maximises our connections with the aim of maintaining and / or growing our funding base.
3. To manage any necessary organisational change; identifying and responding to internal and external challenges and influencing organisational culture in a way that develops a supportive, inclusive and cohesive organisation.
4. 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.
5. 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.
6. To ensure that an agreed long-term strategy is in place that guides the organisation in meeting its objectives; to lead the strategic planning process, developing and implementing a strategic plan for the organisation with the assistance of staff and volunteers, including financial, funding and human resources strategies.
7. To lead and oversee the management and delivery of client services and associated projects, ensuring the efficient function of services at all times and that all targets set by and for the organisation are met.
8. 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.
9. To ensure that Mind in Croydon meets its constitutional and legal responsibilities and that it has the necessary resources (human, material, financial) to meet its obligations and to operate effectively.
10. To develop, implement and manage systems for setting and meeting quality standards throughout Mind in Croydon's services, projects and processes.

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 in Croydon works, including legal and regulatory frameworks and the roles and accountabilities of stakeholder / 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 in Croydon.

The successful candidate will be expected to meet the Finance Act 2010 requirements as a 'fit and proper person' and will be required to undergo an enhanced DBS check.



Terms of Appointment

Salary	Up to £70k. Starting salary will be dependent on skills and experience.
Pension	For staff who put in 5% or more, the employer will contribute 7.5%. For staff who put in below 5%, the employer will contribute 5%.
Leave	28 days paid leave annually, plus public c/ bank holidays. When you have worked for Mind in Croydon for a continuous period of at least five years, you are entitled to additional leave of five days to reward staff loyalty bringing leave entitlement up to a maximum of 33 days.
Location	The CEO is based at our Pampisford Road office, CR8 2NE.
Contract	This is a permanent full-time appointment.
Hours	36 hours per week with flexible working. The CEO may will 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	We are an equal opportunities employer. Mind in Croydon 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.
Privacy Notice	We at Mind in Croydon 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.

To make an application, please go to <https://starfishsearch.com/jobs/chief-executive-officer-mind-in-croydon>

and click on the apply now button, with the following prepared:

- 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 (no more than two sides)
- 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).

Please see below for a guide to the recruitment timeline for this role. If it is subject to any changes, we will update candidates accordingly.

Closing date Monday 16th December 2019

Preliminary interviews with Starfish Search December 2019 / January 2020

Agreement of the final shortlist By mid-January 2020

References taken up for shortlisted candidates and possible psychometric assessment To follow shortlist

Final Panel Interviews with Mind in Croydon Mid-late January 2020 (to be confirmed).

