



Rethink
Mental
Illness.

Director of
Transformation



Starfish

Welcome

Dear Candidate

Thank you for your interest in becoming our new Director of Transformation.

As a leading campaigning organisation and charity provider of mental health services in England, people living with mental illness, and those who care for them, are at the heart of everything we do. They shape our expert advice, information, and around 200 services – everything from housing to community-based services. And they drive our campaigning to change the law and tackle discrimination. No matter how bad things are, we can help people severely affected by mental illness to improve their lives. We're on a mission to bring about meaningful change, through our groundbreaking campaigns, services and peer support groups.

The Director of Transformation is a key role within our organisation, providing strategic leadership of our corporate services. It's a critical role driving a new way of working within Rethink Mental Illness, ensuring our people, our finance and our technology are all focused on what we can achieve together, enabling us to transform the lives of people living with mental illness. We have begun to transform our working practices and culture at Rethink Mental Illness and therefore as our new Director of Transformation you will be joining a strong team already changing the way in which we work and focused on the impact we can create.

Our vision is for "one Rethink" – an organisation working together in service to the people we support. We are not there yet and there is still much to be done in unifying our approach. You will bring a track record of leading change and of creating a collaborative culture where business partnering to achieve organisational objectives is the norm. We will be looking to you to drive efficiencies and growth within Rethink Mental Illness, in partnership with other senior colleagues and therefore you will be financially literate able to translate complex information to help inform our future direction.

We are looking for a strategic thinker, who has demonstrated excellence in transforming the way in which organisations manage their internal functions. You will care deeply about making the world a better place for all people living with mental illness and you will understand how important it is that an efficient organisation, working together can change lives. You will thrive as part of a small and supportive executive team who enjoys challenge and is focused on a positive vision for the future. You will also bring exceptional communication skills able to inspire and engage people across the organisation behind our vision.

We are committed to building a truly diverse workforce and welcome applications from all sections of society. If this excites you, if you bring the leadership we are seeking, and can see how you can make a difference to us and those we support we'd love to hear from you.

Mark Winstanley
Chief Executive



About Us

We improve the lives of people severely affected by mental illness through our network of local groups and services, expert information and successful campaigning. Our goal is to make sure everyone affected by severe mental illness has a good quality of life.

We work tirelessly to transform the lives of everyone severely affected by mental illness, and how our nation approaches mental illness.

People with experience of mental illness, and those who care for them, are at the heart of everything we do. They shape our expert advice, information and training, and over 200 services. They also drive our campaigning and help to run over 140 local support groups. Supporting all this life-changing work are our incredible supporters, volunteers and staff members.

Our vision and impact

Our vision is for equality, rights, the fair treatment and maximum quality of life for all those affected by mental illness, their carers, family and friends. As one of the largest charitable providers of services for people living with mental illness, we are well placed to make a direct impact on the care people receive.

But we have a much larger vision too – to transform at every level the way our nation approaches mental illness. Every year, our diverse range of information and support helps tens of thousands of people get through crises, live independently and feel that they do not have to face mental illness alone.

How we are making a difference

We campaign and influence

Driven by people with personal experience of mental illness, we campaign nationally and locally to push mental health up the public agenda and change government policy for the better. Join our movement of passionate campaigners and help us make sure that everyone has access to high quality health care, no matter where they live or what their personal circumstances are.

We listen and advise

Our website provides advice to millions of people through over 200 award-winning factsheets. Our trusted advisors are also on hand to provide advice on the phone on living with mental illness, medication, care and treatment. They can be called as often as needed and will take time to explain and set out options about what to do next. If you are looking for support, you can trust us to get it right.

We care and support

For nearly 50 years, we have supported thousands of people every year to get through crises, live independently and ensure they don't face mental illness alone. Our network of 140 peer support groups offer a listening ear, practical help and social support. Our 200 plus services include everything from supported housing, one-to-one help for carers, to group activities for people leaving hospital.



Job Description

Reports to	Chief Executive
Key relationships	CEO, Executive Team (XT), Board of Trustees
Direct Reports	CFO and the Associate Directors (AD) for People & OD and ICT, Informatics & Estates

Role purpose

The Director of Transformation is responsible for ensuring that our internal processes and systems are closely aligned with our operations and services enabling all of us to work together to transform the lives of people living with mental illness.

Specifically to:

- Provide strategic leadership of Rethink Mental Illness' corporate services: Finance, People and Technology.
- Play an active role in the leadership team, guiding Rethink Mental Illness' strategic direction and forging strong working relationship with all colleagues.
- Lead the development of a "one Rethink" culture across the organisation, harmonising our internal processes with our operational delivery.
- Lead, direct and manage the corporate services teams, ensuring they deliver a high quality service to all stakeholders and are seen as adding value, in enabling Rethink Mental Illness to achieve its vision and strategic objectives through its workforce.
- Take overall responsibility for the financial management and control of Rethink Mental Illness, ensuring high quality and effective use of charitable funds and aligning these with our priorities and activities.

Main responsibilities

- Transform the culture and working practices at Rethink Mental Illness, embedding a unified approach across the charity in service to those we support.
- Provide leadership, vision, motivation and support to the senior leaders and heads of department within the corporate services departments.
- Translate overall objectives of Rethink Mental Illness into effective and achievable operational plans and monitor their progress and outcomes, mitigating risks where necessary.
- Plan, direct and oversee the activities of work within the Finance, People and IT Divisions to ensure that resources are efficiently allocated and are aligned with Rethink Mental Illness' objectives.
- Oversee and support the development and implementation of effective, efficient, flexible and customer focused approaches to business support and service delivery.



Job Description

Finance

- To have oversight over Finance and work with the CFO to ensure that Rethink Mental Illness is accurately and appropriately portrayed in all its financial activities and to ensure robust governance and compliance controls are implemented in line with statutory requirements and best practice.
- Have oversight of all financial and accountancy matters including month end reports, management accounts, cash flow management, compliance, tax liability, presentation of management information and KPIs.
- Ensure that the Trustees are provided with accurate, timely information and analysis and to liaise with the Treasurer/Deputy Treasurer on Rethink Mental Illness' financial strategy.
- Lead on the development of risk management strategies and internal control procedures to minimise the risk of loss, or damage to, Rethink Mental Illness' assets.
- To act on behalf of Rethink Mental Illness as sponsor to the Rethink Mental Illness Pensions Scheme, to assess and monitor the employer covenant and ensure the effective administration of the Scheme.

HR

- To have oversight over HR & OD and work with the AD to ensure the smooth running of this area and that all the necessary policies and practices are kept up to date.

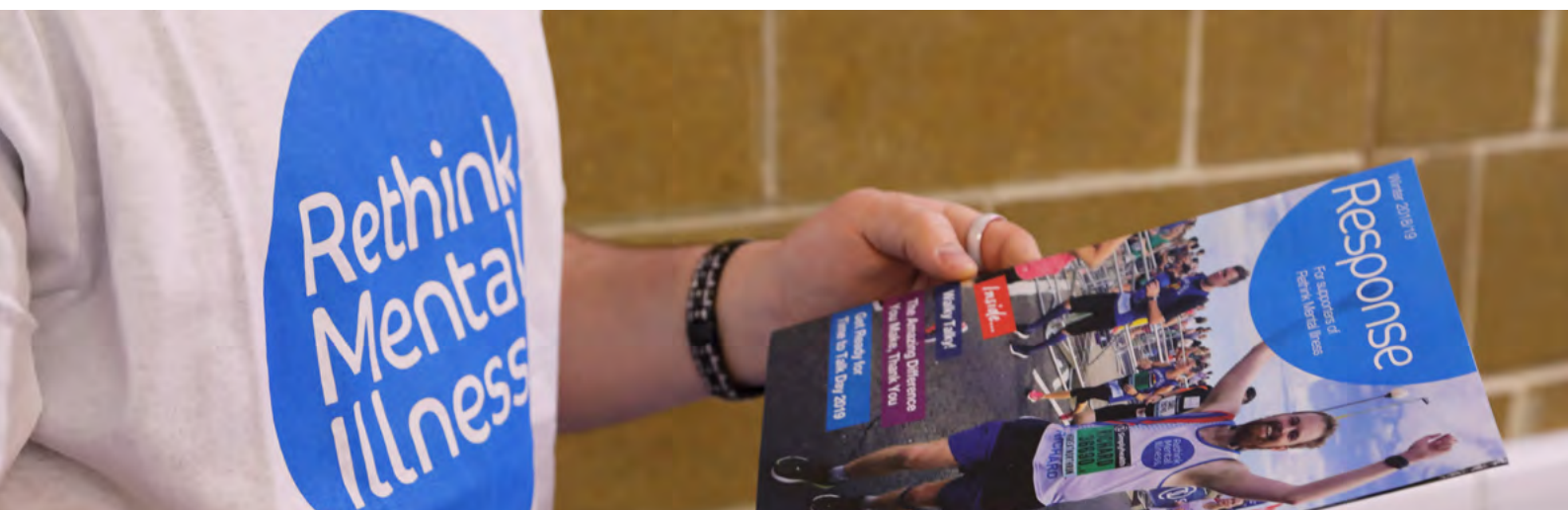
ICT

- To have oversight over ICT and work with the AD to create and maintain an infrastructure to ensure maximum efficiencies for the organisation and that we maintain compliance with Data Protection and GDPR.
- Ensure the development and delivery of the IT strategy to meet current and future needs of Rethink Mental Illness, embracing new technology and creating efficiencies.

Estates

- To lead on the development of the organisation's property strategy and oversee the logistics on all matters relating to property, including H&S relating to the estate.

This job description is a broad summary of the role; it does not cover every task which may arise within the post at various times. The postholder will be expected to work flexibly and carry out other duties as required from time to time. The role will also entail some travel, mainly within the UK.



Person Specification

In your application for this appointment, please reply directly to the Knowledge and Experience criteria outlined below. The criteria set out under Skills and Leadership Style and Behaviours will be explored at interview with selected candidates.

Knowledge and Experience

- A proven and successful track record of delivering organisational wide transformational cultural change at a senior level within dispersed organisations.
- Experience of facilitating engagement with both internal and external stakeholders.
- Experience presenting and influencing at Executive and Board level with expertise in setting strategic direction and the business planning of organisational and financial measures, managing risk and accurate reporting.
- A track record of driving change at all levels across a mixed portfolio that has incorporated Finance, IT, governance and risk management, re-shaping them to be more timely, efficient and commercially effective.
- Experience of setting relevant policy, processes and controls and providing professional expertise, advice and guidance at the highest level.
- A track record of enabling organisations and individuals to achieve high performance, and of playing a central role in strategic decision-making.
- Experience of project planning and delivery, including monitoring, evaluation and working to targets.

Desirable

- Experience working within the Charity Sector.

Skills and leadership style

- Strategic and innovative in developing corporate and financial solutions to support the activities of Rethink Mental Illness.
- Collaborative with high emotional intelligence and outstanding communication skills; can persuade, influence and negotiate effectively and secures the confidence of others quickly.
- Outstanding interpersonal skills with an ability to engage well with colleagues from a range of backgrounds.
- High level of commercial awareness and intellectual rigour.
- Able to work in a fast paced and rapidly changing environment, and to manage competing priorities.
- Excellent presentational skills: can sell a vision to an audience, present clear, accurate and concise reports, and identify political sensitivities when engaging others.
- Leads by example; demonstrates professional excellence and high integrity.

Personal Qualities

- Embraces an open culture and communicates well internally and externally.
- An advocate of collaboration and continuous improvement.
- A team player who seeks to motivate and inspire teams and is keen to contribute at all levels.
- Demonstrable passion for and commitment to Rethink Mental Illness' mission and values.
- Tenacious and proactive with credibility and gravitas.
- Ethical professional who operates with integrity.
- Ability to create a sense of community.

Rethink Mental Illness is committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences. We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.



Terms of appointment

Salary

£82,500 - £115,000 dependent upon experience and location. London weighting is included in the published figures.

Location

This role can be based remotely or from any of our main offices, however, the postholder will be required to travel nationally as required.

Pension

4% employer contribution into an auto enrolment pension, and 1% of salary pension contribution paid for by Rethink Mental Illness which also entitles the postholder to death in service payment of 6 x annual salary.

Annual leave

25 days plus 8 days bank holidays. The entitlement is increased by 1 day for every year with us, up to a maximum of 30 days (plus bank hols).

Working hours

We offer flexible working for employees at Rethink Mental Illness. Standard working hours are 35 hours per week.



How to apply

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@starfishsearch.com or juliet.brown@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/rethink-director-of-transformation/> 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.

Closing date

Friday 16th October

First round interviews

w/c 26th October

Agreement of the final shortlist

6th November 2020

Assessments and informal conversations

w/c 9th November

Interviews with Rethink Mental Illness

16th or 23rd November



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