



RECRUITMENT PACK

EXECUTIVE DIRECTOR OF CORPORATE SERVICES



WELCOME

Dear Colleague,

Thank you for considering this exciting opportunity to join us as our Executive Director of Corporate Resources at such a pivotal stage in our charity's journey.

At Rethink Mental Illness, our goal is to make sure everyone affected by severe mental illness has a good quality of life. We campaign for change on a local and national level and provide expert advice, information and training, and over 200 services across England. We are a growing organisation with an ambitious strategy and work in partnership with other charities to help influence change with government and key decision makers to help transform the world for people with severe mental illness and strengthen the whole mental health community.

As our new Executive Director of Corporate Resources, you will, as part of our small executive leadership team, play an essential role in creating a clear and compelling strategic narrative so that our people understand and collectively embrace our ambitions to grow further. We need a strategic leader with experience of leading through change in a similarly complex organisation to help foster and create a One Culture organisation to help deliver on our vision and strategy. You will lead all of our corporate resource functions, including People and Finance. You do not need to be an accountant, but you will be a natural problem solver who is able to roll their sleeves up when needed and is confident in managing a finance team.

We're looking for an open, collaborative and confident leader with strong interpersonal skills and the ability to influence across the organisation as it continues to evolve, and who will be able to inspire and guide a multidisciplinary team to go from good to great. Importantly we are looking for someone who shares our strong commitment to be an anti-racist organisation and is aligned to our values and our principles around Equity Diversity and Inclusion (EDI). We want our employees, volunteers and Trustees to represent the broad diversity of the communities of which we are a part, and for our influencing and advocacy work to reflect the diverse needs of all those living with severe mental illness.

You do not need to have worked in mental health services to join us, but you will bring a desire to help transform the world for people with severe mental illness. If you are interested in joining us on our journey, we would 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.

ROLE DESCRIPTION

- Location:** Flexible but will need to be in London office at 28 Albert Embankment once a week on average
- Service/Department:** Chief Executive
- Reporting to:** Chief Executive
- Responsible for (staff):** We have around 950 directly employed colleagues, in addition to our many volunteers. You will help to configure the Corporate Resources Directorate which is made up of approximately 80 colleagues.

ROLE PURPOSE

As Executive Director of Corporate Services you will be responsible for both direct leadership of all central resources' functions and for executive leadership of the charity.

In your capacity of an Executive team member along with Executive Director, External Affairs; Executive Director, Operations; and the Chief Executive, your responsibilities will encompass:

- Determining the future direction of the charity to ensure it continues to reach, and serve, people who live with mental illness.
- Providing the Board, and its committees, with the necessary evidence-based assurances that the charity is run to high ethical and business standards that meet and exceed its legal and regulatory obligations.
- Acting as an ambassador for the charity in your dealings with all external contacts, speaking positively about our mission and progress.
- Act as a highly visible role model for colleagues within the organisation, fostering a positive, warm and inclusive culture by being an engaged and inspiring leader.
- Lead the development of our new Leadership Team to support the development of this key group of leaders.

As the strategic leader of the Corporate Resources functions, your role will include:

- Ensuring the development, implementation and evaluation of corporate resources strategies for the provision of support and activities that are responsive to the needs of our beneficiaries, are high quality, add value and are sufficiently dynamic to respond to changes in government direction and legislative change. This will encompass Finance, HR, EDI, IT, Quality and Business Intelligence and may include other functions.
- Strategic oversight and direction to ensure the deliver a high-quality responsive service to all managers, current and potential employees, that is legally compliant, and enables Rethink Mental Illness to achieve its vision and strategic objectives through its workforce.
- Drive change, set clear direction and inspire multi-disciplinary teams to overcome barriers to efficiency including technology and process improvement.
- Providing accurate and timely corporate resource advice to the charity, its Board, and the executive team on developments, and trends in your area of responsibility, plus all matters relating to the strategic planning of those services and their resources.
- Taking 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. This will include the development, monitoring and management of both capital and revenue budgets for the charity.
- 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.

WHAT I DO AND ACHIEVE

- I work collaboratively with my Executive colleagues to ensure that our leadership of the charity is based on a deep understanding of our marketplace, the external environment and the services we offer.
- I provide highly visible leadership across the charity, acting as an inspirational role model to internal colleagues
- I provide leadership, vision, motivation and support to the senior leaders and heads of department within the corporate resources departments.
- I translate the overall objectives of Rethink Mental Illness into effective and achievable operational plans and monitor their progress and outcomes, mitigating risks where necessary.
- I plan, direct and oversee the activities of work within the Corporate Resources functions to ensure that resources are efficiently allocated and are aligned with Rethink Mental Illness' objectives.
- I oversee and support the development and implementation of effective, efficient, flexible and customer focused approaches to business support and service delivery.
- I provide accurate and timely advice to the charity, its Board, and the executive team on developments, and trends, in the areas of audit, corporate safety/risk, corporate finance, human resources, information, technology, impact and quality, plus all matters relating to the strategic planning of those services and their resources.

FINANCE

- I ensure that Rethink Mental Illness is accurately and appropriately portrayed in all its financial activities and that robust governance and compliance controls are implemented in line with statutory requirements and best practice.
- I ensure the development, monitoring and management of both capital and revenue budgets for the charity.
- I ensure the financial integrity of the charity through sound and effective stewardship of the accounts, debt management, investments and assorted information systems
- I 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.
- I ensure that the Trustees are provided with accurate, timely information and analysis and to liaise with the Treasurer on Rethink Mental Illness' financial strategy.
- I 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.
- I 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

- I provide strategic oversight of the People function to ensure that it delivers a strong and cohesive People Strategy in line with Rethink Mental Illness overall objectives.

ICT

- I have strategic oversight of the ICT function and work with the ICT lead to create and maintain an infrastructure to ensure maximum efficiencies for the organisation and that we maintain compliance with Data Protection and GDPR and good data governance practice.
- I work with the ICT lead to set and deliver IT strategy to meet current and future needs of Rethink Mental Illness, embracing new technology and creating efficiencies.

QUALITY AND BUSINESS INTELLIGENCE

- I support the existing Quality and Assurance function to become a centre of expertise in creating and maintaining corporate dashboards to demonstrate impact and achieving continuous improvement in delivery of all areas of work across the organisation.

OTHER

- I lead other corporate resource functions that may fall within my remit from time to time to ensure that they are robust, efficient and cost-effective.
- 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

KNOWLEDGE AND EXPERIENCE

- Through knowledge of, and significant experience in, managing corporate resources to achieve corporate objectives in a similar sized or larger organisation, providing direction, including the planning and implementation of the corporate strategy.
- 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 delivering improvements at all levels across a mixed portfolio that has incorporated Finance, ICT, People and other functions, re-shaping them to be more timely, efficient and commercially effective.
- Experience of financial management, financial monitoring and control procedures at organisation-wide level.
- Previous involvement in building cultures that empower people and allow them to flourish in an environment of high trust, respect and inclusion.
- Experience in heading an ICT function with similar challenges to those at Rethink Mental Illness.
- A track record of enabling organisations and individuals to achieve high performance and of playing a central role in strategic decision-making.

SKILLS AND ABILITIES

- 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.
- Well-developed analytical skills and proven ability of setting/achieving strategic objectives through performance management and of evaluating and achieving service quality.
- Ability to develop and implement innovative solutions whilst maintaining continuity of service.



STYLES AND BEHAVIOURS

- Embraces an open culture and communicates complex concepts and new ideas clearly and persuasively.
- Highly collaborative approach to decision-making, demonstrates ability to take account of and respond to information from a range of sources when making plans.
- 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.
- Genuine interest and commitment to working with Rethink Mental Illness
- Commitment to diversity and inclusion in the delivery of services and employment.

DESIRABLE

- Experience working within the Charity Sector.
- Formal accountancy, qualification and membership of a recognised professional accounting body.



TERMS OF APPOINTMENT

SALARY

The salary for this role is up to £100,000 depending on experience.

LOCATION

Flexible but will need to be in London office at 28 Albert Embankment once a week on average.

CONTRACT TYPE

Permanent

PENSION

Charity contributes 4% of contractual salary (The Peoples Pension) with a 6 x annual salary death in service.

ANNUAL LEAVE

25 days (calculated pro rata for part time employees). An additional days' leave will be awarded on 1st April following the second, third and fourth anniversary of the commencement of your employment, and an additional two days are awarded on 1st April following the

WORKING HOURS

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

DISCLOSURE & BARRING CHECK

This post will be subject to a DBS basic check.

HOW TO APPLY

We hope you will consider making an application. If after having read through these materials you have further queries, please email Szymon Podgorski at szymon.podgorski@starfishsearch.com to arrange a call. To make an application, please visit: <https://starfishsearch.com/jobs/rethink-ex-dir-corp-ser/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) 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 also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Search closes

Monday 26th June 2023

Preliminary interviews:

w/c 10th & 17th July 2023

Final Panel interviews:

w/c 31st July / 7th August 2023