

**Maudsley
Charity**

Candidate Pack for Director of Finance and Operations



Welcome

Thank you for your interest in joining Maudsley Charity at this exciting and transformative moment in our journey. We are a grant-making charity with a proud history and a bold vision: to ensure that everyone who experiences mental illness, without exception, can access the care that's right for them. We focus our resources on work that is underpinned by evidence, experience, and equity, and share what we learn to make change not just in south London but elsewhere in the UK.

Maudsley Charity is entering a new chapter of growth and renewal. We are strengthening our governance, welcoming new trustees, and establishing a Finance, Audit and Development Committee to underpin our ambitions. We are evolving our operating model to ensure we remain agile and effective as we scale our impact. Following a period of interim leadership in this role, we are now seeking a permanent Director of Finance and Operations who will play a pivotal role in shaping this next phase.

This is a role of considerable breadth and strategic influence. The Director of Finance and Operations will lead our financial strategy, oversee our investment approach—including social and impact investing—and manage our property portfolio. The role will also explore innovative funding models and commercial opportunities, ensuring we have the resources and resilience to deliver our mission. Alongside this, it will lead core operational functions –HR, IT, Facilities - and drive digital transformation to strengthen our infrastructure for the future.

Your leadership will be central to delivering three major shifts in how we work:

- Moving from grant-making to change-making, ensuring our resources drive systemic improvements in mental health care.

- Transitioning from funding to co-funding, building partnerships that amplify impact and leverage shared investment.
- Expanding from local impact to impact beyond south London, scaling our influence and sharing our learning nationally.

Sound financial stewardship is at the heart of these ambitions. As our programmes grow, we need robust planning, governance, and insight to ensure sustainable delivery and measurable impact.

We are seeking someone who brings commercial acumen, strategic insight and a collaborative, confident approach; someone motivated by the opportunity to contribute to a charity with a bold mission and a strong platform for growth and someone who is a thoughtful and inclusive leader for our talented team.

You will join a committed and values-driven team at an exciting and transformative stage. There is genuine appetite for development and for strengthening the way we work—and your leadership will play an important role in helping shape this next chapter.

Thank you once again for your interest. We look forward to learning more about what you could bring to Maudsley Charity and how you might help us deepen our impact in the years ahead.

Warm regards,

Sarah Holloway
Chief Executive
Maudsley Charity

About Maudsley Charity

Maudsley Charity is a grant-making charity that advances and accelerates positive change in mental health care in south London.

We fund and support key clinical, academic and community partners so that everyone who experiences mental illness, without exception, can access the care that's right for them.

While our roots are embedded firmly in our local community in south London, we aim to also seed positive change in mental health care elsewhere in the UK, by sharing and amplifying the knowledge and evidence that is generated through the work that we fund.

Why we're here

Mental illness can have a profound impact on a person's life – affecting their relationships, education, career, and physical health.

Our approach is led by clear and undeniable evidence that not everyone who experiences mental illness receives the care they need to live as well as possible.

In south London, there are clear differences in the risk of mental illness, and the experience and outcomes from care. The impact of social deprivation and racism are especially stark.



How we work

Our approach is grounded in evidence, experience and equity:

- **Evidence:** We identify and financially back the most promising solutions that draw on and generate learning and evidence.
- **Experience:** Mental health care is more effective when it is informed by relevant expertise and lived experience.
- **Equity:** We focus our funding on those most failed by services and society, driving improvements that benefit everyone.

The change we want to see

- Greater equity in care and support
- High-quality, evidence-based treatment available to all
- Care shaped by diverse expertise and lived experience
- Earlier intervention
- More people living well with mental illness

Full strategy

Where we've come from

Our history reaches back to the founding of Bethlem Royal Hospital in 1247. We became an independent charity in 2018, with a Board comprising eight independent trustees and three trustees nominated by South London and Maudsley NHS Foundation Trust.

Our strategic priorities (2024–2029)

- Improve outcomes and opportunities for people affected by psychosis
- Improve mental health for children and young people in the most challenging circumstances
- Strengthen care and support delivered by South London and Maudsley NHS FT
- Transform understanding and treatment of young people's mental health through the King's Maudsley Partnership based at the flagship Pears Maudsley Centre for Children and Young People.
- Be an effective, inclusive and reflective organisation
- Build now for long-term impact

Thematic funding areas

- Living Well with Psychosis
- Building Brighter Futures
- Advancing Care in our Local Trust
- King's Maudsley Partnership & Pears Maudsley Centre

Programme summaries

Our values

We are ambitious for change

- We are brave and intentional, taking calculated risks to tackle the complex challenge of delivering better mental health care for everyone.
- We support the creation of new evidence, invest in fresh ideas, and help expand proven solutions to make a lasting difference.

We are compassionate

- We engage everyone with care and respect, mindful of the contexts facing people who experience mental illness and people who deliver mental health care.
- We lighten our grant holders' workload by creating a balanced and efficient grantmaking process from application to evaluation.

We are inclusive

- We value knowledge, expertise and personal experience, championing diverse perspectives and empowering everyone to contribute to our decision-making.
- We prioritise projects that actively involve people with lived experience in shaping care and treatment.

We act with integrity

- We carefully consider our social and environmental impacts and uphold high ethical standards, especially in our fundraising, procurement, and investment practices.
- We are fair and transparent in our grant-making and hold ourselves and our grant holders accountable for effective delivery.

We value relationships

- We nurture relationships based on mutual respect, and acknowledge the roles played by all stakeholders in achieving our shared mission.
- We provide the support, trust and open dialogue our colleagues and grant holders need to succeed.

Our commitment to DEI

We are strongly committed to diversity, equity and inclusion. Racism, discrimination and deprivation are closely linked to poorer mental health outcomes, and addressing these impacts is fundamental to our mission. DEI is a visible and essential thread running across all our programmes and ways of working.

Job description

Job Title: Director of Finance and Operations

Reports to: Chief Executive Officer (CEO)

Direct reports: 6 - Finance Lead, Finance Planning & Analysis Lead, Operations Lead, Facilities Consultant, IT Consultant, HR Consultant

Organisational Structure

View the organisation structure [here](#)

Role purpose

The Director of Finance and Operations is a key member of the senior leadership team, responsible for providing strategic leadership across finance, investments, commercial development, and operational functions to ensure Maudsley Charity delivers its mission effectively and sustainably.

This multi-faceted role includes;

- Managing the Charity's investment strategy, including social and impact investing, and managing the property portfolio to maximise social and financial value.
- Developing new funding streams through commercial ventures and partnerships, including Maudsley Charity Trading (ORTUS conference facilities).
- Driving robust strategic and financial planning, ensuring timely, accurate management information for informed decision-making.
- Representing the Charity externally and deputising for the CEO when required, acting as an ambassador and contributing to organisational culture and strategic direction.



- Ensuring strong governance, risk management, and compliance with all regulatory frameworks.
- Leading operational functions such as Facilities, IT, HR, and business systems, while driving digital transformation and embedding equality, diversity, and inclusion in our ways of working and HR functions.

Key Responsibilities

Strategic Planning & Leadership

- Work with the CEO and Board to shape and deliver the Charity's long-term business model and strategy, supported by a robust financial plan and disciplined budgeting.
- Drive strategic financial planning and working with the SLT ensure strategic and operational work plans are in place and working well for the team and Board.
- Champion equality, diversity, and inclusion (EDI) across all operational and financial practices.
- Represent the Charity externally, building networks across NHS charities and partner organisations, and ensuring best practice in the sector.
- Deputise for the CEO when required, acting as an effective ambassador and decision-maker.

Investment Management & Social Impact Investing

- Lead the Charity's investment strategy, managing investment managers to deliver sustainable returns aligned with organisational goals.

- Develop and implement social and impact investing approaches, ensuring investments generate both financial returns and measurable social outcomes.
- Embed ESG principles into investment decision-making and reporting.
- Monitor market trends and advise on investment opportunities and risk mitigation to safeguard and grow the Charity's resources.
- Manage the property portfolio, including management of assets and partnerships, ensuring optimal utilisation and value creation.

Commercial Development & New Funding Streams

- Drive commercial strategy to diversify income and develop new funding streams, including maximising opportunities through Maudsley Charity Trading (ORTUS conference facilities).
- Explore innovative funding mechanisms to diversify income streams.
- Identify and develop commercial ventures aligned with the Charity's mission and values.
- Manage relationships with contractors and partners to ensure high-quality service delivery and profitability within the ORTUS.
- Develop robust commercial frameworks to measure performance and inform strategic decisions.

Finance Leadership

- Lead the finance team, ensuring accurate, timely financial reporting, forecasting, and budgeting.
- Oversee grant-making processes, ensuring financial rigour and compliance.
- Modernise financial systems and infrastructure to enable data-driven decision-making.
- Ensure compliance with Charity Commission, HMRC, and audit requirements.

Governance & Risk

- Maintain a strong governance and risk management framework (including the Charity's Risk Register), ensuring compliance with all statutory and regulatory requirements.

Operations & People

- Lead operational functions including Facilities, IT, HR, and business systems, ensuring effective delivery of business operations and clear management information (Power BI dashboards) for informed decision-making.
- Drive digital transformation initiatives to modernise systems and improve data-driven decision-making.
- Ensure strategic and operational work plans are in place and working well for the team and Board.
- Mentor and develop the Finance & Operations team, fostering a culture aligned with the Charity's strategic goals.
- Actively contribute to the senior leadership team, supporting cross-organisational objectives.

Impact & Performance Measurement

- Develop and implement frameworks to measure financial sustainability and social impact of our investments, reporting regularly to the Board.
- Ensure transparency and accountability in demonstrating how resources deliver measurable outcomes.

Person specification

In terms of knowledge and experience we are open to applicants with different profiles from within and outside of the Charity sector.

Knowledge

- Knowledge of ESG principles and impact investing.
- Commercial acumen, including knowledge of business planning and income diversification strategies.
- Strong understanding of strategic financial planning, budgeting, forecasting, and reporting.
- In-depth knowledge of UK regulatory and accounting frameworks, including Charity Commission and HMRC requirements.
- Understanding of governance and risk management frameworks.
- Familiarity with NHS finance and regulatory environment.

Skills

- Excellent strategic planning and analytical skills, with ability to interpret complex financial and operational data.
- Strong decision-making and problem-solving skills under pressure.
- Exceptional communication and influencing skills, able to engage Board, senior leaders, and external stakeholders.
- Ability to lead digital transformation and modernisation of systems.

Experience

- Experience of managing investment portfolios, including social/impact investing, either directly or via fund managers.

- Demonstrated success in commercial development, including business planning, negotiating, and managing contracts.
- Proven experience of working with CEO and Board on strategic financial planning and governance.
- Experience of managing complex projects with multiple stakeholders.
- Experience of developing innovative funding mechanisms
- Experience of property portfolio management or strategic property relationships.

Qualifications

- A fully qualified accountant (ACA, ACCA, CIMA or equivalent).
- Additional qualifications in investment management, governance, or leadership

Generic responsibilities as part of the Maudsley Charity team

- To build, manage and maintain strong team relationships and maximise communication within the team.
- To represent the Charity in a professional and positive manner.
- To maintain a good working knowledge of Maudsley strategic goals & objectives.
- To share ideas and make suggestions to improve the organisation.
- To follow all Maudsley policies and procedures, especially those regarding equal opportunities & diversity, dignity & respect and health & safety.
- To undertake any other duties, in keeping in the role, which reasonably be required in furtherance of the objectives of the Charity.

Terms of appointment

Salary

The salary for this role is £105,000 - £110,000 per annum on a full-time permanent basis.

Pension scheme with up to 6% employer contribution, subject to a minimum 3% employee contribution

Location

Hybrid – home-working and office-based (ORTUS, Denmark Hill SE5, London)



How to apply

To make an application, please go to <https://starfishsearch.com/job-search/maudsley-dir-finance-operations> 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 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.

Timeline

Closing date

Friday 23rd January 2026

Preliminary interviews

w/c 2nd February 2026

First Stage Panel interviews

Wednesday 25th and Thursday 26th February 2026

Final Panel Interviews

w/c 9th March 2026

