

**Maudsley  
Charity**

**Backing  
Better  
Mental  
Health.**

## **Team Support Officer and PA**

Appointment brief

**21 June – 5 July 2023**

**Emma Stone**

E: [emma.stone@harrishill.co.uk](mailto:emma.stone@harrishill.co.uk)

**HarrisHill**  
charity recruitment specialists



Michael, an occupational therapist, helps coordinate patient activities in the Walled Garden at Bethlem Royal Hospital to build patients' skills, help them practice mindfulness and give them time away from the ward.

Maudsley Charity has provided more than £188,000 over 3 years to develop the garden.

# Thinking of applying?

Hi there,

I'm really pleased you're exploring working with us at Maudsley Charity. We support people working in mental illness to transform the lives of those living with mental illness, and right now, we're needed more than ever.

I began working at the Charity three years ago and we have gone through enormous change. We're now at a vital stage in our development as we approach a new strategic plan period and have an exciting future ahead of us.

We have committed £48m into mental illness over the next five years and this spend comes from our endowment. We have moved to become a more strategic funder; are gearing up to become a fundraising organisation so we can invest more to meet demand; and are establishing ourselves as a thought-leader in the mental health community.

We work closely with our linked NHS Foundation Trust South London & Maudsley (SLaM), Kings College London and a wide range of organisations across South London and beyond to make a difference to those experiencing mental illness and to improve their chances of recovery.

## The Programmes Team

We are aiming for excellence in our grantmaking relationships and processes, building on our connections and providing appropriate grantee support in order to increase our overall charitable impact.

This means that we look to build connections, develop common evidence and data, and find the compelling stories within our award holders' work.

We are unusual in that our financial endowment allows us to operate as a semi-independent foundation in mental health and as an NHS mental health charity. SLaM delivers statutory services across four inner London boroughs and a wide range of child and adult national specialist services.

While we are grounded in and motivated by creating benefit for our local community, we also aim to make our impact go beyond South London by harnessing our funding and national links to make learning and impact reach beyond our four priority boroughs.



You don't need to be an expert on mental health or the NHS to do this job well. You will be supported to learn about our work, our stakeholders.

We are still developing our ways of working, and working on growing a positive and inclusive culture that will build a strong organisation for the future. So aside from the role itself, you can also play a part in growing an organisation that can make a big difference in the lives of people who experience mental illness.

A handwritten signature in black ink, appearing to read 'Aine'.

# Is this role right for me?

You don't need to answer yes to all of these, but if some of them resonate with you, this could be the right role for you.

- This isn't an entry-level role. We are looking for someone with some previous experience of organisation and planning. Confident in your ability, and love to proactively plan and organise.
- Your experience may come from project support or PA support. There's lots to learn about the interesting and complex environment we work in and who the key stakeholders are, but you'll be used to working with senior teams so this won't phase you.
- You're able to carry out complex diary management, thinking on your feet, juggling tasks and will have strong collaboration skills, and able to work effectively with others. Supportive tactful teamworking is essential to this role's success.
- You may have had exposure to supporting a senior manager or team before and know how to juggle the demands of a fast-paced environment.

- You're productive and efficient working with IT systems and platforms and most likely have your own tried and tested ways of working. You can spot where and how to improve ways of working and will take the initiative to share opportunities and make changes with others.
- You can see the impact you've made in the organisations you've worked with in the past. They're impressed with how you work, how you support them, and what you make happen.
- All of our team demonstrate leadership qualities, whether they manage people or not, and they put them in action in different ways: leading a project, using their initiative, knowing when to ask for support.
- You know what great leadership looks like – either through learning from those who are great at it, or those who aren't, or through your own development.

## How committed to supporting development are you?

Very. Your development journey with us will be part formal, part informal. Your development needs will change over time but whatever they are, we'll work on them together as you'll need to be as invested as we are in what you want to achieve. You may want to build on further technical skills; the NHS; business planning or reforecasting; innovation skills....

You'll have a small number of personal objectives, and at least one of them will be focused on career development if that's important to you. You'll discover what you're great at through hands-on experience, formal training, and through learning from mistakes and failures – we all do, and you're only human.

We will set personal objectives with you and how you're going to achieve them throughout your induction and after that on an annual basis. We'll have one-to-ones that focus on your development, not just the tasks you're working on.

# What's in the contract?

The small print that's pretty big

What's the job title?	Team Support Officer and PA
What will I earn?	£33,000
Where would I work?	UK based. Split 50% between home and our office at Denmark Hill, London
Who reports to me?	No direct reports
What are the hours?	37.5 hours per week
Is there flexibility?	Yes. Flexible working requests are welcome. However, the role will need to cover 4.5 to 5 days.

# Benefits

**The Maudsley Charity team have embraced hybrid working. We all come together at least monthly for team meetings, with other check-ins and meetings held virtually or in person. On average, team members spend 50% of their working week located in our multi-award winning home, the ORTUS building.**

Situated a few minutes walk from Denmark Hill station, South London, the ORTUS building is close to the Maudsley Hospital and Kings College London's Institute of Psychiatry, Psychology and Neuroscience, both centres of world class excellence in the field of mental health and wellbeing. The building is open to the public, hosting exhibitions, events and conferences, as well as being available for room hire.



## **We offer a friendly, values-led working culture, with the following benefits for our staff:**

- Hybrid working, 2-3 days spent with the team in our building each week and 2-3 days at home/offsite working. It's important for us to come together often, whether that's to collaborate, be social, or get a change of scenery.
- 25 days' annual leave, with a further one day after 3 years' service and a further one day after 5 years' service. Plus, additional non-working office closure days over the Christmas period.
- Pension scheme with up to 6% employer contribution, subject to a minimum 3% employee contribution.
- Enhanced occupational maternity, paternity, adoption, and shared parental leave pay.
- A cycle-to-work scheme.
- Interest-free season ticket loans after probation.
- Group Life Assurance - providing employees with a tax-free lump sum of four times your basic salary in the event of your death, for your dependants.
- Group Income Protection Scheme - protecting you if you are sick long-term, by paying 75% of your basic salary with a deferred period of 13 weeks.
- Comprehensive package of online and face-to-face training for staff.
- Employee Assistance Programme (EAP) – supporting staff to stay well.
- 20% discount on all food and drinks at the ORTUS café.
- Opportunity to work with diverse colleagues at the Charity and with our partners.
- Opportunities to work collaboratively across the organisation to build a culture where we can all thrive, including joining working groups like our Diversity, Equity and Inclusion group and our Ways of Working group.

# What impact will I help to make?

**We support patients and carers, clinical care teams and scientists who are working towards improving mental health. We fund ideas, big and small, that drive improvement and support people who experience mental illness.**

## Why we're here

**When someone becomes ill, the effect on them, their friends and family can be life-changing.**

It can happen to any of us. The consequences of mental ill health are far reaching – affecting employment, relationships, finances and even life expectancy.

Maudsley Charity exists to fund the people and projects striving to improve care, support recovery and prevent mental illness.

## How we work

**We work with South London and Maudsley NHS Foundation Trust (SLaM) and the Institute of Psychiatry, Psychology and Neuroscience, King's College London (IoPPN).** Together we drive direct improvements in prevention, clinical care and treatment.

This unique partnership enables us to fund innovative projects and research which change lives across London, the UK and the world, building the proof and expertise which will allow us all to live in better mental health.

The organisations work together to combine basic and translational health research, clinical care and education to create world-leading improvements in healthcare.

At the heart of SLaM is the Maudsley Hospital, on Denmark Hill, but the Trust spans across a number of sites across South London. We work with the Trust to fund a range of work to support patients and staff, to help to improve the experiences of people in hospital and in the community, and those working at the Trust to make a difference.

**We also work with a wide range of voluntary organisations and partners who share our values and commitment to improving mental health.**

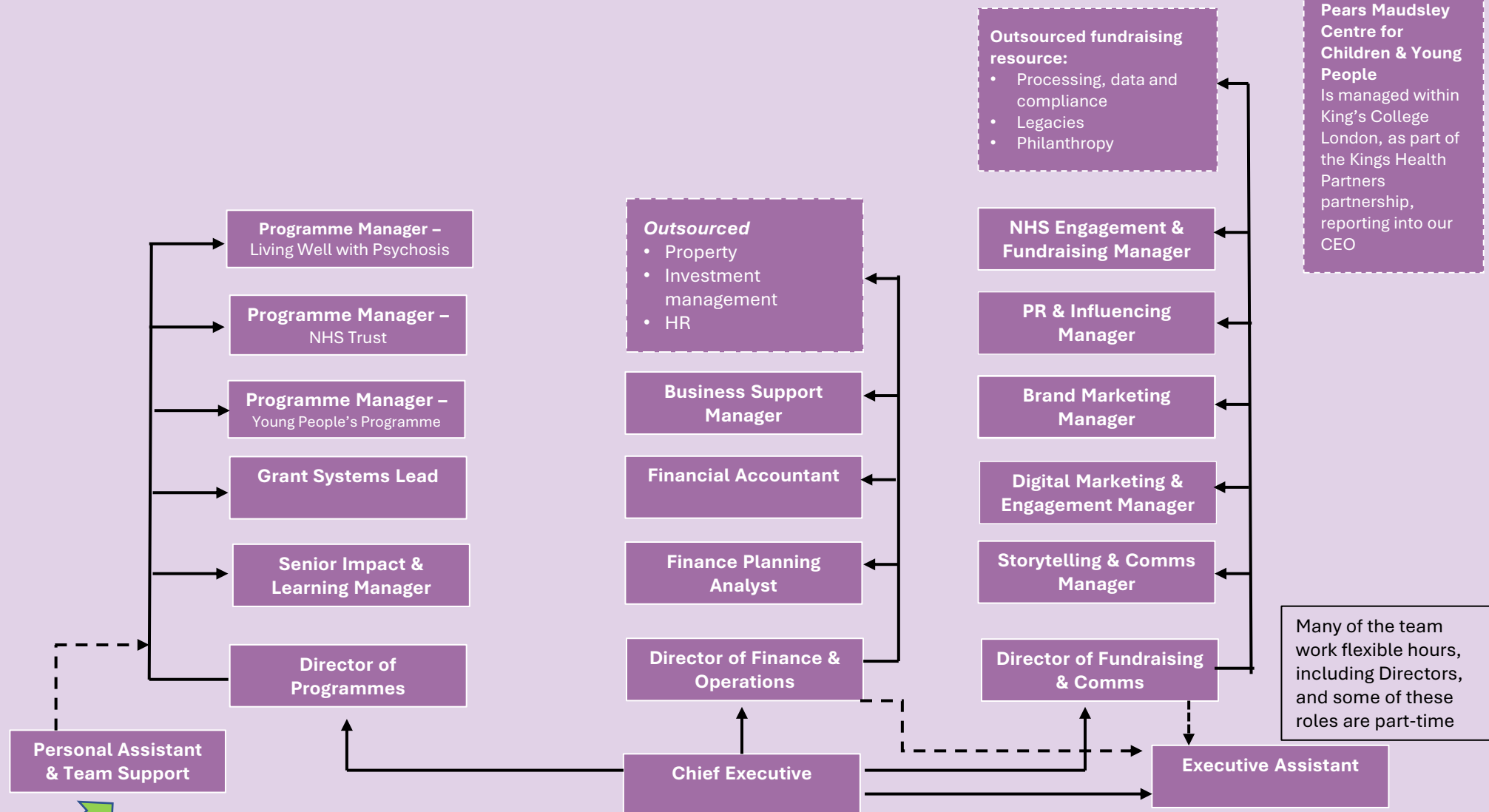
We're committed to the mental health of those who live locally, but we believe that the work that we fund can have impact at a national and international level.

Our primary area of operation are the boroughs that South London and Maudsley NHS Foundation Trust provides mental health and substance misuse (drug and alcohol) services in, these are: **Croydon, Lambeth, Lewisham, Southwark.**

## *What do our people enjoy about working here?*

*"Being a very small team, I did not expect the level of commitment to investing in DEI in terms of recruitment and team training and also in general the emphasis on continuous development and training."*

# How does this role fit into the wider team?



**What do our people enjoy about working here?**

“Doing the job I love, surrounded by some amazing kind people, the Team Maudsley Charity!”

# What's the job description?

This isn't an exhaustive list of responsibilities, but the key activities the role will work on.

We know that the role and the person in it will evolve and develop, and with whatever support you need, you'll be part of making that happen.

## Role purpose

The purpose of this role is to support the grant Programmes team in their grant programme planning and meeting cycle, whilst also providing administrative support to the delivery of existing work.

The role also provides PA support to the Director of Programmes, with a focus on planning and prioritisation of time; and diary support to manage workflow. The role provides secretariat support to the Grants Advisory Committee.

## Accountabilities

### Team Support (c.65%)

- To provide administrative coordination to support the Programmes Team to manage their programme planning cycles.
- To help develop forward agendas for Programmes team meetings and to maintain action logs for meetings.
- To help plan agendas and minute the Grants Advisory Committee.
- Ensuring the smooth flow of work, from team members seeking sign off from a Director, to fitting grant approvals into the governance cycle.
- To lead and work with individuals to organise internal and external events for the Programmes team.

### Team Support (continued)

- Supporting the team to streamline or improve activities to make delivery more efficient
- To set up contact meetings with projects as required in support of programme activities e.g. a set of 6-10 project initiation meetings for a new grant programme.
- To co-ordinate travel planning and make suitable arrangements for the programmes team as required.
- To carry out specific project related tasks from time to time e.g. minuting project meetings; workshop and event logistics; sending and tracking batch emails or invitations and other administrative tasks as required.

### PA Support (c.35%)

- Provide proactive executive support to the Director of Programmes including day-to-day diary management, managing correspondence and organising travel.
- Managing the Director of Programmes time efficiently in response to the needs of the Programmes team and the wider organisation. Using an understanding of the various governance cycles, grant applications process and the project work of the team you will dynamically prioritise the workload of the Director to reduce any bottle necks.
- To act as a point of contact for employees, partners and external stakeholders to engage with the Director of Programmes in an open and friendly manner, managing emails, correspondence and telephone calls on behalf of the Director of Programmes efficiently and politely.
- To compile documents and presentations on behalf of the Director of Programmes as required.
- To carry out general administrative duties as required.

## General 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 provide outstanding customer service.
- To maintain a good working knowledge of Maudsley Charity 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 Maudsley Charity.

## Our values

### PASSION & PURPOSE

We are passionate about improving mental health and motivated by our ability to make a difference for those most impacted by mental illness.

### INTEGRITY

We will act with integrity. We will be objective and consistent in how we allocate funding and support. We will counter direct and indirect discrimination.

### KNOWLEDGE

We value diversity of experience, expertise, and perspective. We will build into our organisation, and every aspect of our work, a range of voices, including those of people who experience mental illness.

### IMPROVEMENT

We care about maintaining high standards and improvement. We will be open about where we could do better, learn from our successes and failures and expect those we work with to do the same.

### APPRECIATION

We value relationships and show appreciation for support we get in whatever form that takes. We know that we influence change through the expertise and commitment of others.

Be confident about what you can bring to this role. We value your potential as much as your transferable skills and what you have already achieved. We want to create an awesome team, and we know we can only do that if it includes people who bring different experiences and backgrounds. That's why we want to hear from the widest pool of candidates.

We'd value hearing from you if you meet the criteria below. Remember many people will still apply if they don't meet all of it, so if you can see yourself in this role and would like to join our team – please do apply.

## Experience

- Experience of forward planning for workload management.
- Experience of supporting a team.
- Experience of supporting meetings; planning agendas and taking minutes.
- Experience of providing PA support including diary and email management and organising travel.
- Experience of supporting governance processes, including setting up meetings, minute taking, ensuring correct storage and tracking actions.
- Experience of working with an internal team and external stakeholders.
- Experience of writing and preparing reports and presentations, collating information from different sources into clear and concise documents for meetings/decisions.

## Knowledge

- Understanding of the principles of effective PA support.

## Skills

- Self-starter with a proactive approach to addressing challenges and the ability to work both independently and flexibly as part of a team.
- Excellent communications skills – able to communicate clearly, tactfully and respectfully to a wide range of stakeholders.
- Strong organisational skills, with the ability to prioritise and complete a range of tasks.
- Strong IT skills, with competence in Outlook, Word, Excel and PowerPoint.
- Attention to detail with good standards of spelling and grammar.
- Use of databases to process information and electronic communications.

# Removing bias from the hiring process

We're serious about wanting to build a diverse team. We've increased the time and budget we've spent on recruitment to ensure we place more adverts in more places to reach more people, and we've looked at each stage of the recruitment process to remove biases. We'll value you and what you'll bring to the role, and we'll do all we can so it's effortless to be yourself at work.

We know that saying that is not enough. Here's what we've done to invite and support different people and perspectives through the process.

## Before you apply

Join our 'Ask Us Anything' webinar.

Email: [emma.stone@harrishill.co.uk](mailto:emma.stone@harrishill.co.uk) at Harris Hill for date/time and joining instructions.

You won't see or hear other candidates, and you'll be anonymous, so we don't undermine our blind recruitment process. You really can ask us anything - about the role, the process, our work, culture, team, flexible working policy.... Or just listen to what others ask.

## Your application

This is a blind recruitment process and **non-graduates are welcome**.

We are committed to offering interviews to candidates who meet the role requirements and have lived experience of mental illness or a disability.

Once you've expressed your interest to Harris Hill, you will be sent three questions to answer to apply for the role. Your identity will be completely anonymous to the panel who will score them independently. We will only see your CV if you get shortlisted.

Submit your answers in written format or in a voice memo. We'll type up any recordings to maintain anonymity.

## The interview

We'll ask you if you have any needs for the interview and put any reasonable adjustments in place.

We'll pay for your travel expenses within the UK if you need us to.

We'll give you the interview questions before each round. We want you to perform to your best, and we know that this can help some to do that.

The interview will be face to face at our office in Denmark Hill, South London.

We'll ask values and competency-based questions in the interview. This is to ensure we focus decisions on your potential performance.

We'll only share scores and discuss candidates as a panel when all candidates have been seen to remove any influence panel members might have over each other.

## Dates for your diary and about our interview panels

### Ask Us Anything session

- **What:** A quick run-down of the role, the team, the organisation and our culture and the recruitment process. Then over to you for any questions. You'll be totally anonymous.
- **When & How:** Contact [emma.stone@harrishill.co.uk](mailto:emma.stone@harrishill.co.uk)

### Closing date for applications:

**Wednesday 5<sup>th</sup> July at 1700**

### Interviews – When/Where

- **Round One Interview Date:** 11<sup>th</sup> & 12<sup>th</sup> July 2023 **Times:** TBC
- **Location:** Our office by Denmark Hill station
- **Round Two Interviews:** 18<sup>th</sup> July  
Time: TBC

### Our interview panel



**Alice Casey**  
Director of  
Programmes



**Naomi Brill**  
Senior Impact and  
Learning Manager



**Marie Cooper**  
Current PA to  
Director of  
Programmes and  
Project Support

The Maudsley Charity is an equal opportunities employer, and makes no discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex. Specifically, we will also oppose unfair discrimination of those with mental health issues.

## The Maudsley Charity Diversity, Equity and Inclusion commitments

### The Charity will:

- Highlight that discrimination or unequal treatment on the grounds of mental health or other protected characteristics can undermine mental wellbeing and work to address inequalities and discrimination.
- Create a zero-tolerance working environment in respect of discrimination, harassment, bullying or victimisation, collectively called unacceptable behaviour so that everyone can work without fear of the unacceptable behaviours. A **Dignity & Respect policy** is in place to support this and address issues.
- Implement a Recruitment Policy to ensure that all appointments are made in accordance with the objectives of this policy.
- Monitor recruitment, service provision and grant-giving and take positive action based upon such information.
- Provide training and development opportunities that enable equality of opportunity and which promote an awareness of diversity and inclusion.
- Ensure that Maudsley Charity premises and resources are made as accessible as possible to staff, users and all those who visit us, under the Disability Discrimination Act.
- Make reasonable adjustments for disabled people wherever possible.