

Maudsley
Charity

Backing
Better
Mental
Health.

Grants Programme Officer

Job Pack
April 2024

Lizzy Clark

E: lizzy.clark@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 made a commitment of £44m that will be spent on mental illness over the next five years; this funding 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 grant-making relationships and processes, building on our connections and providing appropriate grantee support 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 focus on those most failed in our current systems.

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 (Lambeth, Southwark, Lewisham and Croydon) 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 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.

Alice Casey, Director of Programmes

A handwritten signature in black ink that reads "Alice Casey". The signature is fluid and cursive.

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 grant-making processes and of working on projects which achieve a social impact
- Your experience may come from working at a funder or as a recipient of grant funding. There's lots to learn about the interesting and complex environment we work in, but you'll be used to using your strong written and verbal communication skills to establish and maintain relationships with a range of stakeholders
- You're self-organised with strong planning and prioritisation skills which will allow you to effectively manage grant application processes and a small grant portfolio, with guidance from a Programme Manager. Your attention to detail allows you to track information consistently across grants
- You may have had exposure to decision making processes e.g. in grant-making and funding allocation, sharing knowledge and learning or experience of project management processes

- You have strong teamwork skills, which allows you to work flexibly to support across grant programmes
- You're productive and efficient working with IT systems and platforms and are likely to 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 teams 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, learn about the NHS, or develop soft 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? | Grants Programme Officer |
| What will I earn? | £34,000 pa |
| 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 a minimum of 4 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.

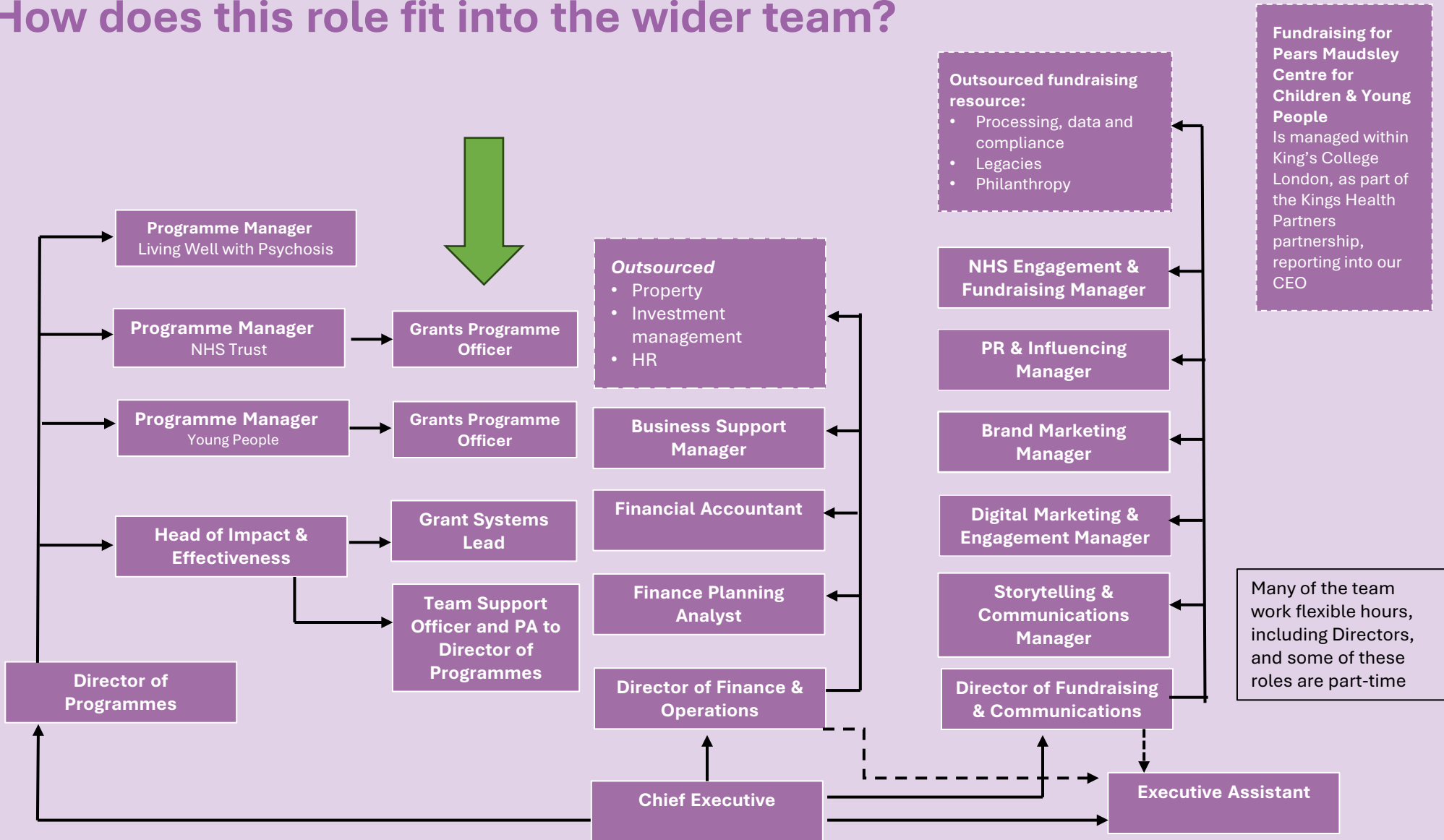
We're committed to the mental health of those who live locally, but we believe that the work that we fund can have impact at a national and international level.

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 role will be responsible for managing grant application processes and a grant portfolio with guidance from a Programme Manager.

The role will be part of our Programmes team and will work with NHS and Kings College London colleagues. They will also provide project management and administration support to our team of Programme Managers on specific areas of work, and will take part in our learning and development activities.

Accountabilities

Grant Management

- Support with all aspects of grant-making, including the application review process, undertaking due diligence, liaising with applicants and supporting decision-making processes
- Manage and monitor a portfolio of grants from programmes across the Programmes team, with support from the relevant Programme Managers
- Provide project management support to our team of Programme Managers on specific agreed areas of work

Impact development

- Gather knowledge and learning from grant holders and share insights with the Charity.
- To work with the Programmes team to develop the wider impact of Maudsley Charity, support this by setting up and helping run workshops and events.
- To work with the Programmes Team to support the delivery and development of the Charity's approach to grant monitoring and impact capture.

Systems and Processes

- To follow our grant management processes and to work with colleagues to contribute ideas to their ongoing improvement
- To administer grant making through the award system, and able to use it for day-to-day tasks, ensuring there is an accurate audit trail for monitoring and decision making.

Collaborate across the Charity

- To work with our Finance and Operations team to ensure funds are accounted for in a clear and timely manner.
- To work effectively and collaboratively with Communications and Fundraising colleagues such as when gathering information for case studies and storytelling
- To work with Fundraising and Finance colleagues when developing grants from restricted donations to the Charity
- To collaborate and contribute effectively to develop and improve the work of a small team, who are focused on increasing positive outcomes for those affected by mental health conditions.

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.

Person specification

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

Essential

- Experience of grant making processes gained either by working at a funder or as a recipient of grant funding
- Experience of working on projects that aim to achieve social impact

Desirable

- Exposure to decision making processes; ideally for grant-making and funding allocation.
- Sharing knowledge and learning e.g. logging learning, running learning events
- Experience of project management processes

Knowledge

Desirable

- An understanding of best practice in grant making.
- An understanding of charity sector governance and decision making.
- Awareness of how to gather evidence and share learning.
- Understanding of the challenges facing the NHS.

Skills

Essential

- Self-organised approach to managing workload.
- Strong prioritising and planning skills; able to manage and schedule tasks accordingly
- Strong teamwork skills; can work flexibly across programmes
- Strong basic IT skills, competence in Outlook, Word, Excel and PowerPoint.
- Strong written and verbal communication skills; can establish and maintain relationships with busy stakeholders in a professional considerate manner.
- Attention to detail, able to track information consistently across areas of work

Desirable

- Experience of collaborating with colleagues to adapt and improve ways of working
- Financially literate, can understand grant project budgets
- Familiarity with databases, information tools and group task management systems e.g. SharePoint, Google Docs, Teams, Asana and MS Project or similar.

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.

12 April 12-1pm

Email: lizzy.clark@harrishill.co.uk at Harris Hill for 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 in advance. 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 in the role.

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 lizzy.clark@harrishill.co.uk

Closing date for applications:

5pm, Wednesday 17 April

Interviews – When/Where

- **Interview Date:** 29 April & 1 May 2024
- **Times:** TBC
- **Location:** Our office near Denmark Hill station: Ortus, 82-96 Grove Lane, London. SE5 8SN

Our interview panel



Georgina Chatfield
Programme
Manager
Maudsley Charity



Natasha Wright
Programme
Manager
Maudsley Charity

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.