



INTERIM DIRECTOR OF FINANCE AND OPERATIONS

WELCOME

Thank you for your interest in this pivotal interim role at Maudsley Charity.

This is an exciting time to join us. The Charity has recently appointed a new CEO, Sarah Holloway, as successor to our founder-CEO. Underpinned by the development of our Change Model, we are delivering on a strategic plan for 2024-29 that will get us closer to ensuring everyone with a mental illness has the right care and support for them. It includes ambitions to commit c.£44m over five years and continues to place us as the largest specialist mental health funder in the UK charity sector.

We have strong foundations and need our interim Director of Finance and Operations to support and steward the Charity, while our CEO establishes herself. We're looking for a qualified accountant with a demonstrable record of achievement in a similar role in a charitable, social enterprise, CIC or public sector organisation. You will need to be confident, providing oversight over a breadth of functions with delivery by both staff and outsourced provision. The role requires both a hands-on approach as well as strategic leadership. We need an empathetic leader with high emotional intelligence and experience of delivery during a period of transition.

We are an inclusive and ambitious charity with an engaged board and a staff team all focused on driving meaningful change in mental health care. We have a strong commitment to DEI in why, how, and what we fund, and regardless of your background, you must be able to demonstrate personal commitment to addressing inequity and discrimination.

Our mission is to be a catalyst for change and equity within the NHS and wider mental healthcare system in southeast London and beyond. If this excites you and you are highly motivated to help support us through 2025, we'd love to hear from you.

Best wishes,

Nigel Keen
Vice Chair, Board of Trustees

ABOUT US

We are a mental health funder based in southeast London. We fund ideas, collaborations and teams that give people most affected by mental illness the best chance to recover and fulfil their potential.

We are a small team (23 staff) with bold ambitions around:

- How we can achieve maximum impact on the improvement of mental health services.
- How we can address issues of discrimination and exclusion in what we fund and how we work.
- How we can generate additional funds to extend our work and build communities of support.

Why we're here

The consequences of mental ill-health are far-reaching, affecting employment, relationships, finances and even life expectancy.

We are located in an area with an exceedingly diverse population and some of the highest levels of serious mental illness in Europe. By investing in the understanding of what works here, we can contribute to improved mental health for everyone.

Our vision

A world where everyone who experiences mental illness, without exception, has access to the right care and support for themselves.

Mission

To be a catalyst for change and equity within the NHS and wider mental healthcare system in southeast London and beyond.

We target most of our resources towards people who are the most in need of, but least likely to receive, mental health care in the way and at the time that they should, and in areas with greatest potential for impact.

The changes we want to see

- Greater equity in care and support.
- Better quality treatment is widely available.
- Care and support are shaped by diverse expertise and experience.
- Intervention happens as early as possible.
- More people live well with their illness.

Partnerships

We work primarily with South London and Maudsley NHS Foundation Trust (South London and Maudsley) and the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), King's College London, as well as a range of voluntary and community organisations, to drive both system and service improvement and support for people who experience mental illness.

While we operate mainly within the four boroughs served by South London and Maudsley (Croydon, Lambeth, Lewisham, and Southwark), the work we fund has the potential for

impact at a national level through the sharing of the learning and outcomes with the wider mental health community.

Where we've come from

We can trace our history back to 1247 and the foundation of Bethlem Royal Hospital, the oldest mental health institution in the world. In 2018 we became an independent charity. Before that we were formally part of South London and Maudsley NHS Foundation Trust. Our Board now comprises eight independent trustees and three trustees nominated by the Trust.

Our Grant Making

Our grant making is funded primarily from our endowment (currently valued at £160m) but donations, largely from philanthropists, also play an important part. Grants range from multi-million pound clinical and research initiatives intended to drive change across the UK, to small-scale projects which make immediate improvements in service user experience. Our work supports NHS quality improvement projects, applied research, programmes that cross boundaries between NHS and the voluntary sector, arts funding, and community organisation-based support projects and capital schemes.

Thematic funding

We have pledged to fund over £20 million over the next 5 years across two thematic programmes:

- **Living Well with Psychosis:** The programme launched in 2022 and is focused on improving outcomes for those affected by psychosis. It supports a range of approaches to improving services and supporting the communities in South London and Maudsley boroughs, and beyond.
- **Building Brighter Futures:** The programme launched in 2024 and will fund a range of early intervention and secondary prevention projects for children and young people who have complex lives or high levels of risk around mental illness. Partnership working and the involvement of young people is central to the design and delivery of this work.

South London and Maudsley funding

We also have a programme of funding which is exclusively available to South London and Maudsley, and they acknowledge our strong historical and ongoing ties and commitment to supporting the Trust to provide the best possible care. Within this allocation is a mix of small and large grants which support the work and wellbeing of NHS teams and improve service user experience and outcomes of care. It also supports ongoing long-term programmes such as volunteering at South London and Maudsley.

Pears Maudsley Centre/Kings Maudsley Partnership

The Charity has for the last seven years been involved in generating funds for, and supporting as a strategic partner, the creation of a new centre for child and young people's mental health. Opening in 2025, this will be a world-first integrated centre for care and research. Supporting the work of the centre and the associated partnership will continue to be a priority for the Charity, especially over the next five years.

Ortus

The Charity owns, runs and is based in the Ortus building. This purpose-built learning and events centre provides a space to learn, meet and reflect and has a range of bookable spaces, a lively café and an art exhibition. It is well used by NHS teams, university staff, students, and people from the local community. As the charity team has grown, we have been agile in accommodating staff in the available space. Our team values our ability to use the building, and the opportunities it presents with connection to those who work in and around mental health. It is managed and catered by a commercial partner. It is governed by Maudsley Charity Trading (MCT), a charitable trading company.

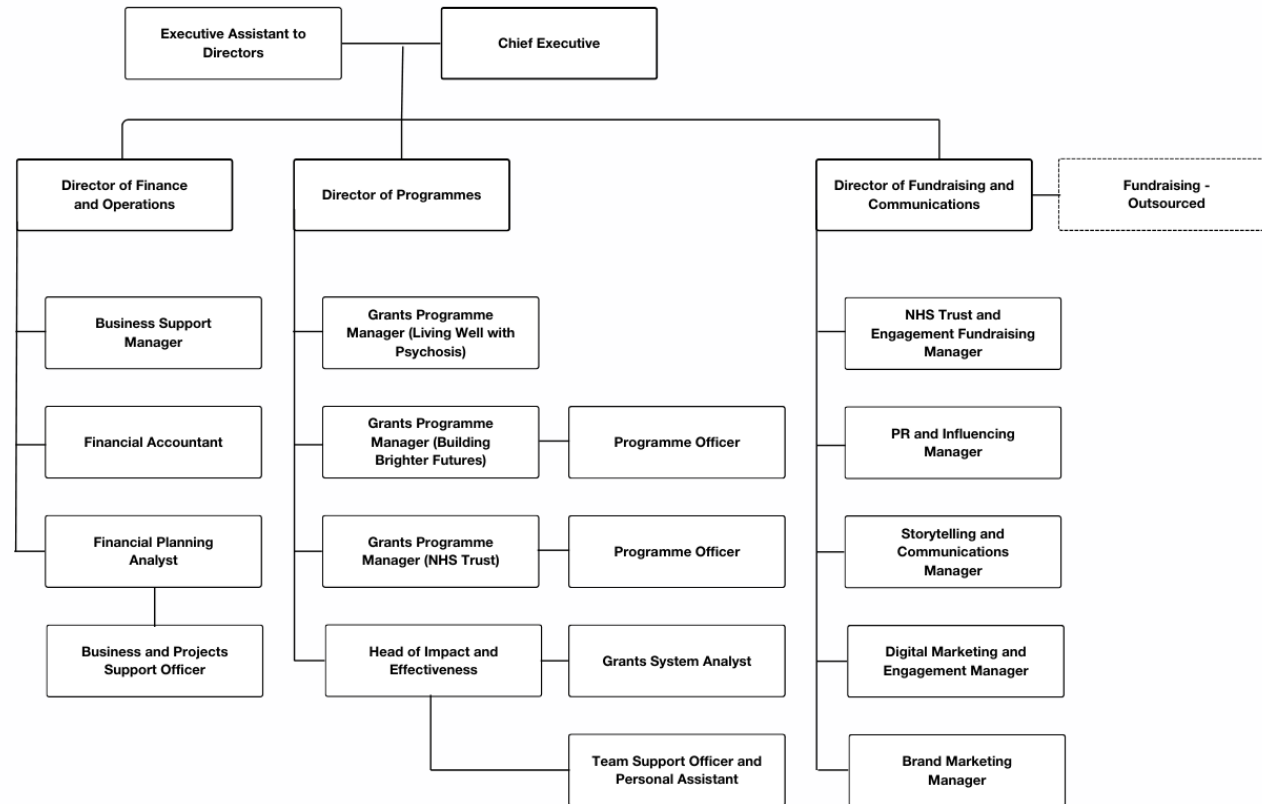


Constructed to ensure grade A energy efficiency, and an award-winning architectural design, the ORTUS building is a welcoming space to all. It houses the Charity offices, several rooms for conferences and learning, with in-house café and catering facilities.

OUR ORGANISATION



Organisational Structure



JOB DESCRIPTION

Job title:	(Interim) Director of Finance and Operations
Reports to:	Chief Executive Officer
Direct reports:	Business Support Manager, Financial Accountant, Finance Planning Analyst

Overall purpose

The purpose of the role is to ensure:

- A culture of strong strategic and financial planning and incisive business intelligence including the delivery of timely and user-friendly management information
- Effective commercial and semi-commercial relationships and agreements in place with partners which strike the right balance re financial sustainability and charitable impact.
- Transparent management of the Charity's invested funds (which are externally managed by two fund management companies and a property advisory firm, reporting to the Board's Investment Advisory Committee).
- A comprehensive governance and control environment, complying with the Charity Code
- Effective management of Maudsley Charity Trading (a trading subsidiary of the Charity) which through an agent runs the conferencing facilities at the ORTUS and other key relationships
- That an effective programme management and operational plan structure is in place
- Effective management of a range of business operations including Facilities, IT, Business Systems, HR, Information etc.

Main responsibilities:

Responsibilities

1. Strategy/ Board

- Ensure the delivery of the organisation's strategy, supported by a 5-year rolling financial plan, disciplined budgeting and effective and timely forecasting of financial performance for the CEO and the Board.

- Continue to review and implement our investment strategy which supports the organisation's strategy and to manage the relationships with our investment and property managers to deliver this.
- Provide our trustees with strategic financial advice and assurance on all financial and corporate governance matters.
- Work with the CEO to develop the Charity's culture in line with its strategic goals and support team members in new ways of working.
- Build relationships across the NHS Foundation Trust and partner organisations, including our fundraising partners. Connect to and build a network of support with peers in NHS Charities, sharing knowledge and ideas and ensuring that the Maudsley Charity represents best practice in the sector.
- Exercise delegated authority with probity and integrity. Deputise for the CEO in her absence and as necessary, acting as an effective ambassador for the Charity and making decisions in her absence when required.

2. Commercial

- Undertake the commercial management of the conference and events business operated out of the ORTUS (Maudsley Charity Trading).
- Manage the relationship with the ORTUS contractor(s).
- Manage the property relationships.
- Improve the financial framework in order to provide robust commercial information and measure performance.

3. Finance

- Manage the finance function and control all financial systems, process and transactions, ensuring that high-quality and timely management and accounting information is routinely prepared and supplied to managers, the CEO and the Board.
- Work with the Director of Programmes to ensure financial rigour and probity in all grant allocation processes and to test costing and business plans for large scale grant bids.
- Ensure an effective external audit process is in place with regular reporting to the Board.
- Prepare the annual financial accounts and liaise with the statutory auditors; ensure that the requirements of the Charity Commissioners and HMRC are met.
- Drive the continued modernisation of the infrastructure, systems, policies and procedures across the business particularly to ensure the development of a robust finance system to enable the CEO and Board to make informed financial decisions.

- Support managers in preparing and presenting business plans and business cases.
- Ensure effective insurance, payroll, pension and other benefit arrangements are in place and correctly administered to provide best value for the Charity and employees.

4. Governance including Risk Management

- Ensure that the business has a strong framework of governance, highlighting any issues to the CEO and ensuring compliance at all times.
- Ensure that the regulatory requirements of all statutory bodies and regulatory regimes, e.g. Charity, NHS and HMRC, are met.
- Hold the Charity's Risk Register, ensuring risks are identified and mitigated across the Charity.

5. Operations

- Work with the CEO on the business planning and Board reporting processes.
- Ensure an effective programme management and operational work plan structure is in place across the Charity and working well for the team and board.
- Ensure the effective delivery of business operations across the Charity, particularly Facilities, IT, HR and information management.

6. Management

- Manage and mentor the Finance & Operations team.
- Ensure that the Finance & Operations team delivers on its plans and is efficient and effective by:
 - providing regular progress reports against objectives, KPIs and milestones
 - contributing to the annual planning and budgeting process
 - managing the available expenditure budget and reforecasting the expected outturn regularly throughout the year
- Take an active role in the Charity's senior leadership team, working collaboratively to identify and maximise opportunities outside your area of responsibility

PERSON SPECIFICATION

Knowledge and experience

- Knowledge of the UK charity regulatory and accounting frameworks.
- Sound understanding of strategic financial planning, budgeting and reporting.
- Commercial acumen and expertise, experience of managing commercial or semi commercial activities of a charitable/ not-for-profit body
- Experience of working with the CEO/ Board with strategic financial planning, budgeting and reporting.
- Experience of managing an investment portfolio or pension fund either directly or via investment/ fund managers
- Experience of overseeing property or property relationships
- Management of staff and outsourced delivery across finance and other business operations functions e.g. Facilities, IT, HR, Information.
- A fully qualified accountant.

Skills and abilities

- Communication and influencing with a range of stakeholders
- Planning & analysis skills.
- Managing delivery and ensuring results over multiple timeframes

TERMS OF APPOINTMENT

Salary: c. £93,000

Pension 6% employer contribution, min 3% employee contribution.

Hours/ Location This is a full-time role, 37.5 hours per week. All Maudsley Charity contracts set a balance of 50/50 office and home working. This role will be expected to work no less than two days per week in the Charity's office based at the Ortus Centre in Camberwell, southeast London.

Annual Leave: 25 days rising to 26 days after 3 years' service and 27 days after 5 years. Staff are typically provided with three days *additional* to this allowance between Christmas and New Year.

Other Benefits: 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.

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.

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.

HOW TO APPLY AND THE APPLICATION PROCESS

The Charity is serious about building a diverse team. We've increased the time and budget we spend 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.

Your application

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

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.

The interview will be face-to-face at our offices in Denmark Hill, southeast 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.

The Interview Panel



Nigel Keen – Vice Chair



Trevor Goode – Trustee

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 Sekai Lindsay sekai.lindsay@harrishill.co.uk and we will be happy to arrange a call.

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.

Closing date:	Friday 7th February 2025
SLT meeting (30 mins online):	12th, 13th or 14th February 2025
Panel interviews in person:	Monday 17th February 2025

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.

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.