



## Chief Executive Officer (CEO) Job Description

**Muslim Youth Helpline (MYH)** is seeking an enthusiastic and visionary leader to drive its aim of providing culturally competent and religiously sensitive support to young Muslims across the UK.

- **Contract Type:** Permanent, full-time
  - **Location:** Remote working, UK Applicants Only
  - **Salary:** £50k to £55k annual full-time equivalent
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### About Us

At **Muslim Youth Helpline (MYH)**, we are dedicated to supporting young Muslims' mental health and wellbeing through free, confidential, and accessible services. Our team is committed to understanding the unique challenges faced by our community and providing culturally competent, faith-sensitive guidance.

**Our Vision:** A world where young people are empowered to overcome challenges and live a God-centred life of meaning and purpose.

**Our Mission:** To provide compassionate services and support to improve the mental well-being of young people.

Following the recent relaunch of its vision, MYH is entering an exciting new growth phase on its journey to realising its potential. We seek a talented and strategic CEO to lead MYH to achieve its ambitious long term strategy. Join us and make a tangible, positive impact on the lives of young people as we work towards our vision of a more compassionate and God-centred society.

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### What You Will Be Doing:

As the CEO of MYH, you will lead the charity's growth, ensuring its services remain innovative, impactful, and culturally relevant. You will oversee the strategic direction, ensuring the successful implementation of MYH's vision and long term strategy. You will work closely with the Executive Team and Board of Trustees to maintain financial health, develop sustainable income strategies, and drive meaningful impact for young Muslims. Your leadership will ensure the continuous development of our services, foster key partnerships, and maintain a high level of stakeholder engagement. Additionally, you will champion safeguarding practices, cultural competency, and monitoring the charity's impact, shaping the future of MYH as a leader in Muslim mental health.

## What We Are Looking For:

We are looking for a passionate, experienced leader with a strong understanding of the challenges young Muslims face today. You should have a proven track record in senior leadership, managing strategic and operational success. Strong financial skills and a commitment to cultural competency are essential. We seek a leader who inspires a high-performing team, engages with diverse stakeholders, and upholds MYH's values of empathy, inclusivity, and faith sensitivity. A passion for youth mental health, experience with the Muslim community, and a knowledge of safeguarding and charity governance are highly desirable.

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## Job Description

As the CEO of MYH, you will be responsible for the strategic and operational leadership of the organisation, driving impact, growth, and sustainability. Key responsibilities include:

- **Strategic Oversight:** Oversee, implement and adapt MYH's long-term strategy to ensure the vision is integrated across operations, guiding the charity towards increased impact, innovation, and growth.
- **Vision-Driven and People Centred Leadership:** Lead MYH with empathy and innovation, placing people at the centre of the organisation. Inspire and manage a high-performing executive team, fostering an inclusive, collaborative, and values-driven culture.
- **Financial Management and Acumen:** Ensure robust financial health and accountability within MYH. Oversee budgeting, financial planning and resource allocation to drive sustainable growth.
- **Stakeholder Engagement:** Build and maintain strong relationships with key stakeholders, including funders, partners, beneficiaries and the Board of Trustees. Act as a passionate ambassador for MYH.
- **Sustainable Growth:** Lead initiatives in income generation, marketing and strategic partnerships to enhance the charity's financial sustainability and create a diversified funding base.
- **Service Development and Innovation:** Drive the continuous improvement of MYH's services, ensuring they are innovative, effective, and responsive to the needs of young Muslims.
- **Risk Management:** Proactively identify, assess, and manage risks. Ensure compliance with legal and regulatory standards while safeguarding the organisation's reputation.
- **Cultural Competency and Community Understanding:** Promote and uphold cultural awareness and sensitivity within all organisational practices, ensuring services are thoughtfully tailored to the unique, diverse, and evolving needs of the UK Muslim community. Use a deep understanding of cultural, religious, and social sensitivities to inform service delivery and organisational strategy.
- **Impact Measurement:** Evaluate and report on MYH's services' impact on beneficiaries. Use data-driven insights to inform strategic planning and demonstrate the charity's effectiveness.

- **Safeguarding:** Implement and oversee robust safeguarding practices, ensuring the protection of young people and adherence to best practices in youth services.
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## **Skills, Experience, and Knowledge**

### **Essential:**

- A compassionate and empathetic approach to leadership
- Proven experience in a senior leadership role, preferably within the charity or community support sector.
- Strong strategic and operational management skills with a track record of delivering sustainable organisational growth.
- Demonstrated experience in leading teams effectively, fostering an empowering and compassionate environment that encourages collaboration and supports the growth and development of team members.
- Proven experience working effectively with a Board of Trustees, with a strong understanding of their roles and responsibilities. The ideal candidate will have a track record of building collaborative relationships, facilitating productive discussions, and aligning operations with the organisation's mission and strategic objective.
- Strong financial management skills with proven experience in strategic financial oversight, including financial planning, budget development, and monitoring. Ability to ensure robust financial health and accountability across the organisation, conveying financial information clearly and confidently.
- Proven track record of contributing to successful income generation and organisational growth, with experience in developing and implementing sustainable strategies that enhance the charity's financial resilience and long-term viability.
- Excellent communication and interpersonal skills, with the ability to inspire and engage diverse audiences.
- Commitment to cultural competency, inclusivity, and understanding of the needs and sensitivities of the UK Muslim community.
- Strong knowledge and understanding of safeguarding policies and practices, with the ability to effectively implement and oversee measures that protect vulnerable individuals within the organisation.

### **Desirable:**

- Knowledge of the mental health sector and experience in culturally sensitive service delivery.
- Familiarity with safeguarding principles and risk management in the context of youth services.
- Experience in advocacy and public speaking on issues relevant to mental health and the Muslim community.
- Understanding the importance of anti-racism, equality, diversity, and inclusion (EDI) practices.
- Experience in managing and supporting volunteers, demonstrating an ability to engage and motivate them effectively within the organisation.

- Experience engaging and working with high-net-worth donors and B2B partners to secure funding and support for the charity's initiatives.
  - Experience working with Salesforce Telephony System.
  - Knowledge of Charity Governance and Charity Law.
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## How to Apply

Interested candidates are invited to submit their CV and a cover letter detailing their suitability for the role to [zakya.jabeen@myh.org.uk](mailto:zakya.jabeen@myh.org.uk) and [zahra.choudhry@myh.org.uk](mailto:zahra.choudhry@myh.org.uk) with the subject line: "**CEO Application – [Your Name]**". Please include any additional documents required as per our recruitment process, such as an Equality Monitoring Form.

Please note we reserve the right to close this vacancy early if we receive a high volume of applications.

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## Commitment to Diversity, Equity, and Inclusion

**Muslim Youth Helpline** is an equal opportunity employer. We are committed to fostering a diverse and inclusive environment and encourage applicants from all backgrounds to apply. We celebrate the diversity that makes our community strong and strive to provide a workplace that reflects our core values of empathy, respect, and understanding.