

Business & Projects Support Officer

Appointment brief

July 2024

Emma Stone

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HarrisHill
charity recruitment specialists



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.



Thinking of applying?

Hi there,

I am thrilled that you are interested in this exciting new role at Maudsley Charity!

I joined the Finance and Operations Team over three years ago and it has been a joy to reflect on how much the Charity has grown, with a focused team all working towards our ultimate goal of ensuring 'everyone who experiences mental illness has the right treatment, care and support for them'.

One of the areas that we will be working together in, and that I am very excited about, is a long-term project concerning Ortus – the home of Maudsley Charity.

As the building has already celebrated its 10th anniversary, several developmental/renewal projects have been approved by the Board of Trustees to ensure the building is secure for several decades to come. Over the next five years, £500,000 is designated to be invested in this facility.

In addition, you would be working collaboratively and flexibly as part of an effective team to achieve our annual business objectives. You would support the optimisation of cross-organisational performance and achieve business results by working in partnership with colleagues and outsourced partners/contractors.

This is a brand new role within the organisation and you will have the opportunity to shape your own work practices as well as working with established tools, processes and operational planning cycles.

The Finance and Operations Team

We are a small and agile team responsible for management of the Charity endowment, financial sustainability and charitable impact, governance and compliance, management of business operations, and various other functions that underpin the smooth-running of the Charity.

This role is primarily designed to achieve the medium to long-term goals of the Charity, whilst supporting on-going business operations. There are several capital projects in the wings, with the objective of ensuring that Ortus is fit for the future.

You will also support in a big way to progress on business process improvement projects intended to help us be more efficient.

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.

Working within Finance and Operations, the postholder will be line managed by me, the Finance Planning Analyst, but also be accountable to the Business Support Manager for work on certain non-financial projects. To see where your role fits within the wider team, please see page 8.



Maudsley Charity

The Charity has undergone significant change and growth since it became independent in 2018. Our strategic plan for 2025-30 reflects growing confidence in how we can improve mental health services through our work, building engagement and visibility to achieve change, and our commitment to be the best organisation we can be to serve those who experience mental illness now and in the future.

We work closely with our linked NHS Foundation Trust South London & Maudsley, Kings College London and a wide range of organisations across South London and beyond.

We punch above our weight and for a small organisation and we are involved in a lot of complex activities.

Thank you for your interest,

Priya Chandrasena
Finance Planning Analyst

Would this role be 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 is not an entry-level role. We are looking for someone with some previous experience in project management and business support functions.
- Your work experience may come from working on projects that have a finite lifespan, working through the whole project life cycle from start to end. You may also have work experience in business administration related work.
- 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 are self-organised with strong planning and prioritisation skills which will allow you to effectively manage variable workload with guidance from Financial Planning Analyst and Business Support Manager.
- You are a keen learner and enjoy working independently as well as collaboratively to achieve objectives.

- You have great communication skills, enjoy building relationships and inspire confidence and respect at all levels.
- You are an effective listener, demonstrate flexibility, curiosity and active learning.
- You pay attention to detail and love working with numbers.
- You have a working knowledge of MS Office products such as Excel, Word, PowerPoint and have worked with project management software/ tools.
- 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 were impressed with how you worked, how you supported them, and what you made happen.
- All our team members demonstrate leadership qualities, and they put them in action in different ways: leading a project, using their initiative and knowing when to ask for support.

How committed are you to supporting development?

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 work with you to set personal objectives and plans 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?	Business and Projects Support Officer
What will I earn?	£34,000 per annum (<i>full-time, permanent</i>)
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 has 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?

Maudsley Charity is a mental health charity based in southeast London. We fund and promote ideas, collaborations and teams that give people most affected by mental ill-health the best chance to recover and fulfil their potential.

Why we're here

The consequences of mental ill-health are far reaching – affecting employment, relationships, finances and even life expectancy. It can take a long time to find and access the care you need and deserve.

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

How we work

We target the majority of our resources towards people who are most in need of but least likely to receive mental health care in the way and at the time that they should.

We give grants, funded from our endowment and donations, which range from multi-million pound clinical and research initiatives intended to drive change across the UK, to small-scale projects supporting people who experience mental illness in south London.

We balance short and long-term goals. We want to make an immediate difference to lives and fund ideas which will have an impact on future generations.

Our partnerships

We work primarily with South London and Maudsley NHS Foundation Trust and the Institute of Psychiatry, Psychology and Neuroscience, King's College London, as well as a range of voluntary and community organisations to fund ideas, big and small, that drive service improvement and support people who experience mental illness.

While we operate primarily within the four boroughs served by South London and Maudsley NHS Foundation Trust (Croydon, Lambeth, Lewisham and Southwark), we believe that the work we fund has the potential for wider impact at both national and international levels, through the sharing of the outcomes with the wider mental health community.

What do our people enjoy about working here?

"Doing the job I love, surrounded by some amazing, kind people."

"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 the emphasis on continuous development and training."

Who is the team I'd be joining?

Finance and Operations team

We're a friendly team of four, collaborating across a diverse range of specialisms. We value the ways we differ in our life and professional experiences, and we believe in learning and continuous improvement. Integrity and accountability are core to us, and we are committed to excellence.

Our priorities this year are:

- **Enabling Team Maudsley to be successful**
We are taking stock of our foundations to ensure we have acted on the lessons we have learnt in the last few years. This will include reviewing our HR processes, staff support and benefits, and learning & development opportunities.
- **Supporting Maudsley Charity to successfully fundraise and deliver programmes**
We are working closely with other teams as they develop how they work so that their activity is effectively underpinned by financial processes, contracts, data agreements and processes, financial analysis and reporting.
- **Ensuring our infrastructure is future ready, open to opportunity while managing risks**
We are working with our IT support provider and a cybersecurity firm to review our set-ups and policies. We will review our core services and infrastructure as we move towards our new strategic plan period.
- **Making the most difference with our assets and resources**
We are reviewing our control environment, having onboarded new auditors. We are looking at how our operating assets can give us better value, including being more environmentally sustainable.

The wider team

The wider team has grown from a handful of staff in 2018 to 20. With a growing team comes lots of change, and one of the ways we're managing that is to invest in developing relationships internally, and to listen to colleagues on how we can work better together as new people come on board. We have a ways of working group who continuously review, recommend and implement ideas to have the greatest impact.

DEI runs through our values and work, and we are all responsible for it. Our DEI working group ensures we have dedicated space to set objectives and hold ourselves to account.

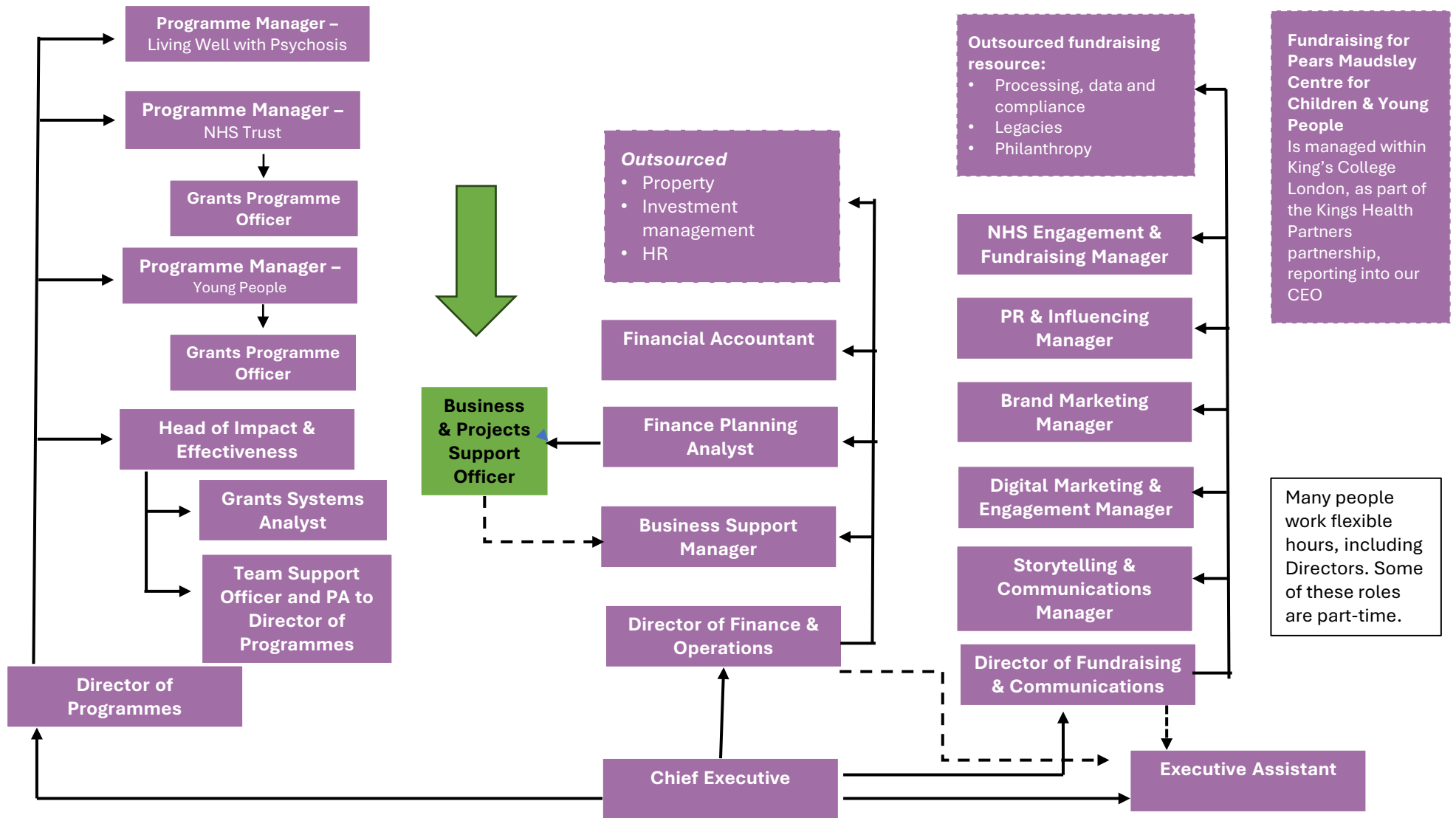
You can be part of this organisational development and have an impact further than your own role – you'll be able to help us shape how we work as an organisation as a whole.

How we communicate

Making sure we communicate well across the organisation is important to us so each Monday, the whole team meets virtually to share priorities for the week ahead; our Finance & Operations team meets fortnightly to discuss common areas of work, share priorities and have some informal time together; we update everyone fortnightly with what our Senior Leadership Team are discussing and what each team are working on in more depth and to celebrate achievements; we meet monthly in person to share updates, discuss priorities, and hear from those we're funding or supporting.

We also have a number of informal project or work area groups that meet on varying cycles or as and when.

How does this role fit into the wider team?



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 each 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 provide effective support to

- Ensure the timely delivery and successful execution of projects.
- Ensure consistent project management practices are operated and supported across the Charity.
- Support day-to-day operations of the Finance and Operations team in ensuring value for money, efficiency and effectiveness.

Accountabilities

Project Support

- Ensure the delivery of cross-organisational projects, as determined by the yearly operational planning process, through liaising with project leads to deliver flexible project plans that can adapt to change. In particular, to support Ortus General Manager, Business Support Manager and Financial Planning Analyst on corporate service and capital expenditure projects.
- Work with Ortus General Manager, Business Support Manager and Finance Planning Analyst to create detailed project plans, maintain records to help monitor project progress and expenditure against project budget.
- Work with project leads to document, co-ordinate and manage project risks, decisions, and dependencies; liaise with third parties as required.
- Attend and actively participate in project meetings, taking accurate minutes and circulating, ensuring that actions are followed up on and any requested reports are provided.

- Ensure stakeholders are updated at key checkpoints with appropriate reporting.
- Facilitate project reviews, compile project completion reports to ensure successes and learnings are captured and communicated.
- Ensure project outcomes are embedded into core business and organisational ways of working.

Business Support

- Work with colleagues to ensure data management processes and practices are consistent across Maudsley Charity, including reviewing of archives and related structuring of retained data, preparing and project managing migration of file structures as required to new SharePoint and other platforms; documenting, managing and maintain data flows.
- Complete a range of tasks across the areas of information collection for reporting and supporting the collation of KPIs data cross-organisationally working closely with Finance Planning Analyst for reporting to SLT and the Board.
- Play an active role in working with colleagues across the charity to ensure consistency of project management best practices, communicating and maintaining project management resources.
- Contribute to business planning and day-to-day delivery of business support functions and activities as required.
- Provide effective day-to-day communication with customers, suppliers, partners and others to ensure projects are delivered and services provided, responding to queries as needed.
- Provide project and business support to SLT and other staff 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.

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.

Skills

- Effective communication skills, with an ability to build relationships, trust, and inspire confidence and respect at all levels.
- Demonstrable ability to work both independently and collaboratively with internal and external stakeholders of all levels.
- Demonstrable planning and organisational skills, attention to detail, and the ability to manage a varied workload and reprioritise work in accordance with the organisation's needs.
- Effective listening skills, demonstrating flexibility, curiosity, and active learning.
- Able to discuss, agree and find mutually beneficial ways to work and progress actions with others.
- Demonstrates a proactive and pragmatic approach to investigating and solving problems, strives for continuous improvement and identifies ways to deliver creative and innovative solutions.

- Ability to absorb and process new information quickly.
- Ability to gauge relative priorities, when to escalate or when to handle.
- Ability to organise and interpret both financial, quantitative and verbal data.

Experience

- Experience in providing administrative or business support either in a busy corporate services environment or in a project support capacity
- Experience in managing own workloads across multiple timelines to multiple stakeholders

Knowledge

- Demonstrable IT knowledge in Excel, Word, PowerPoint.
- Familiarity with project management tools, such as Excel, Smartsheet, MS Projects or similar.

Removing bias from the hiring process

We're serious about build a diverse team. We've increased the time and budget 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 intentions are 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 July 12.30-1.30pm

Email: emma.stone@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 candidates 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:**
Friday, 12th July from 12.30-1.30pm
Contact emma.stone@harrishill.co.uk

Closing date for applications:

Wednesday 17 July at 5pm

Interviews – When/Where

- **Interview Dates:** 29th and 30th July
- **Times:** TBC
- **Location:** Ortus, 82-96 Grove Lane, London, SE5 8SN (near Denmark Hill station)

Our interview panel



Priya Chandrasena
Finance Planning
Analyst
Maudsley Charity



Tanya Sutton
Business Support
Manager
Maudsley Charity



Lisa Kiew
Director of Finance
& Operations
Maudsley Charity

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.