

Recruitment Information Pack

Chief Executive Officer

Welcome to York Mind!

Thank you so much for your interest in working with us.

In this pack you should find all the information you need to find out what we're about

This includes:

More about us, what we believe in and our values

Our application process

The job description and person specification

What we expect from our staff

What you can expect from us

Our Organisation

York Mind is a vibrant and compassionate organisation who work to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face to face and digital services from 1:1 support, social activities, advocacy right through to training and services to improve workplace wellbeing.

Our team really care about making a difference and come together to make a change for people's mental health. Last year we helped over 4500 people who are living with mental health problems.

We Believe

- Mental health is important and a part of each of us
- All people have a right to thrive
- Access to mental health support should be there for everyone
- Asking for help is brave, and lived experience matters
- Stigma around mental health is wrong and must be challenged
- Our work makes a positive difference and we are here to stay

Our Values

Being Brave - Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

Standing Up - Dedicating ourselves to advancing mental health appreciation, and championing the conditions that enable people to do and be well.

Developing Together - listening to, learning from and helping one another we grow stronger together, becoming better able to serve our communities.

Actively Seeking - Realistic about the scale of the challenge, to achieve equity of standing for mental health and wellbeing. We hold on to hope, that through our work, things can and will improve

Being Pragmatic - Making decisions based on what's possible and works for the individual. We are down to earth and communicate clearly with kindness

What people say about us:

"The counselling was wonderful and so beneficial. My counsellor was lovely; I formed a good relationship with her and this enabled me to think about different ways of doing things. The support helped me to stop feeling like I was drowning."

"Before mentoring I was not able to see the positives in life, now I am able to and it has made me happier."

"We always feel the advocates are very much focused on the person's needs in a professional and supportive manner."

"The staff at Mind are the nicest people, so helpful and so supportive that I couldn't wish for nicer people to speak with. Thanks to you all for what you do."

"You are doing a fab job at Mind keeping everyone well. You support so many people. I hope that you know how important you guys are to people like me and those you help."

A note from our Chair



Thank you for your interest in York Mind. Applying for a job can be a big step for a whole range of reasons and we want to try and make York Mind a potential work option for as wide a range of people as possible. A diverse staff team helps us live our values, stay creative and gives us new perspectives.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you get in touch with Charity Horizons. It is equally important that you find out about us as well as York Mind finding about the skills, experience and knowledge you can bring.

David Ellis (Chair)

Job Description

Job Title:	Chief Executive Officer
Hours	28–35 hours per week
Salary:	£58,000-£65000 (pro rata for part time hours)
Responsible to:	Chair of the Trustees
Responsible for:	York Mind staff and volunteers (54 staff, 43 volunteers) Direct line management of: Head of Service Development Head of Finance Fundraising Manager HR Manager Charity Operations Manager Community Mental Health Project Manager
Working pattern	York Mind operates a hybrid working model. The Chief Executive is expected to work approximately 1–2 days per week in the office, or more as required by organisational needs.
Aim of the post	To provide overall leadership and strategic direction for York Mind in line with the vision, mission and values agreed by the Board of Trustees. Ensure the organisation delivers high-quality, impactful services and remains sustainable, innovative and influential within the mental health sector.

Main duties:

Strategic Leadership and Planning

- Work with the Board of Trustees to shape and review the organisation's vision, mission and strategic direction
- Lead the development and delivery of the organisational Strategic Plan
- Develop and implement annual business plans aligned to long-term strategic objectives
- Ensure the voices and experiences of people with lived experience of mental health challenges inform strategy and service design
- Monitor organisational performance against agreed objectives and KPIs and take corrective action where required
- Keep the Board informed about national and local mental health policy, legislation and sector developments
- Represent York Mind at strategic forums locally, regionally and nationally

Leadership, Culture and Workforce Development

- Provide visible, values-driven leadership across the organisation
- Inspire and effectively lead the Senior Management Team
- Promote collaboration, accountability and shared leadership
- Champion staff wellbeing and create a psychologically safe workplace
- Ensure effective recruitment, supervision, development and retention of staff and volunteers
- Promote a culture of continuous learning, improvement and innovation
- Lead the organisation's commitment to equality, diversity, inclusion and anti-racism
- Ensure effective delegation to senior managers while maintaining strategic oversight

Delivering High Impact Services

- Ensure services deliver measurable, high-quality outcomes for individuals and communities
- Oversee service performance, quality assurance and impact reporting
- Ensure services are accessible, inclusive and culturally competent
- Promote continuous service improvement and innovation
- Identify gaps in provision and opportunities for new services and partnerships

Managing Organisational Change

- Lead organisational change in a clear, inclusive and supportive manner
- Communicate openly with staff and volunteers during periods of change
- Provide reassurance and maintain engagement and morale across teams

- Ensure the organisation adapts effectively to sector, policy and funding changes

Mind Federation Relationships and Brand

- Maintain and strengthen relationships with local and national Mind organisations
- Ensure York Mind operates in line with Mind federation standards
- Protect and maintain the integrity of the Mind brand
- Share learning, innovation and best practice across the Mind network

Financial Sustainability and Income Generation

- Develop and oversee financial strategies that ensure long-term sustainability
- Ensure strong financial planning, management and reporting systems
- Lead and support income generation activities including fundraising, grants and commissioned services
- Maintain a diverse portfolio of income streams including contracts, grants, donations and partnerships
- Identify and manage financial and organisational risks

Governance, Safeguarding and Compliance

- Maintain strong and effective relationships with the Board of Trustees
- Ensure Trustees receive timely and accurate information to support governance
- Support trustee recruitment, induction and development
- Ensure compliance with charity law, safeguarding requirements and regulatory obligations
- Maintain robust organisational risk management processes
- Ensure strong safeguarding practices
- Oversee health and safety, data protection and GDPR compliance

Partnerships and External Engagement

- Develop and maintain strategic partnerships with NHS, local authorities, VCSE organisations and community partners
- Act as ambassador and principal spokesperson for York Mind
- Promote the organisation through media engagement, communications and public speaking
- Influence policy and decision-makers on mental health issues
- Identify opportunities for service development and negotiate partnerships and contracts with funders

- Ensure feedback and complaints are addressed promptly and used for organisational learning

Digital, Data and Technology Leadership

- Provide strategic oversight of the organisation's digital development and innovation
- Promote the effective use of data to inform decision-making and improve services
- Ensure appropriate digital systems and infrastructure are in place
- Maintain oversight of cyber security risks and organisational resilience

Professional Responsibilities

- Participate in appraisal, supervision and ongoing professional development
- Maintain awareness of developments in mental health policy, charity governance and the voluntary sector
- Work in accordance with organisational health and safety policies
- Undertake training and development necessary to fulfil the responsibilities of the role

Work within York Mind values

- Ensure a commitment to quality, working within York Mind's policies and procedures
- Actively engaging within supervision
- Contribute to the wider development of York Mind
- Be a champion for mental health
- Working collaboratively across other York Mind services to help achieve the strategic vision of the organisation

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Person Specification

Knowledge, Skills and Experience	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Significant senior leadership experience in a charity or public sector organisation	A/I
Significant experience of effective strategy development and implementation	A/I
Strong understanding of mental health issues	A/I
Understanding of quality assurance and experience of implementing and managing QA systems	A/I
Experience working with a Board of Trustees	A/I
Significant experience of representing an organisation at a senior level with key stakeholders	A/I
Significant experience in representing an organisation externally including media representation	A/I
Experience of strategic planning and service development	A/I
Experience leading organisational change	A/I
Strong partnership and stakeholder engagement skills	A/I/E
Experience generating income through fundraising or commissioning	A/I

Experience managing organisational budgets	A/I
Strong safeguarding knowledge	A/I
Knowledge of the legal framework within which a charity operates, including relevant company, employment and health and safety law, data protection and confidentiality	A/I
Experience managing HR and staff development	A/I
Practical Skills	
Confident using Microsoft Office applications	A
Strong data, finance and analytical skills	A/I
Excellent communication skills and a confident public speaker	A/I/E
Demonstrable ability in negotiating and influencing	A/I/E
Willingness to use video conferencing and digital collaboration tools	A/I
Ability to manage competing priorities and a busy workload	A/I/E
Values and Attitudes	
A commitment to the York Mind values	A/I/E
A commitment to work with the widest range of communities possible to make sure our organisation is representative and inclusive	A/I/E
Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary	A/I/E

Our application process

Closing date: 10th April

Interview dates: 27th and 28th April

For a confidential discussion about the role, please contact Leanne at Charity Horizons.

Leanne Roberts – 07799465697 / leanne@charityhorizons.co.uk

To apply for this position please email a comprehensive CV and supporting statement through to jobs@charityhorizons.co.uk. Please put the reference 'CEO York Mind' in the subject of your email.

In your supporting statement please identify the experience you have in relation to the key aspects of the Person Specification and summarise your interest in the role and organisation. Please ensure both CV and supporting statement are sent in a Word document format.

Please note: If you would like to submit an application or express your interest in an alternative format, such as audio or video upload, please contact Leanne who will be happy to advise on this.

If you require any adaptations for this initial engagement, then please do also advise.

Charity Horizons is an equal opportunities employer and as such actively promotes equality, diversity and inclusion in the workplace. We welcome and encourage applications from all suitable candidates irrespective of age, disability, hidden disability, race or national origin, religion or belief, gender, gender expression, political view, sexual orientation, medical condition and pregnancy.

What we expect from our people

Our clients and colleagues are really important to us. We want York Mind to be a great place to work and to receive services from, so we have some expectations of our staff, which we have pulled from our values.

You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the York Mind team we will expect you to put clients at the centre of your work.

Be empathetic and compassionate : You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion Equity: Whenever you are representing York Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgemental – Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non judgemental approach to our work. You may also need to challenge others stigmatising views in a gentle and non judgemental way.

Be open and transparent – You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

Be prepared to muck in! - We're a team and sometimes the unexpected happens. We expect all of our people to support each other and this might mean you end up doing something you didn't expect to do, within reason!

What our staff can expect from working with us

We're a friendly bunch, who are passionate about improving mental health for everyone. So you'll be joining a bunch of likeminded people working together for a common cause. Whether it's tea and cake in our big meeting room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- **Hybrid working** - Most of our roles offer hybrid working arrangements, with the exception of a few fully office-based roles. There is a usual expectation of some office-based work in our hybrid roles, but this is usually between 1-2 days week. Please check your role requirements at interview. If you prefer to be fully office based, you also have this option
- **Flexible Working Arrangements** - When home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing. We also try to accommodate flexible working hours on office days, where possible.
- **Staff Support** - We offer an employee assistance programme to support staff, as well as monthly peer support sessions. We also have a staff support group who are involved in improving staff wellbeing
- **Annual leave** 25 days annual leave (excl. bank holidays). On completing 2 years continuous service at York Mind, full time employees are entitled to an additional 1 day annual leave per year up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave.
- **Generous pension contribution** - York Mind pay 6% employer pension contribution
- **Professional Body membership fees** - Where this is an essential part of your role, you can claim these back
- **Working in a values-based organisation** - We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together