



Job Description and Person Specification

Post: **Deputy Chief Executive Officer**

Hours: **Full time**

Salary: **£35000**

Reporting to: **North Lincolnshire Mind Chief Executive**

Mind is the leading mental health charity in England, Wales & the Channel Islands, and we are proud to be part of a network of local Mind associations providing support to people across the country. North Lincolnshire Mind is a local charity supporting local people and we are here to make sure that anyone with a mental health problem has somewhere to turn for advice and support.

This is an exciting time to join our team, we are working with partners to develop new projects offering a wider range of support for people with mental health problems. If you have a genuine commitment to mental health and recovery, we would love to welcome you to our team. We have a strong commitment to staff wellbeing and provide a range of benefits to support our team members.

We welcome applications from people from our community irrespective of ethnicity, gender identity/reassignment, age, disability, sexual orientation, religion or belief. We actively encourage people with lived experience of mental health problems to apply. Inclusion is really important to us, so if you have any accessibility requirements, please let us know.

Aims of the post:

To support the development of the charity to provide, high quality, proactive support for our beneficiaries in line with North Lincolnshire Mind's vision and values.

To work with the CEO to provide strategic leadership for the organisation, to build strong relationships with key stakeholders including commissioners and partners and to provide effective management within the team.

Main Responsibilities:

Leadership and Management:

- Alongside the Chief Executive, provide the leadership for North Lincolnshire Mind and to deputise for the CEO as necessary.
- Build strong relationships with trustees, provide effective reports to the board to facilitate effective governance.
- Attend meetings locally, regionally and nationally as the representative of North Lincolnshire Mind able to make decisions on behalf of the organisation as appropriate.
- To build on current relationships and form new partnerships with other agencies and organisations in both statutory and voluntary sector.
- With the Chief Executive and senior team, shape and lead North Lincolnshire Mind's strategy and fundraising strategy.
- Provide the leadership for Equality and Diversity within North Lincolnshire Mind, promoting a culture of inclusion and accessibility for diverse communities.
- Take responsibility for areas of leadership based on interests/experience and to meet the needs of the organisation.
- Work with the CEO to take responsibility for ensuring that there are effective financial and human resource systems and processes in place.
- Ensure that performance management is carried out throughout service teams and operational areas; conducting regular 1:1s and reviews against agreed objectives and identifying training needs to promote a culture of continuous improvement and efficiency.
- Seek and evaluate new opportunities and funding for North Lincolnshire Mind that support its mission and charitable objectives.
- Work proactively to support the diversification of funding sources to support the sustainable development of the charity.
- Develop and project manage services to meet the needs of local people
- Be part of the on-call senior management team and have the skills and experience to support service delivery if required.

Accountability

- To ensure the establishment of key performance indicators with partners and the senior management team to measure the organisation's impact and health and ensure contracts are delivered to a high quality, meeting statutory requirements.
- Work with the team to ensure that all North Lincolnshire Mind policies and procedures are developed collaboratively and are adhered to.

- To ensure that evaluation and monitoring of services/contracts is effective, timely and evidenced.

Quality

- Share responsibility for the quality assurance of systems and processes in North Lincolnshire Mind to ensure compliance with contractual requirements, Mind Quality Mark and other frameworks as appropriate.
- Ensure the development and implementation of policies and procedures relating to service delivery.

Ensure best practice and legal compliance.

- Ensure that our service users and the local community are at the heart of all our work and that services are delivered, developed and evaluated using principles of coproduction.
- Play an active role in the operational management of services, line management of staff, including supervision and appraisals.
- Undertake other roles as and when necessary, in order to further North Lincolnshire MIND's purpose.

Other duties

- To undertake training as agreed to improve skills and knowledge.
- To engage in reflective supervision to improve practice and promote professional development.
- To work in line with North Lincolnshire Mind's charitable objectives, values and policies/procedures at all times.
- To communicate effectively both internally and externally, building strong relationships with staff, volunteers, commissioners, funders and partner organisations.
- To undertake other duties and responsibilities compatible with the position.

Person Specification:

Essential	Desirable
Minimum of 3 years experience in management role	Experience of management role in mental health
Level 5 management/leadership qualification or a willingness to complete this or similar training	An understanding of financial and human resource management in the voluntary sector
2 years experience of managing staff/volunteers, including supervision/appraisal processes	Coaching or mentoring experience/qualification

A thorough understanding of mental health and recovery and at least 2 years experience of working in a mental health setting	
Demonstrate a good understanding of the voluntary sector and context in North Lincolnshire	Have experience of delivering training and/or counselling skills
Demonstrate a good understanding of the principles of charity governance	Experience of securing funding through grants/contracts or willingness to learn
Have a track record that demonstrates performance as a strong team player	
Be able to communicate effectively with people at all levels from prospective service user to key stakeholder	
Be a creative thinker	
Excellent problem solving and time management skills	
Be able to work collaboratively across organisations with success	Experience of partnership working in both statutory and voluntary sector
Have high levels of resilience and the ability to remain positive in a challenging and rapidly changing environment	
Able to provide effective peer support to colleagues	
Able to step into service delivery if necessary and command authority	
Be flexible in their approach to work, willing to tackle what turns up whether that be an emergency that means cleaning the floor or receiving an unannounced high-profile stakeholder	

Conditions of work:

Work Demands

- Work is subject to excellent administration skills and the post holder will need to meet project deadlines together with day-to-day administration deadlines.
- Work can be subject to interruptions and emotional demands from both volunteers and service users.
- On call duties can lead to working out of office hours, evenings, weekends etc.

Physical Demands:

- Work requires normal physical effort.

Working Conditions:

- Work will normally be performed in an indoor environment; however, this may be unpleasant and uncomfortable at times.

Work Context:

- On occasions work will involve risk to personal safety arising from the environment and/or clients or the public. Meetings or visits will take place in the community, in partners premises, or the NL Mind office.

Please note this post is subject to satisfactory references and an enhanced DBS check (paid for by North Lincolnshire Mind). All experience may be paid or voluntary, full or part-time, in the UK or overseas. All posts are subject to the satisfactory completion of a 13-week probationary period.

North Lincolnshire Mind values the wellbeing of all staff, so we provide a range of employee benefits that includes:

- Access to an employee assistance programme
- Regular group and 1 to 1 supervision
- Annual leave entitlement (30 days, pro rata for part time staff)
- Training and development as agreed with line manager.