

Maudsley
Charity

Backing
Better
Mental
Health.

Executive Assistant to CEO & two Directors

Maternity Cover -
9 months with a possible
extension

Appointment brief

October 2023

Emma Stone

E: emma.stone@harrishill.co.uk

HarrisHill
charity recruitment specialists



Michael, an occupational therapist, helps coordinate patient activities in the Walled Garden at Bethlem Royal Hospital to build patients' skills, help them practice mindfulness and give them time away from the ward.

Maudsley Charity has provided more than £188,000 over 3 years to develop the garden.

Thinking of applying?

Hi there prospective candidate,

I'm Rebecca Gray and I'm really pleased you're exploring this role with us at Maudsley Charity. We support people working in mental illness to transform the lives of those living with mental illness, and right now, we're needed more than ever.

I have led the Charity for the last seven years and we have gone through enormous change. We're now at a vital stage in our development as we approach a new strategic plan period and have an exciting future ahead of us – as a Senior Leadership Team, and as a Charity as a whole.

We have committed over £40m into mental illness over the next five years and this spend comes from our endowment. We have moved to become a more strategic funder; are gearing up to become a fundraising organisation so we can invest more to meet demand; and are establishing ourselves as a thought-leader in the mental health community.

This role is important to us. You'll provide maternity cover for our EA who supports three directors including myself. It's a relatively new role in a team that has grown considerably in the last year (you can see our organisation chart in this pack), so as well as supporting us to continue to be efficient, there's also the opportunity to continue to establish the role within the team. This role is vital and enables our Senior Leadership Team to be as effective as possible.

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 to make a difference to those experiencing mental illness and to improve their chances of recovery.

We punch above our weight and for a small organisation we are involved in a lot of complex activities – not only the array of projects we fund, but we operate a building in the heart of a mental health campus for events and learning where our office is also based and are responsible for an endowment made up of financial and property investments. It's the income over time from this endowment that allows us to fund such fantastic work in mental health.

The senior leaders in the team are busy. We are setting ambitious goals for ourselves and this role is crucial to helping the team deliver those goals. Even though our team has grown, each Director still holds a mix of hands-on 'doing' plus planning, strategic work, supporting our Trustees, and external relationship building.

The three Directors you will be supporting have varied and complex roles and need support to manage busy diaries, help plan ahead and support meetings, so this is a really interesting role. The wider team and external stakeholders will look to you to play a part in supporting them to work effectively with the Directors you support and to play your part in helping the whole team work at their best.



You don't need to be an expert on mental health or the NHS to do this job well. You need to be a seasoned EA but will be supported to learn about our work, our stakeholders and what each Director needs from the role.

We are still developing our ways of working, and working on growing a positive and inclusive culture that will build a strong organisation for the future, and we'd love you to be part of our journey.

*Thank you for your
interest
Best wishes
Rebecca*

Is this role 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 isn't an entry-level role. You're already a skilled and competent Executive Assistant and you're confident in your ability, but you're looking for a new challenge, a place you'll feel valued, or a change of industry.
- You're experienced so you'll know what to expect from a typical EA role. There's lots to learn about the interesting and complex environment we work in and who the key stakeholders are, but you're used to working with senior teams so this won't phase you.
- You're competent at complex diary management, thinking on your feet, juggling tasks and have the ability to work effectively with others.
- You may have had exposure to supporting multiple Directors before, or you may have mainly supported one Director. Either way, you're confident with how to juggle the demands of a fast-paced environment.

- You're productive and efficient working with IT systems and platforms and most likely have your own tried and tested ways of working smarter not harder. 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 on the Directors or organisations you've worked with in the past. They're impressed with how you work, how you support them, and what you make happen.
- You know what great leadership looks like – either through learning from those who are great at it, or those who aren't, or through your own development. All of our team demonstrate leadership qualities, whether they manage people or not, and they put them in action in different ways: leading a project, using their initiative, knowing when to ask for support.
- You have experience or can appreciate the particular opportunities and challenges that a maternity cover role can offer – you're great at enabling smooth transitions but can also put forward suggestions where there's opportunity for improvement.

How committed to supporting development are you?

Very. Your development journey with us will be part formal, part informal.

We will set personal objectives with you and how you're going to achieve them throughout your induction. We'll have one-to-ones that focus on your development, not just the tasks you're working on.

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 are committed to providing all our colleagues with learning and development opportunities, even in a fixed term role, whilst recognising that time is more limited.

What's in the contract?

The small print that's pretty big

What's the job title?	Executive Assistant (maternity cover)
What will I earn?	£35,000pa
Where would I work?	UK based. Split 50% between home and our office at Denmark Hill, London
Who do I report to?	Chief Executive
Who reports to me?	No direct reports
What are the hours?	37.5 hours per week
Is there flexibility?	Yes. This role is full-time and would need to cover 5 days, but we welcome flexible working requests in other capacities.
When can I start?	Mid-December or early January. We'd love you to start full-time before 2 January, but if this is not possible, we would be keen for you to do one- or two-days of face-to-face handovers in December, with days off in lieu in January.

Benefits

The Maudsley Charity team have 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 to 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.
- A cycle-to-work scheme.
- Enhanced occupational maternity, paternity, adoption, and shared parental leave pay (after qualifying length of service).
- 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 (after qualifying length of service).
- 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 (after qualifying length of service).
- 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?

We support patients and carers, clinical care teams and scientists who are working towards improving mental health. We fund ideas, big and small, that drive improvement and support people who experience mental illness.

Why we're here

When someone becomes ill, the effect on them, their friends and family can be life-changing.

It can happen to any of us. The consequences of mental ill health are far reaching – affecting employment, relationships, finances and even life expectancy.

The Maudsley Charity exists to fund the people and projects striving to improve care, support recovery and prevent mental illness.

How we work

We work with South London and Maudsley NHS Foundation Trust (SLaM) and the Institute of Psychiatry, Psychology and Neuroscience, King's College London (IoPPN). Together we drive direct improvements in prevention, clinical care and treatment.

This unique partnership enables us to fund innovative projects and research which change lives across London, the UK and the world, building the proof and expertise which will allow us all to live in better mental health.

The organisations work together to combine basic and translational health research, clinical care and education to create world-leading improvements in healthcare.

At the heart of SLaM is the Maudsley Hospital, on Denmark Hill, but the Trust spans across a number of sites across South London. We work with the Trust to fund a range of work to support patients and staff, to help to improve the experiences of people in hospital and in the community, and those working at the Trust to make a difference.

We also work with a wide range of voluntary organisations and partners who share our values and commitment to improving mental health.

We're committed to the mental health of those who live locally, but we believe that the work that we fund can have impact at a national and international level.

Our primary area of operation are the boroughs that South London and Maudsley NHS Foundation Trust provides mental health and substance misuse (drug and alcohol) services in, these are: **Croydon, Lambeth, Lewisham, Southwark.**

What do our people enjoy about working here?

“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 also in general the emphasis on continuous development and training.”

How will I support the three Directors?



Rebecca Gray, Chief Executive

Rebecca joined the Charity in 2016 when there were 2.5 employees and oversaw the Charity becoming independent in 2018. An important part of her role is working with our Chair Frances Corner OBE to ensure the Board and leadership team work effectively together to steer the Charity. She holds a range of key relationships with external partners, is directly involved in some of our grant making, and leads on a small number of strategic projects, including our role in the Pears Maudsley Centre for young peoples mental health, being built on the site we share with the NHS Foundation Trust and University. Rebecca leads the senior leadership team in developing strategy and vision internally and externally.

She has worked in the health sector for a long time and finds herself torn between frustration that so many people with mental illness still fail to get the care and support they need and optimism and excitement about the potential for change and the part the Charity can play in that.

Finance & Operations

Lisa is responsible for strategic financial planning and the organisational underpinnings of the Charity, including investments, the trading subsidiary, and commercial agreements and managing the Charities assets and liabilities. A significant part of Lisa's role is overseeing the outsourced facilities and conferencing operations of the busy and vibrant Ortus building, as well as the users and property tenants of the building.

Lisa holds external relationships with service providers (HR, IT, Investment Management, Property). She leads on development projects related to our HR function, data protection, and cybersecurity and works directly with a number of sub-committees of the Board. She is the senior leadership team's lead for Diversity, Equity and Inclusion and leads the DEI working group.

Fundraising & Comms

Elvi is responsible for the way the Charity is positioned, how we communicate effectively with our target audiences and the wider world, and how we can influence change in mental health. She is also responsible for transitioning the organisation to become a fundraising Charity rather than solely a funder at both a strategic and operational level.

After recruitment last year, the new Fundraising & Comms team is now in place so we're increasing pace, volume and complexity of projects as the team finds its feet. A lot has been achieved in the last year and we are already building plans to make 2024/25 and beyond transformative for the Charity through our communications and fundraising strategy.



Lisa Kiew, Director of Finance & Operations



Elvi Morrison, Director of Fundraising & Comms

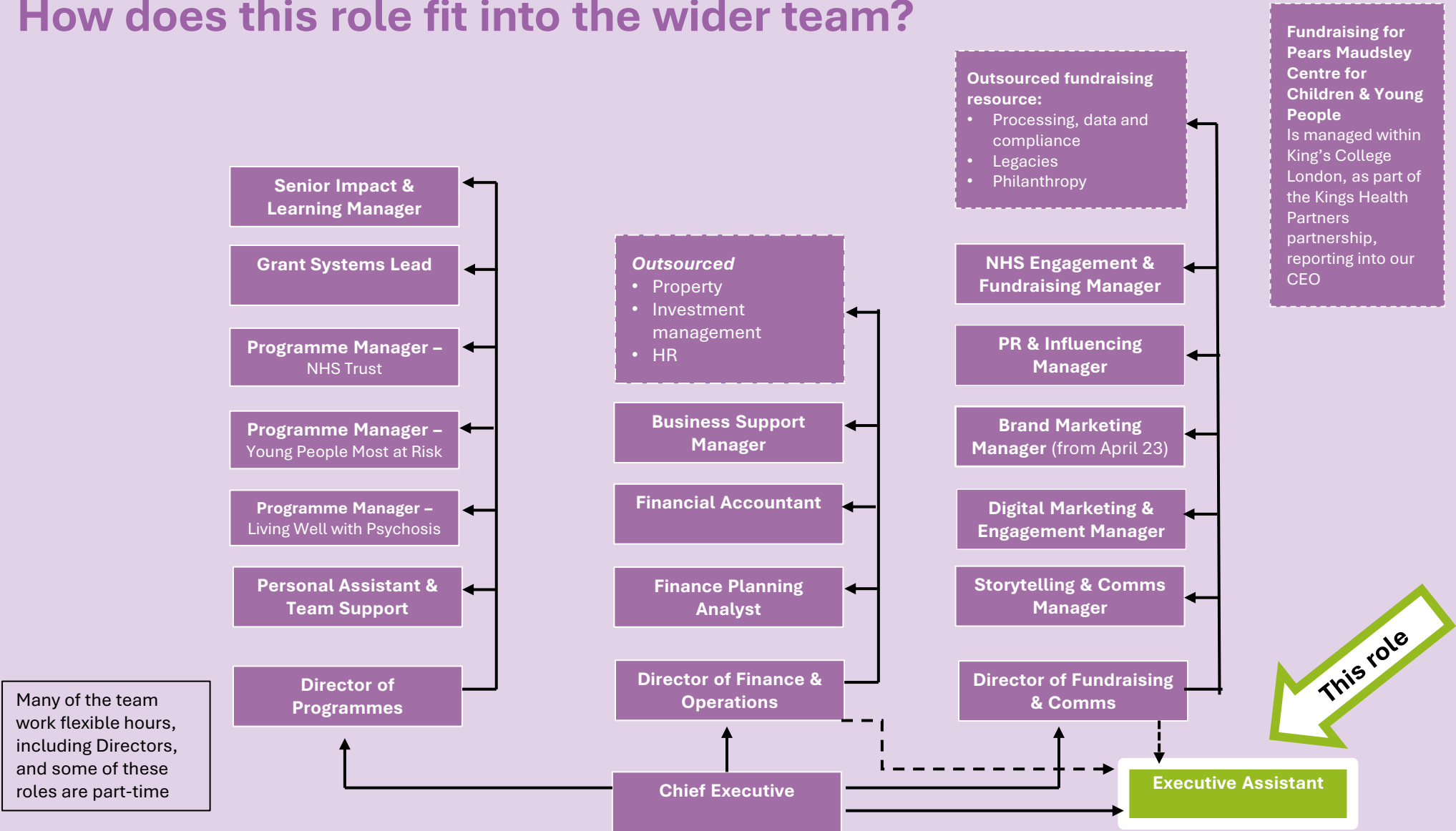
The wider team

The wider team has grown from a handful of staff in 2018 to 20 by the time this role joins us.

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.

How does this role fit into the wider team?



Many of the team work flexible hours, including Directors, and some of these roles are part-time

Key:
 Purple roles – already in place
 Green roles – being recruited in this financial year

What do our people enjoy about working here?
 “Doing the job I love, surrounded by some amazing kind people, the Team Maudsley Charity!”

What are some of the projects the CEO and Directors are working on?

Your time with us will be important for us as a team. There's a host of challenging and exciting projects that are Charity-wide or driven by our Finance & Ops or Fundraising & Communications teams that will lay foundations for future success and deliver impact for the whole charity and those we support.

Demonstrating our DEI commitments through and how we work

Implementing our next organisational strategy

Entering into partnership with the NHS to build new homes

Brand review
Audience definition

Opening of Pears Maudsley Centre for Children & Young People

Building awareness and engagement of the Charity across South London & Maudsley NHS Trust

Cyber security

Reviewing our investment principles and strategy

Ensuring our IT systems and support is future ready

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 the 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 primary responsibility of the Executive Assistant is to provide efficient and effective executive support to the CEO, Director of Finance & Operations and Director of Fundraising and Communications.

Accountabilities

EA support

1. Diary management and logistical planning for three directors. Supporting them in effective use of time, prioritisation and proactive forward planning.
2. To act as a point of contact for, employees, partners and external stakeholders to engage with the CEO and directors in an open and friendly manner, managing emails, correspondence and telephone calls efficiently and politely.
3. To support the directors in meeting management – organising a range of meetings, taking minutes or action notes as required, and following up on committed actions. This will include acting as secretary to the weekly senior management team meetings.
4. To compile or update documents and presentations on behalf of the directors as required.

Organisational support

5. To co-ordinate travel planning and reservations for all charity team members as required.
6. To manage the generic Maudsley Charity email inbox, dealing with enquiries in a timely and efficient manner.
7. To coordinate and oversee Charity related bookings at ORTUS (the building in which we are based), ensuring effective management to minimise costs and utilise resources in the best possible way.
8. To oversee the weekly staff rota, including details of Beguine 2 and ORTUS room usage.
9. To oversee the Display Screen Equipment requirements for the Charity team, for both ORTUS and home working requirements in line with Health & Safety requirements.
10. To oversee and manage stock, stationary, and equipment ordering as needed for the Charity team.
11. To provide support to the team in the organisation and running of events as required for example in the management of invitation lists and greeting guests.
12. To work with the Business Support Manager, providing additional support and cover for business planning and Board reporting processes and employee communications.
13. To operate the organisational complaints procedure liaising as required with Directors and other stakeholders.

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.

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.

Experience

- Strong experience of providing **executive support** including diary and email management is essential.
- Experience of working with an **internal team and external stakeholders**.
- Experience of **collating reports and presentations**, drawing information from different sources into clear and concise documents for meetings/ decision.
- Experience of **providing minutes** in a timely fashion, capturing and tracking progress in action logs.
- Experience of working in a charity or grant making organisation is highly desirable but not necessary.
- Experience of providing executive support to one or more senior leader.

Knowledge

- Understanding the principles of **effective Executive Assistant** support
- Understanding of **Diversity, Equity and Inclusion principles** and a commitment to apply them in your work and as an organisation.

Skills

- Strong **organisational skills**, with the ability to prioritise and complete a range of tasks.
- Strong **IT skills**, with competence in Outlook, Word, Excel and PowerPoint and electronic communications.
- Effective **data management skills**, demonstrating an awareness of data protection best practice
- **Self-starter** with a proactive approach to addressing challenges and the ability to work flexibly as part of a team.
- **Attention to detail** with good standards of spelling and grammar.
- Good **communications skills** – able to communicate clearly and respectfully to a wide range of stakeholders.

Removing bias from the hiring process

We're serious about wanting to build a diverse team. We've increased the time and budget we've 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 saying that is 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 on 26 October at 1130 - 1230. 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 before each round. We want you to perform to your best, and we know that this can help some to do that.

The interview will be face to face at our office in Denmark Hill, South London. Successful candidates will then have an informal meeting with the Director of Fundraising & Communications which will enable a final decision.

Wear what you want to the interview – we want to find out about your skills, experience and values, so come as you are, so you're you and comfortable.

We'll ask values- and skills-based questions in the interview. This is to ensure we focus decisions about your potential performance.

You'll be shortlisted and interviewed by a diverse panel. This is because we want panel members who will bring challenge, and professional and lived experience to our decision. You can see the dates and panel members for this role in this pack.

Panel members will complete an unconscious bias test before each interview and briefed about scoring answers consistently. 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:** 26 October at 11.30-12.30
How: Register by emailing emma.stone@harrishill.co.uk

**Closing date for applications:
5pm Tuesday 31 October**

Interviews – When/Where

- **Date:** Wednesday 22 November
- **Times:** from 9am
- **Location:** Our office by Denmark Hill station

Our interview panel

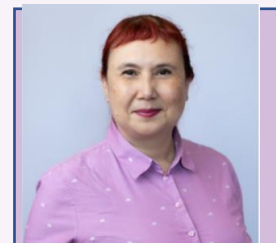


[LinkedIn here](#)

Rebecca Gray

Chief Executive, Maudsley Charity

Particularly interested in communications, organisational change and how quality and impact can be understood and improved



[LinkedIn here](#)

Lisa Kiew

Director of Finance & Operations

Particularly interested in our charity making the greatest difference in the world it can with what resources it has, and doing that in a way which is inclusive and equitable.



[LinkedIn here](#)

Elvira Morrison

Director of Fundraising & Comms, Maudsley Charity

Particularly interested in personal development and creating a culture people can thrive in.

Tanya Sutton

Business Support Manager, Maudsley Charity

The 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.