



<b>Job title</b>	Deputy CEO
<b>Responsible to</b>	CEO
<b>Geographical Reach</b>	North Kent
<b>Base</b>	Dartford
<b>Hours</b>	Full Time
<b>Salary</b>	£40,425.00 - £43,158.24
<b>Contract</b>	Permanent

## **JOB DESCRIPTION: DEPUTY CEO**

In this pivotal leadership role, the post holder will Deputise for our Chief Executive Officer, working collaboratively and denoting consistent shared organisational values. The post holder will also be an inspirational force behind North Kent Mind's service delivery - leading with vision, passion, and purpose. They will champion excellence and performance, embedding a culture of quality, innovation, and responsiveness to local needs, while aligning with national trends and evidence-based practice.

As a mentor and motivator, they will provide day-to-day guidance and strategic and operational oversight to our exceptional team of service managers. Directly line managing those leading Adult Support Services, Children and Young Persons Services (CYP), and Counselling and Therapy, supporting them to continue to empower teams, ensuring they thrive, and deliver excellent support to our local communities.

A natural collaborator and key member of our Senior Leadership Team, the Deputy CEO will work closely with the CEO and other senior colleagues to shape the future of our organisation. They will deputise for the CEO as required, ensuring continuity and confidence when the CEO is unavailable.

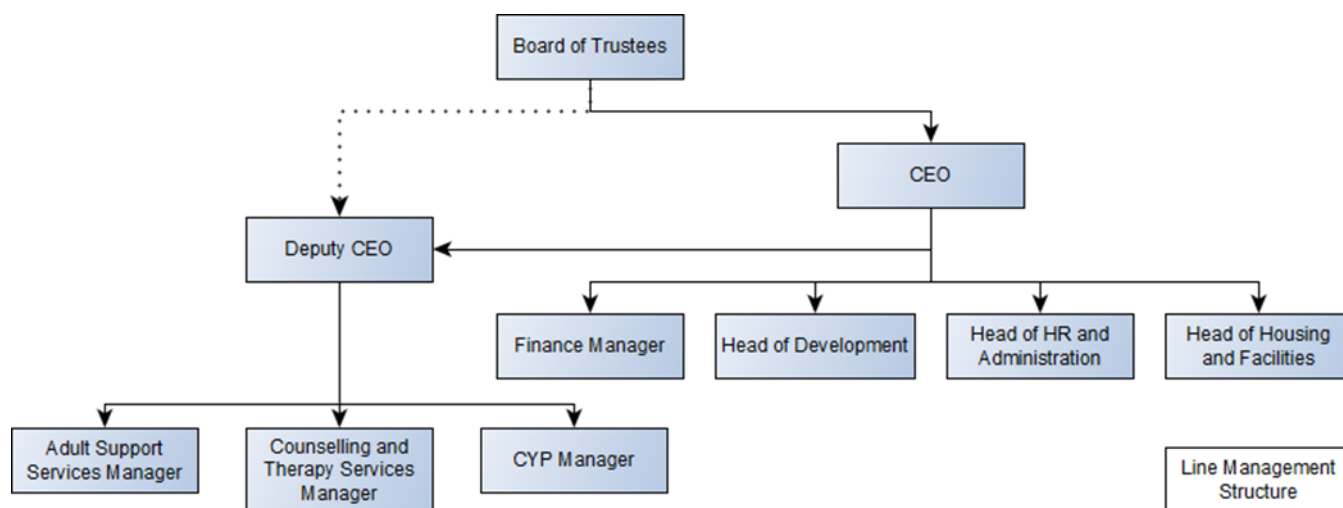
This role carries the vital responsibility of being North Kent Mind's Head of Safeguarding for Adults and Children, reinforcing our unwavering commitment to safety and wellbeing.

Additionally, the Deputy CEO plays a central role in nurturing our internal culture through the facilitation of staff training sessions, sharing knowledge, inspiring growth, and fostering a learning environment.

### **Structure of the Post**

The Deputy CEO will be supervised by the Chief Executive Officer (CEO) and accountable to the Board of Trustees.

They will be part of a Senior Leadership Team (SLT), working closely with the CEO, Head of Facilities and Housing, Head of Human Resources and Administration, and Head of Development. The Senior Leadership Team holds oversight for organisation-wide variables, working closely to maintain consistency and adherence to policies and procedures.



The post holder must be flexible to work throughout the area covered by North Kent Mind, and at times out of area when attending meetings or events. The role will be based with the SLT at the North Kent Mind Offices, 20 West Hill, Dartford and is on a hybrid working structure with a minimum of 80% office and in person working and 20% remote, calculated monthly. As this is a new role, flexibility is required and the working structure may be subject to change.

## DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

- Abides by all the policies of North Kent Mind, including Equity Equal Opportunities, Confidentiality and Health and Safety.
- Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model.
- Respects, encourages, and builds on individual clients' coping strategies, skills, and autonomy.
- Maintains good liaison with any other outside agencies as is necessary.
- Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
- Adheres to the principles of the Health and Care Professions Council.
- To participate in supervision and appraisal.
- To attend staff meetings and team meetings.
- To attend training/meetings and some annual events as required.
- To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate, or assign.
- Occasional evening work may be required.

## DUTIES OF THE POST: SPECIFIC

- Line manage and supervise, Adult Support Services Manager, the Children and Young Person's Services Manager, and the Counselling and Therapy Manager.
- Offer day to day advice, support, mentoring or coaching, as required by the service managers.
- Embed, drive, and achieve excellent performance within services.
- Facilitate monthly departmental performance reviews for all service variables with each supervisee.

- Support the CEO to embed and drive a culture within delivery services which is in keeping with the company's values.
- Producing regular performance reports for the CEO, monthly or as required.
- Hold responsibility for performance within CYP, Adult Support Services, and Counselling and Therapy Services.
- Ensure and monitor all contractual reporting, that it is adhered to and within deadlines, as submitted by supervisee managers.
- Embed and drive staff wellbeing across services.
- Ensure stewardship and excellent communication with contract leads and contacts, are maintained by service managers within CYP and Adult Support Services.
- Maintain contracts for Counselling and Therapy Services.
- Act as the Head of Adult and Children's Safeguarding across all North Kent Mind. Working closely with our five adult and CYP designated safeguarding leads and having oversight of a weekly rota and internal reporting system for safeguarding.
- Facilitate North Kent Mind's three-day training, alongside existing facilitators, for internal staff several times a year.
- Work closely with and maintain excellent communication with the CEO daily or as required.
- Collaborate closely with the Head of Development regarding new initiatives and any re-procurement of existing services.
- Attend Senior Management Meetings and Chair them in the absence of the CEO.
- Deputise for the CEO at meetings, and ad hoc as required.
- Attend key local networks or meetings as identified by the CEO.
- Represent the CEO in their absence.
- Attend events with National Mind, including annual residentials, alongside the CEO as required.
- Work with and collaborate with other local Kent Minds as required by the CEO.
- Stay informed and aware of national trends regarding innovation and evidence based practise for adult and children's mental health services.
- Review financial information relating to CYP, Adult Support Services and Counselling and Therapy every month with the CEO and Finance Manager.
- Support budgetary reviews and the compilation of budgets for CYP, Adult Support Services, and Counselling Therapy biannually as lead by the CEO and Finance Manager.
- Work closely and in collaboration with supervisees as regards departmental modelling, both financial and operational.
- A signatory for authorising weekly payment runs alongside the CEO, Treasurer, and Finance manager.
- Attend board meetings, intermittently as required and to deputise for the CEO when absent.

## **DUTIES OF THE POST: SENIOR LEADERSHIP TEAM**

As with all members of the Senior Leadership Team, the post holder will have the following duties:

- To be generally contactable outside of office hours as one of a pool of Managers who respond to alerts to the system for lone works.
- To be part of the emergency management team which responds to any major incident which threatens the continuity of the delivery of our services.
- To attend sub-Committee and Management Team meetings as required by the CEO.
- Communicate with and work closely with other SLT members.

- Ensure consistent adherence to organisational policies and procedures.
- Ensure day to day emergencies or crisis issues are dealt with and to take the lead in the absence of any other SLT when an urgent situation requires leadership.
- Assist the CEO in the day to day running of the organisation.

## **DESIRABLE SKILLS AND COMPETENCIES**

- Broad experience of working with people with mental health issues including comprehensive knowledge of adult and children mental health services.
- An understanding of the issues facing those recovering from a mental health problem.
- An enthusiasm for, and understanding of, supporting employees with lived experience of mental health issues.
- A qualification in management or leadership, Level 5 or above and/or relevant higher education qualification.
- Values which align with North Kent Mind.
- Proven track record of managing staff and teams including operational leadership.
- Excellent organisational, listening and communication skills including the ability to work on own initiative.
- An enthusiasm in developing services and implementing strategic planning.
- Ability to plan and manage budgets.
- Proactive and flexible approach to problem solving.
- Ability to develop positive working relationships with internal and external stakeholders including senior leadership and the Board.
- Ability to work and travel across North Kent with own access to a vehicle or transport.
- Willingness to work flexible hours and cover what is required.
- Experience of leading safeguarding and undergone training as a designated Safeguarding Lead.
- Excellent mentoring, coaching, and conflict management skills.
- Experience of working within a Voluntary, Community, and Social Enterprise organisation.