

“Off The Record” Youth Counselling Croydon
72 Queens Road, Croydon, Surrey, CR0 2PR
recruitment@talkofftherecord.org
www.talkofftherecord.org
020 8251 0251 / 020 8680 8899

TALK TO US



RECRUITMENT PACK

Assistant Chief Executive Officer

Full-time or min 30 hours p.w.

Office based in Croydon

Salary £52,000 inc OLW

Closing date for applications – Midday Monday 29th April 2024

Contents

- Overview about Off the Record, the vacant post and how to apply
- Assistant CEO Job Description & Person Specification
- Application Form and Equality & Diversity Monitoring Form

Thank you for downloading this application pack and looking at the roles we have available. We are currently recruiting for a number of roles and full details can be found on our website [Careers \(talkofftherecord.org\)](https://talkofftherecord.org)

This application pack provides the information for the **Assistant Chief Executive Officer** post. This exciting vacancy has been created by the retirement of our long-term CEO and the promotion of our existing Assistant into the CEO role.

Full details for this role are given in the job description in this pack and the application form is at the back of this pack. Please read the whole pack before completing the form and make sure you refer to the job description when you complete the person specification section of the form.

About Off the Record

Off the Record (OTR) is an award-winning young people's mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity has been running for almost 30 years delivering our vision of "showing-up for all children and young people's mental health".

We are an outward looking charity with a compelling reputation for delivering professional support services to young people in South London coupled with the motivation to develop new and innovative and cutting-edge responses to mental health needs. At our core is a commitment for strong active engagement with young people and creating support that's relevant, flexible and accessible. Young people need to be at the heart of all our service design and we are committed to making sure young people are able to 'get help now' when they first reach out for it.

Information about all our services can be found on our website: <https://www.talkofftherecord.org/>

About this role

Off the Record is currently recruiting for an Assistant CEO. This is a senior strategic leadership post responsible for assisting the CEO in leading Off the Record across all its functions to ensure the successful delivery, development and long-term sustainability of our mental health support services to children and young people in SW London in line with our mission, vision and values. This post also carries specific responsibilities around EDI and Quality Assurance.

Off the Record has grown substantially in the last 5 years and is now one of the largest local charities in SW London. This is an exciting time to join us as we are strengthening and diversifying our strategic leadership and management team in order to future-proof the charity for the next decade.

This is a full-time vacancy but reduced hours of min 30 hrs p.w. across 4 days would be considered. The post is office-based in Croydon but will require regular travel around SW London.

For this role you will need to have a professional mental health or related qualification e.g. counselling, psychology, mental health nursing, youth work, social work alongside experience of holding senior management responsibility within a company or Charity and managing a variety of different professional roles and projects.

You will also need to be passionate, resilient, and driven by a desire to improve the mental health of children and young people.

Working for Off the Record

We have a committed team of around 70 paid staff (many part-time) and our work is funded through a variety of sources including South West London ICB, London Boroughs of Croydon & Sutton, Dept Health & Social Care and the Wimbledon Foundation. Some staff are based in our borough-based services but increasingly staff are being given opportunities to work in across-borough initiatives such as our new first contact team.

We recognise our staff are our greatest asset and we invest in ensuring staff are supported, trained and managed in their role. Many of our staff have been worked with us for several years including a substantial number who originally started working with us as volunteers or trainees. Staff have access to regular internal and external training opportunities and to staff benefits including a company pension, an EAP and store & event ticket discounts.

Commitment to Equality, Diversity & Inclusion

Off the Record is fully committed to the principles of Equality, Diversity & Inclusion. This commitment is demonstrated through our recruitment processes; our proms and comms; our staff training and development; the development of new and innovative community-based services and the wearing of our rainbow lanyards.

OTR's CEO, Assistant CEO and senior managers are responsible for leading, driving and delivering OTR's diversity commitment actively ensuring equality of access and outcomes for all children and young people. OTR is engaged fully in achieving equality of opportunity including ensuring that its workforce understands, complies with and promotes our inclusion policies in their day-to-day work.

Applying for the Role

This information pack has the Job Description and Person Specification for the **Assistant CEO** role. Application packs for other available posts are on our website [Careers \(talkofftherecord.org\)](https://talkofftherecord.org/careers)

The application form is at the back of this application pack. Please complete the application form and the equality & diversity monitoring form and return them via email to recruitment@talkofftherecord.org by **midday on Monday 29th April 2024**.

Please only return the application form and diversity monitoring form not the whole application pack.

Decisions about who to invite for interview will be based on how well someone demonstrates they meet the person specification for the specific post, so please make sure you complete the application form fully and accurately, giving evidence of how you meet each point in the person specification and indicating your relevant knowledge, skills and experience. **Please note that CVs will not be considered.**

Email applicants will receive a confirmation of receipt and shortlisted candidates will be contacted as soon as possible after the closing date.

We hope you will be interested in this role. If you have any further questions please email recruitment@talkofftherecord.org or visit our website for more information about our services.

Assistant CEO Role Description

Job Title:	Assistant Chief Executive Officer
Reporting to:	CEO & Chair of the Board of Trustees
Responsible for:	Assisting with senior strategic leadership of the Charity
Location:	Full-time office-based, in Croydon
Contract Type:	Full-time 35 hours per week 52 weeks pa (may be open to reduced hours contract – min 30 hours/4 days p.w.)
Salary:	£52,000 inc OLW
Annual Leave:	28 days annual leave + Bank Holidays (with additional 5 days leave after 5 years' service)

Job Purpose

This senior strategic leadership role is responsible for assisting the CEO in leading Off The Record across all its functions to ensure the successful delivery, development and long-term sustainability of our mental health support services to children and young people in SW London in line with our mission, vision and values. This post also carries specific responsibilities around EDI and Quality Assurance.

Off the Record (OTR) is an award-winning young people's mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity has been running for almost 30 years delivering our vision of "showing-up for all children and young people's mental health".

We are an outward looking charity with a compelling reputation for delivering professional support services to young people in South London coupled with the motivation to develop new and innovative and cutting-edge responses to mental health needs. At our core is a commitment for strong active engagement with young people and creating support that's relevant, flexible and accessible. Young people need to be at the heart of all our service design and we are committed to making sure young people are able to 'get help now' when they first reach out for it.

Information about all our services can be found on our website: <https://www.talkofftherecord.org/>

OTR's work is funded through a variety of funders including South West London NHS Integrated Care Board, London Borough's of Croydon & Sutton, Dept Health & Social Care; Wimbledon Foundation.

Commitment to Equality, Diversity & Inclusion

OTR is fully committed to the principles of Equality, Diversity & Inclusion. This commitment is demonstrated through our recruitment processes; our proms and comms; our staff training and development; the development of new and innovative community-based services and the wearing of our rainbow lanyards.

OTR's CEO, Assistant CEO and senior managers are responsible for leading, driving and delivering OTR's diversity commitment actively ensuring equality of access and outcomes for all children and young people. OTR is engaged fully in achieving equality of opportunity including ensuring that its workforce understands, complies with and promotes our inclusion policies in their day-to-day work.

Key External Relationships

- South West London NHS Integrated Care Board
- London Borough's of Croydon, Merton & Sutton
- SWL Voluntary Sector organisations, partnerships & forums
- Croydon, Merton & Sutton Child & Adolescent Mental Health Services (CAMHS)
- Croydon, Merton & Sutton Adult Mental Health Services
- South London and Maudsley Mental Health Trust
- South West London & St George's Mental Health Trust
- Funders and Commissioners
- Schools, Academies and Colleges

Other considerations

The post-holder will be required to work some evenings and occasionally at weekends and/or Bank Holidays in accordance with the needs of the charity and may be required to undertake such other duties as may be identified by the CEO/Board of Trustees.

Key Accountabilities

Leadership

1. Assisting the CEO in the overall strategic leadership for the charity, embodying its clear mission, vision and values for all staff, volunteers and beneficiaries.
2. Deputising for, and/or representing the CEO when required
3. Line-manage some Senior Management Team posts.
4. Promote the principles of equality, diversity and inclusion in all aspects of leadership.
5. Maintain close relationships with Voluntary and Statutory sectors across SW London

Strategy and Governance

6. Assisting the CEO in preparation for Trustee Board meetings, preparing reports and attending meetings
7. Assisting the CEO in supporting the Board of Trustees to maintain a strong governance framework for the charity including the development of strategic objectives and business planning.

Finance

8. Supporting the CEO in ensuring financial resilience and sustainability.
9. Supporting the CEO and Head of Contracts in the development of new bids and contracts

Co-production and User Voice

10. Prioritise young people-led participation including opportunities for internal/external influencing.
11. Ensuring young people are involved in all levels of co-production for new and existing services

Equality, Inclusion and Diversity

12. Acting as the strategic lead for Equality, Diversity and Inclusion within Off the Record including staff development; equality impact assessments; service re-design.

Quality Assurance

13. Identifying appropriate Quality Assurance frameworks for the charity's work and leading on achieving and maintaining appropriate accreditations including BACP
14. Maintaining an overview of national developments, new research, emerging trends and examples of good practice in relation to therapy and children and young people's mental health

Workforce Development

15. Develop and implement the Staff Development policy and HR frameworks, processes and policies in conjunction with the HR Manager.
16. Develop and implement the line management and clinical supervision frameworks for the workforce including delivering some casework/clinical supervision/reflective practice.

Communication

17. Supporting the CEO in representing and promoting the Charity externally to relevant stakeholders.
18. Representing the charity at SWL-wide meetings and forums.

General

19. Carry out any other duties consistent with the efficient and effective management of the charity as may be required.

Assistant CEO Person Specification

Qualifications & Experience

1. Professional mental health or related qualification e.g. counselling, psychology, mental health nursing, youth work, social work
2. Experience of managing a variety of different professional roles including setting objectives, professional goals and providing regular management supervision
3. Experience of holding senior management responsibility within a company or Charity and of developing and delivering strategic objectives
4. Experience developing, inspiring and retaining a motivated, professional workforce
5. Experience of offering casework/clinical supervision or reflective practice groups
6. Experience of service user engagement and a commitment to ensuring young people's voices are integral to service development
7. Experience of frontline early intervention/prevention and/or mental health service delivery
8. Experience of being able to promote and project, clearly and strongly, organisational aims, objectives and work delivered through networking with a wide variety of different professionals including statutory and voluntary sector partners, commissioners, local communities, children and young people and their families
9. Experience of researching and preparing successful funding bids including preferably for NHS contracts

Job related Skills & Knowledge

10. Strong leadership and management skills including being able to set and communicate direction, act decisively, effective at delegating and holding people to account, modelling the values of the organisation
11. Strong analytical skills – able to interpret data to effectively understand the operating environment to assess risks and to effectively monitor and evaluate service delivery
12. Strong relationship-building and effective communication skills – able to build trust with integrity, congruence and clarity
13. Strong business acumen - commercially aware and understands some of the financial challenges of running a commercially viable charity
14. Advanced oral communication skills - can speak confidently and intelligently at all levels and is able to influence people, facilitate discussions, effectively negotiate, and can build consensus with employees, partners, stakeholders, and funders
15. Advanced Written Communication Skills - able to communicate detailed, complex and/or sensitive information clearly and concisely to a range of audiences including through the use of technology/social media
16. Strong IT skills – confident in using MS Office
17. A good understanding of the mental health challenges facing children and young people in South West London
18. A good understanding of Equality, Diversity and Inclusion and using this understanding to challenge inherent prejudices to bring about effective change
19. Knowledge of quality assurance frameworks and the work necessary to achieve quality accreditation
20. Excellent organisational, workload and time management skills and proven ability to meet deadlines under pressure

Personal Qualities and Motivations

21. Passionate, resilient, and driven by a desire to improve the mental health of children and young people.
22. Must have a 100% commitment to promoting inclusive, anti-racist, culturally competent service delivery



**JOB APPLICATION FORM
PRIVATE AND CONFIDENTIAL**

Please read the information pack before completing this form

CV's will not be considered

Post(s) Applied for:	Assistant CEO	Closing Date:	Midday, Monday 29 th April 2024
-----------------------------	----------------------	----------------------	---

Family name:		First name:	
Address:		Email:	
Home Tel:		Mobile Tel:	

<i>Present Or Most Recent Post</i>	
Name Of Employer:	
Address	
Start Date:	End Date:
Job Title:	
Salary:	
Main Responsibilities:	
Reason For Leaving:	

Period of Notice Required By Employer:

Employment History: In chronological order from most recent
Please include any relevant unpaid work & account for any gaps in employment

Dates From:	To:	Name of employer	Position held/ summary of duties

Any additional training/qualifications relevant to this role:

Dates From:	To:	College/Institution	Qualification/Training attended

Person Specification

Please read the person specification(s) carefully and provide clear evidence of how you meet each of the requirements on the person specification.

You may continue on a maximum of two supplementary sheets.

Anything else to add: Is there anything else that you would like to tell us in connection with your application.

Due to the nature of our work with children, young people and vulnerable adults, all posts within Off the Record are subject to Enhanced Disclosure and Barring Service checks. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff/a volunteer at Off the Record. Previous criminal records will be considered in relation to their relevance to the work/placement applied for, the circumstances of the offence and the length of time elapsed since the offence. If you have any concerns about this part of the application form, please contact the Director at Off the Record.

Rehabilitation of Offenders Act (1974)

Please give details of any unspent convictions, cautions, reprimands or warnings.

Protecting Children & Young Adults

Are you aware of any police enquires undertaken following allegations made against you, which may have a bearing on your suitability for this post? If yes please give details:

Additional Information

Have you ever worked for Off the Record before in a paid or voluntary capacity? **YES / NO**
If YES, please give details

Do you need a work permit to take up employment in the U.K.? **YES / NO**

If offered employment you may be required to complete a Medical Questionnaire. Are you prepared to undergo a medical examination before starting employment if required? **YES / NO**

Referees: Please give details of two people that we may contact for references one of whom should be your current or most recent employer.	
Reference 1	Reference 2
Name	Name
Organisation	Organisation
Address	Address
Postcode	Postcode
Contact Tel	Contact Tel
Mobile	Mobile
Email	Email
Relationship to you	Relationship to you

Declaration
<p>I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Company, for the purposes of ongoing personnel administration and payroll administration in compliance with the General Data Protection Regulations. I undertake to notify the Company immediately of any changes to the above details.</p> <p>Given the nature of the job for which I have applied, I understand that any offer of employment will be subject to information on my criminal record being disclosed to the Company by the Disclosure and Barring Service.</p> <p>Signed:</p> <p>Printed:</p> <p>Date:</p>

**Return completed Application and Equal Opportunities Monitoring form
by email to: recruitment@talkofftherecord.org**

EQUALITY & DIVERSITY MONITORING FORM

PRIVATE AND CONFIDENTIAL

Off the Record is committed to ensuring that all aspects of its services are accessible to the whole community. In order to monitor the implementation of our equal opportunities policy, all staff, trustees and volunteers are asked to complete the details below. Completion of all or any part of this form is voluntary but we hope that you will feel able to provide the information requested as this is key to our monitoring procedures. These forms will not be used in any selection process and are strictly for monitoring purposes only.

Date of Completion		Application Candidate N^o <small>(for office use only)</small>	
Initials		Date of Birth	
Gender <small>(Please tick all that apply)</small>	Female Male Non binary Trans Intersex Please write in _____		
How would you identify yourself in relation to your cultural, ethnic or racial origin? <small>(Please tick any of the boxes below that apply)</small>			
White White British White Irish White Other Mixed White & Black Caribbean White & Black African White & Asian White Other Chinese		Black or Black British Caribbean African Other Asian or Asian British Indian Pakistani Bangladeshi Other Any Other Background	
How would you describe your sexual orientation? (Please tick one)			
Straight Bisexual Gay Lesbian Asexual Pansexual Please write in _____			
Are you registered disabled?		No Yes	Registration Number
If you are not registered disabled, do you consider yourself disabled in a way you would like us to know about?			