




Director of Services (Maternity Cover)

Recruitment Pack
April 2026

 **Mind**
Tower Hamlets,
Newham and
Redbridge

Mind in Tower Hamlets, Newham, and Redbridge

We're Mind in Tower Hamlets, Newham and Redbridge (MindTHNR), part of a network of over 100 local Minds who tailor trusted mental health services to the community. MindTHNR has been delivering services and support for people living in our community for over 30 years.

We offer a variety of services, included Mental Health Support, Well-being Groups, Talking Therapies, Employment Support, Advice and Information, as well as Advocacy services. We strive to provide services that adapt to the dynamic needs of our communities. We believe in collaborating with our communities in the production, design, and delivery of these services.

Our goal is to deliver inclusive services that are accessible to anyone who needs them and to ensure that no one has to face mental health issues alone. We are committed to meeting the diverse needs of our communities and actively advocate for addressing healthcare inequalities to ensure equitable access to services. As an anti-racist organisation, we are dedicated to promoting racial justice within mental health.



Vision and Culture

Our Vision

Mind in Tower Hamlets, Newham and Redbridge has a vision of a society where people with mental health and emotional needs are accepted and included without fear of stigma and discrimination. We want to work towards a society where our clients' needs and ambitions are supported. We believe that everyone has the right to access comprehensive services which enable them to reach their full potential and to work towards their recovery.

Our Culture

We are committed to anti-discriminatory practice. We know that those who are accessing our services are most likely to be impacted by systemic inequality, so it is integral that we are challenging, championing and proactively removing barriers in all aspects of our work.

Our strength lies in the diversity of our staff, volunteers and clients. This allows us to continue to create the most supportive and culturally competent services for our community. Together we build spaces where everyone is embraced, trusted and valued so they can be themselves and fulfil their potential.

Through a listening & learning journey we have taken time to educate ourselves, we have made significant progress, however we know that there will always be work to do. Over the next three years we will set out a clear action plan to ensure that anti-discriminatory practice is embedded throughout our core five priorities areas. We will not stop developing, sharing and working on this culture and we take pride in our workforce and all they bring to MindTHNR.

Our Values

People first

Our staff and volunteers amplify the voices of those who need us most, to continue to meet changing mental health needs.

Integrity

We are open and transparent in all our work, and accountable to our clients, volunteers, staff, funders and partners.

Together

We believe the best outcomes come from working together. By sharing ideas, embracing new approaches, and valuing the voices of those with lived experience.

Inclusivity

We challenge barriers put up by the system and create spaces for people to be authentically themselves.

Compassionate

We believe everyone should be treated with compassion, so kindness and empathy sit at the heart of our trauma-informed approach.

Co-production

Is at the heart of what we do, we ensure that people with lived experience of mental health shape our work.



Our Benefits

Connection

We have regular social lunches, away days, and celebrations throughout the year, with both our staff and community members.

External Counselling Service and OH support

You can access 24-hour support via our external counselling service and if you do need any additional support, we can get specialist recommendations from our external Occupational Health provider.

Pension

We offer a combined pension contribution of 8.5% (5.5% employee contribution and 3% employer contribution).

Shining Star Award

A quarterly peer-nominated recognition scheme celebrating achievements in line with our values - the winner gets an additional day off.

Blue Light Card and Tickets for Good

Employees can sign up for both schemes to access discounts (in stores and online) and for discounted (or free) tickets for shows and events.

Pictured: Eid Celebrations (top) and Open House 30th Birthday Celebrations (bottom)





Role Overview

Job title:	Director of Services (Maternity Cover)
Reports to:	Interim CEO
Salary:	£62,000 per annum (1FTE) or £49,600 (0.8FTE)
Contract:	Fixed Term (12 months)
Hours:	37.5 per week, but open to 30 hours per week (0.8FTE)
Direct Reports:	TBC – approximately 3-4
Location:	Our main office is in Open House, 13 Whitethorn Street, London, E3 4DA. Given the importance of visibility in this role, we expect the postholders to manage being present at our various site locations as the role requires. One of our services operates out of hours, and we have Board meetings in the evenings, once per quarter.
Hybrid working:	3 days in the office.
Holiday:	28 days + bank holidays (pro rated for part time)
Pension:	8.5% combined pension contribution
Deadline to apply:	Monday 12 th May 2026 at 10:00am



The Role

As the Interim Director of Services, you will join our Leadership Team as the driving force behind our service delivery and performance, cultivating an inclusive and supportive culture.

The successful candidate will bring strong operational leadership and a deep understanding of mental health services. They will be committed to building trusted, empowered teams and strengthening authentic partnerships that reflect the diversity and needs of our local communities.

The Interim Director of Services will have overall responsibility for the strategic oversight and operational management of MindTHNR services, ensuring services are user-led, safe, evidence-based, and sustainable. Working as part of the Leadership Team and reporting directly to the Interim Chief Executive, you will champion the internal culture at MindTHNR, specifically driving forward our commitment to being a truly anti-discriminatory and inclusive organisation and creating space for honest conversations and feedback.

We are looking for a candidate who has demonstrable experience in a senior operations role and is excited by the challenge of leading high-impact and successful operations teams.

If you would like to have an informal conversation about the role, please email the Interim CEO, Roger Clark, at roger.clarke@mindthnr.org.uk.

Job Description

Organisational Leadership

As a member of the Leadership Team, you will:

- Play a key role across the organisation, contributing to the strategic development at MindTHNR
- Be responsible for ensuring the Charity and Board objectives are implemented and achieved
- Champion our culture to ensure we are truly anti-discriminatory and inclusive in our ways of working
- Ensure effective staff communication and involvement systems are in place.
- Respond effectively and proactively to feedback from staff (e.g. in surveys, events, all-staff meetings).
- Prepare reports and present service delivery updates at quarterly trustee meetings.
- Lead on ensuring robust safeguarding systems so that safe services can be delivered to vulnerable people in need

Strategic and Operational Oversight of Our Service Delivery

- Line manage the Heads of Services and other operational leads.
- Lead and work with key stakeholders, including those with lived experience, to ensure integrated services are co-designed and delivered that meet local population needs, address issues around health inequalities and access and deliver positive outcomes.
- Delivery of high-quality services that are clinically and financially sustainable, in line with the relevant contracts and grants, through the effective management of staff and resources.
- Responsible through each service lead for ensuring the services maintain clear structures for identifying, recording, escalating and managing safeguarding best practice and contractual risks.
- Ensure that performance reports and monitoring information are produced as required by Commissioners and the Board.

Job Description

Strategic and Operational Oversight of Our Service Delivery

- Develop thought leadership in relation to the delivery of services to improve mental health, by responding to emerging issues and developing best practice within our services.
- Lead on new Statutory business opportunities and work very closely with the Fundraising Manager on Grant, Community and Corporate fundraising opportunities.

Contract and Performance Management

- Ensure robust contract management with commissioners.
- Actively manage the collaborative partnerships that exist with stakeholder organisations to optimise the performance and development of all MindTHNR services.
- Ensure performance is monitored and evidenced within budget management and regular KPI reporting.
- Ensure Data recording is effective by service teams to support commissioner relationships.

People and Culture

- Provide excellent line management and set clear expectations for your teams.
- Work closely with the People and Culture Director, Heads of Service and other managers to ensure day-to-day HR is managed across the organisation in line with our policies and procedures, as well as directly managing complex cases where needed.
- Support with recruitment to ensure we can attract and retain staff, ensuring robust induction of new staff is prioritised within your teams.
- Proactively invite feedback and ensure that any concerns are effectively addressed.
- Maintain a high support, high-performance culture that ensures staff are well supported in their roles, and there is a culture of continuous learning and development.

Person Specification

Essential - Mission Alignment

- An understanding of the mental health field and an awareness of the needs of those facing mental health challenges, particularly within Tower Hamlets, Newham, and Redbridge
- A commitment to our values, culture, and anti-discriminatory practice

Essential - Skills, Knowledge, and Experience

Strategic Leadership

- Significant experience in strategic leadership within Mental Health or related services sectors.
- A strong perspective on improving services for greater impact and the ability to inspire, motivate, and manage teams.

Team and Service Management

- Proven track record in managing multidisciplinary teams and delivering large-scale service operations effectively

Business Development

- Experience of completing high quality successful tenders and setting up new services.
- Good awareness of the commissioning landscape, with experience of local authority and NHS tender regimes.

Financial Oversight

- Demonstrable experience in managing multiple funding streams and complex budgets, ensuring strict compliance with funder requirements

Person Specification

Essential - Skills, Knowledge, and Experience

Service Innovation

- Proven ability to develop and new services, incorporating mechanisms to monitor impact, drive continuous improvement, and adapt to evolving client needs.

Safeguarding

- Knowledge and expertise of best practice in safeguarding

Data Acumen

- Comfortable and skilled in working with data, budgets and financial analysis
- Ability to utilise and analyse data to support effective decision making.

Impact-Driven Delivery

- A proven track record in delivering services aligned to impact KPIs, with a mindset geared towards continuous learning and improvement.

Legislative and Client Understanding

- In-depth appreciation of the legislation, lived experiences, needs, and aspirations of those with mental health needs.

Partnership Building

- Significant experience in establishing partnerships with external organisations.

Person Specification

Essential - Skills, Knowledge, and Experience

External Engagement

- Experience engaging with commissioners, funders, and stakeholders to secure support for services.

Business Development & Fundraising Support

- Ability to coordinate commissioning business development and provide compelling content to support fundraising projects and grant bids.

Data Acumen

- Comfortable and skilled in working with data, budgets and financial analysis
- Ability to utilise and analyse data to support effective decision making.

Project and Programme Management

- Capacity to lead and deliver multiple projects and programmes concurrently and successfully.

Strategic Planning

- Experience in the development and implementation of strategies across a portfolio of services.

Person Specification

Desirable – Skills, Knowledge and Experience

These are not a requirement for the role, but would be an added bonus for us if you had:

- Experience working with and co-designing services alongside individuals with lived experience.
- Experience deploying digital tools and platforms to enhance service delivery and client engagement
- Ability to think strategically, anticipate challenges, and identify opportunities for innovation

Application

Requirements for the Role

- Right to Work in the UK (unfortunately we cannot offer sponsorship)
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS), including the Adults' Barred List.

To apply, email your CV and cover letter to peopleandculture@mindthnr.org.uk (no more than two pages) – explaining your motivation for applying for this role at MindTHNR, along with how you meet the Person Specification.

It's important that you answer these questions fully, showcasing examples of your skills and experience (both professional and personal) relevant to the job description and person specification. We want to hear about your individual skills and experience, so please avoid using AI software or tools. We appreciate they can help with formatting/giving structure, but if your answers to these questions are very similar to those put through AI software your application may be disregarded.

Deadline to apply: 12th May 2026 at 10:00am

Interviews:

- 1st round: W/C 18th May (online)
- 2nd round: W/C 25th May (in-person)

Please let us know how we can make the recruitment process more accessible for you or if you would like us to send you the job pack in a different format by emailing the People team at peopleandculture@mindthnr.org.uk.

