



DIRECTOR OF SERVICES

March 2026

Director of Services

Dear Applicant,

Thank you for applying for the post of **Director of Services** with Mind in Kingston. Below you will find further details about the post, including a job description and person specification, and also how to apply.

About Mind in Kingston

**We are Mind in Kingston. We fight for mental health.
For support. For respect. For you.**

Mind in Kingston is a Local Mind Association and an independent, community mental health charity. We fight to make sure that everyone with a mental health or emotional issue locally has somewhere to turn for advice, respect, kindness and support.

Founded in 1972, we are well respected as a user-led organisation that delivers quality wellbeing and recovery-focused services, and campaigns on mental health issues to influence change. Lived experience is at the heart of everything we do, and we work alongside our local community to reduce mental health stigma and discrimination.

As a leading charity for mental health in the Borough of Kingston upon Thames, we work in partnership with many stakeholders to meet the needs of people with mental health issues, their families, carers, and wider support networks in the borough and beyond. Mind in Kingston is an independently funded charity affiliated to national Mind; a partner of Southwest London Minds; and a member of Mind in London.

We provide a diverse range of community support offers - including crisis-prevention services, therapeutic interventions, advocacy, peer support, groups activities, outreach events, mental health training and campaigns to influence change. We work closely with other organisations to ensure we deliver high-quality and impactful services to people in the local area.

Our team is passionate about improving mental health and wellbeing, often due to their own experiences, whether personal or professional. We offer our team a safe and non-judgemental space to work, encourage their participation in the development of our charity, and have a strong ethos of openness, diversity, dignity, respect and inclusion for all

Our Vision:

We won't give up until everyone experiencing a mental health problem gets both support and respect.

Our Mission:

- Our mission is to advance the views, needs and ambitions of people with mental health problems and to challenge discrimination and promote inclusion.
- We will influence policy and promote equal rights through campaigning and education.
- We strive to develop innovative quality services which reflect expressed need and diversity.
- In all our work we promote our vision and core values.

Our Aims:

Our overall aim is to improve the mental health of people in and around the Borough of Kingston upon Thames by providing a range of services that offer support, advice, information and signposting. We also promote better understanding and raise awareness of mental health issues, as well as reduce stigma.

We do this by:

Empowering: Enable people to make informed choices about their lives

Improving services and support: Involve people to have their say, be involved or lead initiatives that improve the quality of lives of those experiencing, recovering or at risk of mental health problems

Acceptance: Enable people to cope with, manage and improve their own mental health and allow them to be themselves

Enabling Social Participation: Provide access to fulfilling activities and valued roles in their community

Trusted Networks: Provide safe and trusted services when people are most vulnerable

Removing Inequality of Opportunity: Improve awareness and understanding of mental health needs in the borough

Values:

Open - We reach out to anyone who needs us

Together - We're stronger in partnerships

Responsive - We listen, we act

Independent - We speak out fearlessly

Unstoppable - We never give up

We strongly believe in involving our beneficiaries in our services and adhere to these principles in all our work. Beneficiaries:

- Are involved in the development, management and improvement of our services
- Are treated with respect and dignity
- Have their strengths, as well as needs, acknowledged
- Receive support in determining their choice of services
- Are treated fairly and without discrimination

In addition, the following principles underpin all our work:

Autonomy: both for the charity which is independent and for those who use our services that we respect 'self-governance'

Equality: Embracing diversity and ensuring equality of opportunity for all

Knowledge: for service users to make informed choices and the charity to offer sound and up to date information as well as informing decision makers on many areas relating to mental health and what service users want and experience

Active participation: recognising, supporting and using the skills of people with lived experience of mental health needs

Respect: working with an empathetic, non-judgemental and a person-centred approach to deliver services

For further information about the charity, please visit

www.mindinkingston.org.uk.

To apply:

The deadline for applications is midnight, Tuesday March 31 2026.

To apply, please send us:

- an up-to-date CV, giving details of relevant experience in recent employment and an overview of your qualifications, education and other relevant details
- a cover letter of no more than 2 sides of A4 with your full contact details explaining why you believe you are suitable for this role, and providing evidence of relevant skills, abilities and experience. We highly recommend you refer to the Job Description & Person Specification in the Application Pack below
- Interviews will be held in person in the week commencing the 13 April and will involve an opportunity to meet the operational management team and an interview with the Chief Executive and a member of the board of trustees. Interview questions will be provided in advance.

Please direct your application and any enquiries about the role to

Harry Wilkinson, Chief Executive (harry@mindinkingston.org.uk)

About the Director of Services Post:

Job Description:

Job Title:	Director of Services
Salary:	£47,000 FTE, 3% pension contributions.
Hours of work:	35 hours FT (some flexible working to include evenings and weekends as required)
Location:	Hybrid, with regular attendance at central Kingston office and local service delivery sites across the borough and beyond as required
Responsible to:	Chief Executive Officer
Responsible for:	Service Managers and Leads
Length of Contract:	Permanent, please note all roles are subject to funding.

1. Job Purpose

As Director of Services, you will be joining the organisation at an exciting time of development and have responsibility for strategic and operational delivery of our services, ensuring a high standard of quality and performance.

In close partnership with the CEO and leadership team, you will be working with partners and commissioners across the borough and more widely, to ensure Mind in Kingston continues to be recognised as providing quality mental health services which have co-production and community collaboration at their core. You will manage the strategic delivery of our contracts, projects and grants, working across our core mental health provision services.

We are looking for a highly capable, motivated and organised individual with senior management experience of overseeing frontline services and/ or operations in a health-based or charity setting with excellent people and line

management skills. You will have knowledge and leadership experience of health and safety at work, employment law and HR best practice and process.

You will be an experienced, inspiring, transformational leader and a key member of the Senior Leadership Team, focussed on impact and delivering positive change for our communities including our Service Users, Staff and Volunteers.

You will be passionate about supporting the mental wellbeing of your local community and providing safe and inclusive services, that treat our beneficiaries with respect, dignity and compassion.

2. Main Duties and Responsibilities

Service Leadership:

- **Service Delivery and Compliance:** Support Mind in Kingston's team to deliver services in line with funding agreements, contracts, and strategic aims. Ensure services deliver agreed outcomes, producing regular reports for the CEO, Board, and funders/commissioners.
- **Engagement and Co-Production:** Foster principles of engagement and co-production with current and potential service users during the design and development of new services. Ensure beneficiaries can influence and participate in the design, development, and delivery of our services.
- **Sustainable Service Portfolio:** Responding to borough and ICS wide data on mental health needs (e.g. ICS strategy, Place-Based commissioning, Kingston Mental Health Needs Assessment), ensuring our services are relevant and developed to meet new and growing needs of the broader community. Collaborate with the Director of Development, Service Managers and Leads to ensure the sustainability of our service portfolio, maximising opportunities, managing risks, leveraging technology, and effectively reporting on impact.
- **Financial Management:** Ensure services and projects operate within agreed budgets. Work closely with the Finance & IT Officer to create regular progress reports on the financial status of operations, services, and projects, reporting to the Finance Sub-Committee (FSC).

People Leadership:

- **Role-Model of Values:** Lead efforts to create a cohesive, positive, and agile working environment for staff and volunteers. Demonstrate behaviors that reflect our values, including promoting inclusive and positive mental health practices at work, disability positive and anti-racist practices.

- **Supportive Learning, Development and Issue Management:** Champion a culture of support through regular supervision and performance management, team meetings and proactive continuous professional development (CPD) for staff and volunteers you oversee. Provide collaborative leadership to ensure teams have the resources and skills needed to deliver high-quality services and ensure proactive issue management.
- **Recruitment and Induction:** Lead collaboratively on recruitment processes for staff and volunteers, ensuring campaigns are inclusive, fair, and adhere to equal opportunity principles and compliance. Ensure all new recruits to your teams are appropriately inducted and trained.

Organisational Leadership:

- **Strategic Plan Development and Delivery:** Lead the development and execution of service areas within the strategic plan, contributing to organisation-wide initiatives across EDI, sustainability, digital advancements, finance, HR, policies, and procedures.
- **Quality and Governance Support:** Collaborate with the senior leadership, CEO and Board to ensure good and transparent governance across the organisation. Support the CEO and the Board with auditing and implementing recommendations to achieve the Mind Quality Mark (MQM), the quality framework set by national Mind across governance, finance, service delivery and service user lived experience.
- **Compliance:** Provide strategic and operational leadership for Health & Safety across the organisation, including our office and community sites. As the Designated Safeguarding Lead for the organisation, ensure robust safeguarding and compliance practices are in place, aligning with best practice standards. Work with the senior leadership team to ensure compliance across all policy and procedural areas including data protection, employment law and good HR practice.

External Leadership:

- **Community Partnerships:** Build and contribute to partnerships that enhance Mind in Kingston's work and expand our reach and impact within the community.
- **Strategic Influence:** Ensure Mind in Kingston's voice is influential within relevant strategic groups across the Borough.
- **Quality Partnership-Working:** Encourage and support high-quality partnership-working at all service levels.

- **Visibility and Influence:** Create opportunities for Mind in Kingston to be visible and influential within the wider community. Attend meetings with commissioners, funders, and other stakeholders on behalf of Mind in Kingston and represent both the charity's and beneficiaries' interests.

Additional:

- Support and stand-in for other members of the management team as required. Deputise to the CEO during periods of leave or absence.
- Attend regular supervision with the CEO and attend training as required.
- Carry out any other reasonable duties in relation to the post.
- To work occasional weekends or evenings as required by the role
- Be able and willing to work from the office, home or other places and able to travel for meetings as required.

Person Specification

Attributes	How Evidenced
<p>Experience & Knowledge</p> <p>A minimum of 3 years of experience in a senior leadership role preferably within the mental health sector, preferably within a charity or nonprofit organisation.</p> <p>Demonstrated experience in service development, implementation, and evaluation, with a track record of achieving positive outcomes.</p> <p>Strong understanding of safeguarding, with track record of responding in a professional capacity to safeguarding issues and mental health crisis scenarios.</p> <p>Experience and understanding of HR, employment law and best practice</p> <p>Practical experience of managing Health & Safety procedures, including fire safety and risk assessments</p> <p>Recruitment and line management experience of a diverse workforce, observing Equality, Diversity & Inclusion principles in all HR practices</p>	<p>A/I</p>

Knowledge/ awareness of local voluntary and statutory sector, particularly in relation to mental health services	
Qualifications and skills <ul style="list-style-type: none"> • An appropriate qualification, relevant to the role • An excellent standard of written English and high level of numeracy, particularly in relation to finance 	A/E
Specialist Skills/ Ability/ Knowledge <p>Strong understanding of mental health issues and the needs of individuals living with mental health conditions.</p> <p>Excellent leadership and management skills, with the ability to inspire and motivate a diverse team.</p> <p>Proven ability to think strategically, solve problems, and make sound decisions to support others in a fast-paced environment.</p> <p>A commitment to diversity, equity, and inclusion, with a passion for advancing social justice and mental health equity.</p> <p>IT proficient particularly within Microsoft 365 environment</p>	A/I
Communication <p>Effective communication and interpersonal skills (written, oral, digital)</p> <p>Ability to communicate appropriately with a wide range of people and build relationships and engage with stakeholders at all levels.</p>	A/I
Personal Qualities <p>Compassionate attitude to mental health and wellbeing</p> <p>Highly organised with good time management skills</p> <p>Self-motivated and self-managing with ability to work on own initiative as well as part of the team</p> <p>Able to take and accept responsibility</p> <p>Flexible and adaptable</p> <p>Enthusiastic and dedicated</p>	A/I

<p>Prior to Appointment</p> <p><i>All posts:</i></p> <ul style="list-style-type: none"> • <i>Enhanced DBS Check</i> • <i>Employment References</i> • <i>Right to Work in the UK</i> 	R/E

Key

A = Application Form

I = Interview

R = References

E = Evidence/ Certificates