



Andover Mind Head of Finance and Resources

**Candidate pack
September 2025**





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Introduction

Hello, good to meet you!

I'm honoured and delighted to be chair of Andover Mind. It's a fantastic organisation – a lifeline for many people with mental ill-health as well as delivering valuable wellbeing services to North Hampshire and surrounding areas.

With lived experience of mental health myself, I know from first-hand experience the vital role these services provide. Andover Mind has a strong board and talented, dedicated staff. I know that Andover Mind is going to continue going from strength to strength. I'm privileged to be part of that journey and we'd love you to join us as our new Head of Finance and Resources.

A new three-year business plan was recently agreed, and its implementation is already underway, leading to strengthening of the Charity for the future. Andover Mind is now seeking to appoint a new role, Head of Finance and Resources, to be part of our senior leadership team. They will be critical in delivering the overall Financial, Human Resources, and IT strategy for Andover Mind. The Head of Finance and Resources will lead the financial strategy, operations and finance-related governance of the charity, ensuring financial sustainability and effective stewardship of resources to achieve organisational goals. They will be integral in the running of Andover Mind, as we implement our new 3-year Business plan.

The Head of Finance and Resources, together with a small team, will be responsible for the day to day running of Finance, Payroll, and Resources, and will report directly to the Chief Executive Officer for Andover Mind.



The successful candidate will install the positive culture of the organisation and, together with the leadership team, will motivate the Charity to achieve fantastic results. You will be a problem solver who understands the bigger picture and will be able to demonstrate this through your extensive experience, skills and knowledge. You will be able to quickly develop highly effective project plans, and be a good listener, excellent communicator to succeed in this role.

As Head of Finance and Resources at Andover Mind you will find purpose in an organisation that exists to break down the stigma of mental ill-health, promotes wellbeing and provides mental health support for everyone who needs it. You will meet like-minded, passionate people who will encourage and empower you in your personal development and be involved in conversations and decisions that make a difference to the lives of thousands of people every year.

I look forward to welcoming you and hope, like me, you will find Andover Mind an inspiring place to be.

Judith

Judith Davey-Cole
Chair of Trustees

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About us



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About Andover Mind

Back in 1984, a group of mental health professionals identified a serious lack of community support in the Andover area for adults with severe mental illness. A small support group was started under the name of Andover Mental Health Club and the response from patients and professionals was so encouraging that it was decided to recruit more volunteers and provide a more formal structure to organise group activities. The Mental Health Club became affiliated to National Mind in 1986, being granted the title of Andover Mind, and obtained charitable status in the same year. Funding was obtained to rent and convert suitable accommodation and recruit an appropriate level and range of staff. At this time, the organisation also obtained limited company status and became accepted as an essential part of mental health care in the Andover area.

In recent years, Andover Mind has considerably widened its reach to meet the needs of Hampshire residents and now operates county-wide outreach services alongside building-based operations with centres in Andover, Basingstoke and Aldershot. The needs and views of our service users remain our top priority. The Board's new Business plan shows our commitment to continuing sustainable and high-quality services across our communities in Hampshire and the delivery of shared wellbeing and safe haven contracts through the Hampshire Community Interest Company (CIC) with our neighbours Solent and Havant & East Hampshire Minds.

As of the first of July 2025

Andover Mind had 93 members of staff and 97 volunteers.

**10,938 people used our services last year
of which 1,325 were new referrals.**

Our vision

A world which promotes and protects wellbeing for all and where everybody experiencing mental health issues receives support and respect.

Our mission

To empower anyone with or at risk of experiencing a mental health issue and all carers to access the right advice, information and support. We campaign to improve services, raise awareness and promote understanding.



Providing mental health support across Hampshire

We may be called 'Andover Mind' but we actually provide services right across Hampshire, supporting people with mental ill-health.

One in four of us will experience mental health problems at some time.

These are tough things to face alone so you'll want experienced and compassionate people in your corner. That's where we come in...

The services we provide

Wellbeing

Our wellbeing centres provide a relaxed and friendly base, where we offer help to all who need it by delivering a range of services to support people with mental health problems. This could range from aiding people in their recovery from a serious mental health issue to providing advice, support and information to those wishing to keep themselves mentally well and prevent the onset of a mental health condition.

The services we offer are tailored to each individual and we provide care and support to help increase self-esteem, manage mental distress and promote self-management. We have a wide range of opportunities and resources available to help people achieve their goals through their journey. This includes access to group activities (both social and therapeutic), coping-skills based courses, and 1-1 sessions with wellbeing practitioners (Aldershot Wellbeing Centre only). We encourage the involvement of practitioners and volunteers at our centres.

Using the recovery model, we strive to help people to develop positive relationships, become less socially isolated, gain (and retain) paid employment, live in settled accommodation and make a positive contribution to the communities they live in.

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About us



Safe Haven

Our Safe Haven services operate in Aldershot and Basingstoke and provides emotional and practical help to people experiencing a mental health crisis out of hours; it is open from 5pm-10pm 365 days a year. As an alternative to A&E, Safe Haven is a non-clinical environment offering the option of accessing support in-person, over the phone or virtually via our online waiting room. People who use the service can talk to one of our staff about how they are feeling and receive support, de-escalation strategies and signposting within calm, safe and confidential surroundings.

Counselling

Counselling is a type of talking therapy that aims to help you understand your thoughts and feelings. It offers a non-judgmental space where you will be listened to. The counsellor will try to see things from your point of view while providing support to help you find your own answers.

Primary care

We run a number of primary care services from GP surgeries and community hospitals in Andover, Basingstoke, Romsey, Fleet and Aldershot. They provide people with an alternative to seeing their own GP, who may not be able to offer the time needed to discuss their mental health offering with. We provide half-hour appointments to assess their mental health, 1:1 sessions and give advice and signposting or refer on to other organisations and services.

Be You

Our mission is to engage and support young people, aged 11-17, by giving them a safe space to talk about their feelings, and providing advice, information and support, with the aim of preventing escalation of mental health problems and ultimately avoiding crisis. This is done through twice-weekly drop-in sessions at our Andover wellbeing centre, where young people are able to express themselves with someone who understands their mental health problems so they do not feel alone.

Ugly Duckling

We recycle and upcycle donated furniture, make new stuff such as garden furniture, bird, bat and hedgehog boxes from donated wood and also take on customer commissions. We provide work experience, social networks, and occupation and training opportunities for disadvantaged people as well as offering volunteering opportunities that are open to everyone. The project operates from a workshop in East Portway, Andover and a shop in Andover Town centre, which is open 6 days a week.

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Job description



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Job description



Job title:	Head of Finance and Resources
Salary:	Circa £60,000 - £65,000, depending on experience
Reports to:	CEO and Treasurer
Direct reports:	Finance Officer, HR Administrator, Business Support Manager, Volunteer Co-ordinator

Job purpose

The Head of Finance and Resources will lead the financial strategy, operations and finance-related governance of the charity, ensuring financial sustainability and effective stewardship of resources to achieve organisational goals. This is a business-critical leadership role, involving working closely with the Treasurer, CEO, and will be a member of the Senior Leadership Team, and expected to participate in top level strategy for the organisation, a contribution to general management conversations and decisions is expected.

It encompasses financial controls, reporting, analysis, budgeting and forecasting; business support services: ICT and other systems optimisation, non-contract services data and reporting, premises, Human Resources, contract oversight, supplier management and procurement as well as team management.

Key responsibilities

The day-to-day management of the organisation's financial and business services functions to ensure robust financial management consistent with established financial policies, and the effective operation of all business support services.

Financial Strategy and Governance:

- Working with colleagues, develop and implement financial strategies to ensure long-term sustainability and growth.
- Oversee the establishment and maintenance of robust financial controls and compliance with statutory and regulatory requirements.
- Provide strategic financial advice to the Senior Leadership team and board.
- Take ownership of the financial and business services sections of the charity's risk register.

Budgeting and Forecasting

- Support the CEO in preparing the annual budget, medium term financial forecasting and (in dialogue with our external auditor) the preparation of the annual accounts and audit report.
- Prepare accurate financial forecasts and scenario planning to support decision-making.



Financial Reporting and Analysis:

- Prepare timely financial reports, analyses and performance metrics to the CEO through including monthly annotated management accounts and other communications, highlighting trends, risks, and opportunities.
- Advise the CEO on and take opportunities to strengthen financial management and reporting.
- Prepare all statutory submissions.

Business Support Services

- Oversee the day-to-day running of all premises, facilities and ICT systems, equipment and health and safety practices, ensuring they are fit for purpose and meet the needs of the organisation.
- Ensure effective and tested business continuity and cybersecurity plans are in place across the organisation.
- In consultation with the CEO and Senior Leadership team, develop and implement plans that meet the organisation's future business support needs.

Human Resources:

- Overall responsibility for the Human Resources function, including Payroll
- Ensure effective management of the Recruitment, Selection, and Training functions across the organisation.
- Working with the Human Resources Co-ordinator, ensure timely communication with the outsourced payroll function, keeping close analysis of the recruitment and selection approval process
- Regular liaison with the Senior Leadership team on both people strategies and employee relations
- Analysis of sickness costs, and provision of analysis of Human Resources performance for the board and Senior Leadership team

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Job description



Collaboration, Team Leadership and Development:

- Provide support for colleagues leading on income generation with financial analysis, costings and budgeting.
- Lead the Finance, Business Support team and HR Coordinator, fostering a culture of excellence and collaboration across the organisation, mentoring staff as appropriate.
- Ensure the team has the skills and resources needed to meet organisational objectives.

Systems and Processes:

- Evaluate and improve financial and business services systems, processes and tools to enhance efficiency and transparency.
- Ensure the effective use of technology across the organisation.

Contracts and Supplier Management:

- Evaluate and improve financial and business services systems, processes and tools to enhance efficiency and transparency.
- Ensure the effective use of technology across the organisation.

Procurement:

- Develop and oversee procurement policies to ensure ethical and sustainable practices.
- Monitor procurement activities, ensuring compliance with organisational standards and cost-effectiveness.

Collaboration and Stakeholder Engagement:

- Work closely with other departments to integrate financial considerations into organizational planning.
- Build and maintain strong relationships with external stakeholders, including auditors, regulators and funders.



Expectations

- Deliver key responsibilities as listed above
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant law.
- Ensure that all responsibilities and performance within the post are consistent with Andover Mind's mission, vision, values, policies and procedures.

Health and Safety

- Comply with all health and safety regulations when carrying out duties and to ensure that Well-being staff are aware of good practices and follow these procedures.
- Ensure that safe practices are in place and are carried out by all staff who are lone workers.
- Ensure that accidents and incidents are recorded in an accident book and that the correct procedures are followed for reporting and monitoring.
- Comply with all health and safety regulations when carrying out duties and to ensure that other staff and patients follow these procedures at all times.

General

- To uphold the aims and values of the organisation and work within the organisation's policies and procedures, at all times
- All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues and service users
- All employees have a responsibility and a legal obligation to ensure that information processed for both service users and staff is kept accurate, confidential, secure and in line with General Data Protection Regulations (GDPR)

This job description is subject to review and is non exhaustive as from time to time you may be required to carry out other duties to meet the needs of the organisation.

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Person specification



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Person spec



Experience

Essential:

- Qualified Accountant (ACMA, ACCA, or ACA) or QBE
- Significant experience in using Sage 50 accounts
- Experience of running payroll
- Experience of working at a senior level within a senior leadership team

Desirable:

- Experience of completing pricing schedules and costings for tender bids
- HR, business support management and knowledge of IT would be a great advantage.

Knowledge, skills and competency

Essential:

- Excellent interpersonal skills with the ability to communicate effectively with a range of people
- Excellent organisational skills with the ability to manage a complex work programme independently
- Self-motivated and resourceful with engaging personality and a can-do attitude who
- is not afraid of working with some ambiguity on occasions
- Excellent attention to detail, including proofreading skills, with the ability to maintain a high level of accuracy
- Demonstration of the ability to work under pressure and to tight deadlines without any loss of service level or professionalism.
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times
- IT skills to a high standard (Excel, Word, PowerPoint and Outlook)
- Ability to respond effectively to quickly changing circumstances and prioritising workloads
- Intellectual capacity to be able to analyse and interpret complex information particularly spreadsheets
- Ability to assimilate large quantities of written and verbal communication quickly and produce accurate, timely minutes.
- Excellent oral and written communication skills

Desirable:

- Senior leadership of people/HR functions/business services functions

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Person spec



Key Skills and Experience:

- Financially qualified or significant QBE
- Proven experience in a senior finance role, ideally within the charity sector. Strong leadership and people management capabilities, ideally including people/HR functions Expertise in financial strategy, controls, budgeting, and forecasting.
- Advanced analytical skills with the ability to interpret complex financial data. Proficiency in financial systems and software.
- Excellent negotiation and relationship management skills.
- Experience of financial management in charities and companies, with a working knowledge of charity finance regulations including SORP

Personal Attributes:

- Strategic thinker with strong problem-solving skills.
- Highly organised and detail oriented.
- Effective communicator, able to convey financial concepts to non-financial stakeholders at all levels and by all channels.
- Passion for the charity's mission and values.
- Comfortable and confident with accountability and working towards outcomes. Innovative and able to challenge ineffective ways of working with ongoing improvements to processes.

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How to apply



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How to apply

Andover Mind are working exclusively with Charisma Charity Recruitment.

Your application should be submitted through the [Charisma website](#), and include:

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role.

For an informal and confidential discussion about the role, please contact:

Sandra Smith, Associate Director of Charisma Charity Recruitment on 01962 813300 or email info@charismarecruitment.co.uk.

Charisma welcome and encourage expressions of interest from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

Andover Mind is an equal opportunities employer. We are committed to preventing discrimination, encouraging diversity and promoting equality at work. Our aim is to create an inclusive environment that will be representative of all sections of society and each employee, volunteer and service user is treated with dignity and respect.

For a full copy of the Andover Mind EDI and Equal Opportunity policy, please request via email to info@charismarecruitment.co.uk

Closing date: 1 October 2025

Charisma interviews must be completed by 7 October 2025, prior to shortlisting on 9 October

Interviews with Andover Mind: TBC (in-person)



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