



# Andover Mind CEO

**Candidate pack  
August 2025**





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# 1

## 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 and support for those with dementia and for carers.

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 CEO.

A new three-year business plan was recently agreed, and its implementation is underway.

Andover Mind is now seeking to appoint a new CEO to lead our senior leadership team providing leadership, developing and implementing Andover Mind's strategic and operational plans and leading on income generation, partnership and business development and for being an effective advocate for the charity and its beneficiaries.

The new CEO will be responsible for the day to day running of the Charity, providing effective leadership and direction for the organisation.



The successful candidate will instil the positive culture of the organisation and motivating the team to achieve fantastic results. You will be a problem solver who understands the bigger picture and will be able to demonstrate this through your experiences. You will be able to develop highly effective partnerships, be an active listener, excellent communicator and be an ambassador for the Andover Mind.

As CEO of 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.

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## About us



### 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.

# 2

## 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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# 3

## Job description



<b>Job title:</b>	Chief Executive Officer
<b>Salary:</b>	Circa £65 - 70K, depending on experience
<b>Reports to:</b>	Chair of the Board of Trustees
<b>Direct reports:</b>	Head of Services, Head of Finance & Resources, Fundraising staff

### Main purpose of this role

The Chief Executive Officer is responsible for providing leadership, developing and implementing Andover Mind's strategic and operational plans and leading on income generation, partnership and business development and for being an effective advocate for the charity and its beneficiaries.

The Chief Executive will lead a senior leadership team of three: (the Chief Executive Officer, Head of Services and Head of Finance & Resources) and will be responsible for ensuring business continuity, financial control and supporting and advising good governance across all aspects of the charity. This post is directly responsible to the Chair and Board of trustees.

### Key tasks and responsibilities

#### Strategic planning

- To support and advise the Chair and Board of trustees in setting the vision, strategy and business planning across mental health, health & social care policy and practice
- Create an organisation able to support its communities with easily accessible, mental health support
- To create and sustain effective multi-channel, multi-purpose income generation.
- To lead organisational change: identifying and responding to internal and external challenges and influencing organisational culture so the organisation is supportive, inclusive and cohesive.
- Deliver an ambitious, aspirational and innovative strategy that has a clear measurable impact.

#### Governance

- To ensure Andover Mind meets its constitutional and legal responsibilities and that it has the necessary resources (human, material, financial) to meet its obligations and to operate effectively.
- Work closely with the Chair and Board of trustees to ensure high standards of governance so that Trustees demonstrate integrity, transparency and adherence
- Support the Chair in ensuring the continued engagement of all members of the Board of trustees in delivering the organisational remit.
- Ensure the Board of Trustees receive appropriate advice, information on all relevant matters to enable them to fulfil their governance responsibilities, including board papers and performance against KPIs.



## Governance cont.

- Ensure rigorous systems are maintained for financial management and control, and that accurate financial reporting is provided to the Board.
- To attend board meetings with proactive involvement in relevant sub committee meetings.
- Maintain effective systems of control, including risk management, financial management, performance management and assurance.
- Maintain high standards of governance and compliance, consistent with best practice in the sector and adherence to the Mind Quality Mark (MQM).
- To ensure that appropriate safeguarding and compliance systems are in place in line with requirements of commissioners, charity law and guidance, National Mind, its communities and relevant quality assurance bodies.

## Leadership

- Set the direction, inspire and engage others in supporting the achievement of the vision and strategic aims of Andover Mind, and to navigate and manage change
- Ensure visible and effective leadership of self and senior leadership team ensuring; accountability, effective team-working, ongoing learning, business continuity and succession planning
- Develop and build a culture which lives the values of Andover Mind.
- To develop the organisation's capacity and capability to respond positively to change and growth opportunities.
- Promote co-designing of Andover Mind's services with service users and their support network.
- To communicate relevant information to staff and volunteers to keep them up to date with legislation and with current developments and priorities in the health and social care and mental health services arena
- To ensure that Andover Mind has appropriate staffing levels, overseeing their recruitment and skills development so they have the relevant skills to deliver the business plan and future needs.
- Ensuring cultural buy-in in areas of Equality, Diversity and Inclusion, Health & Safety, Safeguarding and Carbon Reduction.



## Business Development, Commercial Focus and Fundraising

- Ensure ongoing growth in organisational capability, covering; people, systems, ways of working
- Actively identify opportunities for growth in income generation to maintain and grow Andover Mind as a sustainable organisation providing services and support across the mental health sector
- To lead the development and implementation of Fundraising strategies, tenders and bid writing and promote engagement across Andover Mind staff and volunteers.
- To line manage the Fundraising team, including setting and monitoring performance on targets for grants, foundations and individual giving.
- To lead and actively develop small business giving and corporate partnerships including Social Value Partnering and the delivery of paid-for Employee Assistance and similar offerings.
- Ensure all opportunities to monetise charity products and services are optimised
- Overall responsibility for financial and income generation performance.

## Finance

- Lead and direct the financial planning, forecasting, control, reporting and management of the charity's finance and resources, including support for and engagement of the Chair and Board of trustees and sub-committees.
- Ensure compliance with all statutory requirements for financial reporting, probity and insurance to ensure regulatory compliance and sustainable organisational growth.
- Responsible for the financial performance of Andover Mind, ensuring the preparation, approval, control and monitoring of annual and departmental budgets, ensuring delivery within budgets, provision of timely reports including forecasts to the Board of trustees, senior leaders and managers, and the preparation of management accounts, statutory accounts and annual reports.

## Develop Strong Partnerships

- To promote the organisation as an external ambassador, developing its public profile, brand and community presence
- To represent Andover Mind on the Hampshire Mind Community Interest Company (CIC), working closely with the Chair, and CEOs and senior staff in Havant & E Hants and Solent Minds to win, deliver and retain CIC-wide contracts to deliver aligned services and the introduction of shared back-office functions.
- To initiate and develop partnerships with local authorities, NHS, voluntary, community and business organisations that have strong impact and outcomes.
- To maximise Andover Mind's external connections with the aim of maintaining and or growing our fundraising and business development base.

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## Job description



### Develop Strong Partnerships cont.

- To represent Andover Mind at relevant strategic meetings and ensure that the organisation influences local mental health provision for service users.
- Engage team members in a multi-level approach to external partnerships.

### Generic duties

- Maintaining ongoing visibility and accessibility across the organisation
- Leading EDI work to ensure the organisation is representative of and has reached into the diverse communities of Hampshire
- Leading digital optimisation including use of AI to support the efficiency and effectiveness of service delivery, back office and public facing functions
- Overseeing the organisation's approach to information governance
- Ensure all staff are managed within legal HR process requirements and internal performance management systems
- Attend internal and external meetings and training, as and when necessary, including travel to venues across Hampshire and occasionally to other areas of the UK.

### Health and safety

- 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.
- Ensure that safe practices are in place and are carried out by all staff who are lone workers.
- Ensure that accidents, incidents and near misses are recorded in an accident book and the correct procedures are followed for reporting and monitoring.

### General

- To work within the organisation's policies and procedures
- 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 specification



### Career evidence of

- Job longevity and consistent associated performance in comparable (budget accountable) roles
- Working and supporting a Board of trustees or similar which has overall responsibility for governance
- Managing day-to-day operations and implementing the Board's vision
- Leading on service delivery across multiple functions
- Leading a comparable organisation through sustainable growth and transformation
- Creating and sustaining incremental income - both restricted and unrestricted
- Creating and sustaining monetised corporate and funder partnerships
- Strategic and operational decision-making
- Financial and risk management
- Effective partnership working and development, and external relationship management.
- Growing organisational and individual skills and capability including successful succession planning
- Continuing professional development
- Working with volunteers.

### Key skills and attributes

- Authentic, accessible, empathetic leadership
- A meaningful connection with the vision and mission of Andover Mind, and appreciation of the impact of its services on its beneficiaries
- Energy and enthusiasm
- Able to create organisational ambition and buy in through clear, visionary communication
- Excellent communication and presentation skills, spanning interpersonal to large groups/public speaking
- Project management skills plus knowledge of Project Management tools
- Strong financial and IT literacy
- Ability to lead, function and think clearly in often complex situations while maintaining a calming influence
- Excellent people engagement skills
- Ability to coach/mentor
- Comfortable and confident with accountability
- Self-sufficient and self-motivated.

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## How to apply



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# 5

## How to apply

Andover Mind are working exclusively with Charisma Charity Recruitment.

Applications 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](mailto: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](mailto:info@charismarecruitment.co.uk)

**Closing date: 25 August 2025**

**Charisma will commence vetting interviews as applications are received, so please apply without delay. All vetting interviews must be completed by 27 August at the very latest.**

**Interviews with Andover Mind: w/c 1 September 2025 (in-person in Andover)**



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