Job Description

Job Title: Head of Centre
Accountable to: Chair of the Board of Trustees
Employer: The Tunbridge Wells Counselling Centre
Location: 49 Richmond Terrace, London Road, Tunbridge Wells TN1 1DT
Working Hours: Part-time (21 hours per week, with flexibility depending on operational requirements) Hybrid working is feasible subject to the operational needs of the charity. Regular attendance at the Centre (minimum two days/week) and external meetings is required.
Salary: c. £50,000–£55,000 per annum pro rata (dependent on experience), plus contributory pension scheme.
Contract: Permanent, subject to a six-month probationary period.
Holiday: 25 days per annum pro rata plus bank holidays. The Centre also closes over the Christmas period.

About The Counselling Centre

For over 35 years, The Counselling Centre (TCC) has supported the local community in West Kent and East Sussex as a provider of high-quality professional counselling and as a BACP-accredited centre of excellence for the training of counsellors. As a charity, our mission is to ensure financial barriers don't prevent people from getting the valuable counselling support they need, for as long as they need it.

Our services include:

- Open-ended psychodynamic counselling for adults
- Employer-funded counselling programmes (EAP)
- Bereavement support for children and young people
- Professional counselling training from Certificate to Diploma level
- Continuing Professional Development (CPD) programmes

As a non-profit independent charity, our income is generated through client fees, professional training, grants, donations and fundraising activities. Our strategic ambition is to expand our impact, strengthen our financial sustainability, and respond to the increasing demand for mental health services areas among the communities we serve.

Purpose of the Role

The Head of Centre provides strategic and operational leadership to ensure the organisation delivers high-quality counselling, training and community services while remaining financially sustainable and well governed.

Working closely with the Board of Trustees, the Head of Centre will lead the charity's strategic direction, oversee day-to-day operations, develop new income opportunities, raise the organisation's profile and act as a visible ambassador for the charity across the local community and beyond.

The role combines strategic leadership, financial management, operational management, governance, business development, fundraising, marketing and external relationship management to support the continued growth and long-term sustainability of The Counselling Centre.

Key Responsibilities

Strategic Leadership

- Provide inspirational leadership to achieve the charity's vision, mission and strategic objectives.
- Develop and implement the organisational strategy and annual business plan.
- Work closely with the Board of Trustees to support effective governance and strategic decision making.
- Develop meaningful organisational KPIs and report progress to the Board.

Financial Sustainability

- Lead the financial management of the charity, including budgeting, forecasting and cashflow management.
- Maximise income from counselling, training, grants, fundraising and commercial opportunities.
- Identify new income generation and business development opportunities.
- Ensure financial sustainability and effective use of organisational resources.

Business Development & Growth

- Identify opportunities to grow counselling, training and CPD services.
- Develop strategic partnerships with organisations, employers, NHS partners and community groups.
- Build relationships with funders, donors, commissioners and corporate supporters.
- Lead funding applications alongside Trustees and external partners where appropriate.
- Explore new services that meet emerging community mental health needs.

Marketing, Communications & Ambassador Role

- Lead the marketing and promotion of The Counselling Centre and its services.
- Build brand awareness of the charity across West Kent and surrounding areas.
- Act as an ambassador and public spokesperson for the organisation.
- Represent the charity at networking events, conferences, partnership meetings and community events.
- Build relationships with local businesses, statutory organisations, educational institutions and community groups.
- Oversee digital marketing, website development, social media and public relations activity.
- Promote the impact of the charity through storytelling, campaigns and community engagement.

Operational Leadership

- Ensure the efficient day-to-day operation of counselling, training and support services.
- Ensure the organisation has appropriate staffing, facilities, technology and resources.
- Oversee the management of the Centre's premises and lease arrangements.
- Lead operational planning and continuous service improvement.

People Leadership

- Lead, motivate and develop the employed staff team.
- Line manage senior staff and support performance management and professional development.
- Promote a positive organisational culture based on collaboration, wellbeing and continuous improvement.
- Support effective volunteer engagement alongside clinical leadership.

Governance & Compliance

- Ensure compliance with charity law, employment legislation, safeguarding requirements and regulatory obligations.
- Maintain organisational policies, procedures and risk management frameworks.
- Support Trustee recruitment, induction and governance development.
- Ensure continued compliance with BACP accreditation standards.

Key Competencies

The successful candidate will demonstrate:

- Proven senior leadership experience.
- Strong strategic thinking and organisational development skills.
- Experience of business development, income generation and organisational growth.
- Strong marketing, communications and stakeholder engagement skills.
- Excellent relationship building and networking ability.
- Experience representing an organisation externally and acting as an ambassador.
- Financial management and budget responsibility.
- Experience securing funding through grants, partnerships or fundraising.
- Strong people leadership and change management experience.
- Excellent presentation, influencing and communication skills.
- Effective project management and organisational skills.
- High levels of personal integrity, professionalism and emotional intelligence.
- Strong IT and digital communication skills.
- An understanding of the charity sector and governance.
- A commitment to improving mental health and supporting the values of The Counselling Centre.

Person Specification

This is a pivotal role and we are looking for an engaging, hands-on and collaborative team player with a genuine commitment to improving mental health within the community. You will be equally comfortable leading operational delivery, developing strategic partnerships, identifying growth opportunities and acting as a passionate ambassador for The Counselling Centre. You will be capable of inspiring confidence among staff, volunteers, Trustees, partners and funders, galvanising the charity and ensuring it continues to deliver excellent services from a financially resilient platform into the future.