



Supporting Minds, Changing Lives



Director of Human Resources Information Pack

Contents

Introduction.....	3
Who we are.....	4
What we do.....	5
Our Impact in 2024/25.....	8
How we're organised	9
Strategy.....	10
Financials.....	11
Meet the Team	12
Job Description.....	13
Person Specification	15
How to apply	16
Timeline.....	19

Introduction

Dear Candidate

Thank you for your interest in the **new role of Director of HR** at Action Mental Health. I appreciate you taking the time to learn more about our organisation and this very important role.

Action Mental Health has been supporting people across Northern Ireland on their journey to positive mental health for over 60 years. From our beginnings in Downpatrick to our current presence across the region, we have grown into a diverse, ambitious organisation delivering counselling, therapeutic, employability, wellbeing and community-based services to children, young people, adults and families.

Central to everything we do is a commitment to quality, compassion and reducing the stigma that still surrounds mental ill health. That passion and commitment extends from the people delivering our services on the frontline, right through into our Human Resources and Senior Management teams.

The Director of HR will be a key member of the SMT. This post carries responsibility for delivering strategic and operational leadership for the people agenda across Action Mental Health. The postholder will lead the development and implementation of a modern, effective and values-led people strategy that supports organisational performance, service delivery and sustainable growth.

We are looking for an experienced HR professional who actively values and supports mental wellbeing too. In return, we offer the opportunity to make a meaningful impact within a well-established organisation, working alongside committed colleagues who are passionate about making a difference. We are working with our recruitment partners Engage on the role, and they will be happy to answer any questions you might have in the first instance.

I hope this information pack gives you a sense of our purpose, our services and our ambition. If you feel inspired to be part of our journey, we would be very pleased to receive your application.

David Babington

Chief Executive Officer



Who we are

Action Mental Health: A charity Supporting Minds, Changing Lives across Northern Ireland.

Action Mental Health is one of Northern Ireland's leading mental health charities, dedicated to improving the lives of people of all ages through specialist services that strengthen wellbeing, build skills and support recovery. For over sixty years, we have been at the heart of our communities, providing counselling, resilience programmes, training, and employability support that help individuals gain confidence and move forward with hope.

We deliver a wide range of practical, evidence-based services - including therapeutic counselling for children, young people, adults and families; emotional wellbeing programmes in schools, colleges and universities; and vocational training, accredited qualifications and employment support for those seeking new opportunities. Our teams work with people living with mental health challenges, long-term conditions, chronic pain and eating disorders, as well as employers and community partners, ensuring individuals can access the right support at the right time.

We believe in early intervention, empowerment and creating opportunities for real, lasting change. Every day, we work to reduce stigma, strengthen resilience and improve wellbeing across Northern Ireland.

Together, we can support minds and change lives.



What we do

Counselling

Action Mental Health provides high-quality counselling, with friendly and professional services for children, young people and adults. Thanks to the support of our funders and donors, our services are provided free of charge to our clients.

Adults

Action Mental Health offers counselling services to adults in our North and East Belfast premises as well as through outreach locations across the BHSCT and SEHSCT areas.

HOPE schools counselling

Action Mental Health works with the Education Authority to provide the HOPE counselling service in post primary Mainstream Schools and Special Schools/EOTAS. We provide individual and group counselling/therapy as well as drop-in sessions during the school year.

Postvention (supporting those impacted by suicide)

Action Mental Health offers support to families and communities (including sporting, youth, community clubs) impacted by suicide in the South Eastern and Belfast Trust areas who have been impacted by suicide.

Counselling for children and young people

Action Mental Health provides counselling services to children and young people in our North and East Belfast premises as well as through outreach locations in the SEHSCT area. We work in a child-centred way and different approaches are used depending on the age of the child or young person and the specific issues or difficulties they are experiencing.



“

Action Mental Health has changed my life for the better, I wake up each day with a purpose and love coming to the classes and have made new friends.

Client in Foyle

”

“

The service is a life saver literally as it gives me something to look forward to each day.

Client in Antrim

”

“

Attending the service has helped to improve my independence. It gives me a sense of achievement.

Client in Downpatrick

”



Mental Health Recovery and Employability

Our Mental Health Recovery & Employability service operates from 10 locations across Northern Ireland, offering a range of programmes to support clients on their recovery journey. Through our New Horizons and SkillSET programmes, clients can learn new skills through personal development courses, accredited training and creative activities, while also connecting with others to build confidence and resilience.

When the time feels right, we support clients to take the next step, whether that is further training, volunteering or employment.

Workable (NI)

Action Mental Health is one of seven partners within the Supported Employment Solutions consortium that helps people with disabilities and health conditions get back into employment. Under the auspices of the Department for Communities, the Workable (NI) Programme is delivered by SES partners Action Mental Health and Cedar, along with Mencap, Orchardville and NOW – both social enterprises for people with learning difficulties and autism; RNIB and RNID.



Schools & Community Wellbeing

We offer a range of mental health awareness programmes tailored for children and young people, as well as key contacts in schools, community groups, church groups and sports clubs. These programmes help young people understand how to look after their mental health, build emotional awareness and resilience, and know where to find support when they need it.

Our programmes include Little Healthy Me (P1 – 4), Healthy Me (P5 – 7), Healthy Heroes (P7), Provoking Thought for Young People (secondary schools), Mindset, Provoking Thought, Mental Health First Aid, safeTALK (suicide alertness training for ages 15+) and ASIST – Applied Suicide Intervention Skills Training (ages 18+).

We also provide specialist support to schools and communities in the Southern Trust through our Eating Disorders Support team, and in the Western Trust through our Pain and Condition Management team for people living with chronic pain conditions.

OUR Generation

The OUR Generation project is a project that provides a unique opportunity for communities, north and south of the Border, to work together to halt the intergenerational impact of trauma and to build emotional resilience and peace for generations to come. *(A project supported by PEACEPLUS, a programme managed by the Special EU Programmes Body 'SEUPB').*

Workplace Mental Health Training and Consultancy

We provide specialised mental wellbeing training and consultancy to tackle workplace mental ill-health. 1 in 5 NI employees are living with a diagnosed mental illness and mental ill health continues to be the leading cause of long term absence from work. Our evidence-based prevention and early interventions are designed to equip NI workplaces with the tools to improve employee wellbeing, decrease staff absence and turnover, and create a thriving workplace.



Eating Disorders Support

At Action Mental Health, we provide one-to-one support services to people living with eating disorders throughout the Southern Health Trust area, including their family and carers.



Men's Shed

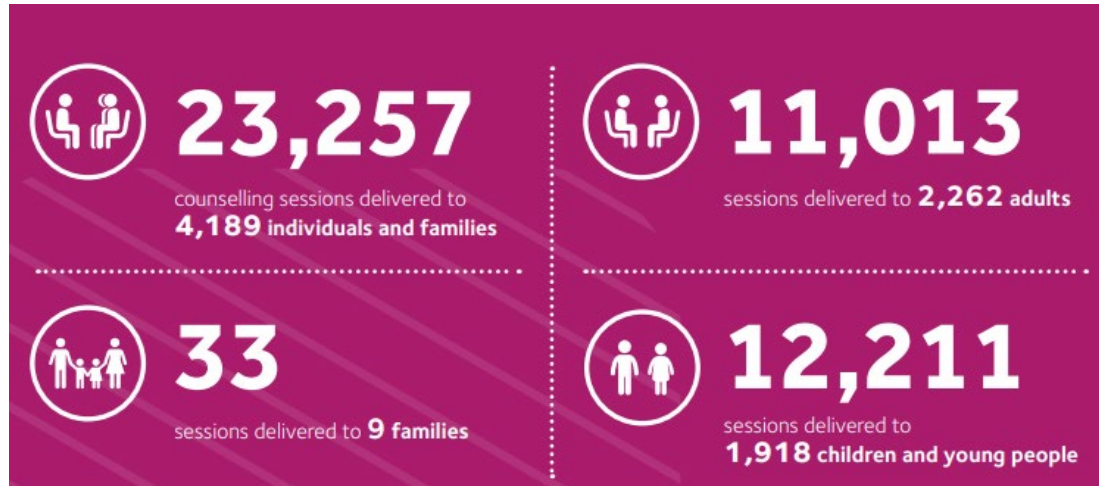
A project for men aged 50+ to share skills, socialise and connect with their wider community. Men's Shed brings together men to share their skills, have a laugh and a cup of tea while working on practical activities of their choice.

Condition Management

Most people with a chronic pain condition see a healthcare professional for as little as five hours per year. Our evidence-informed self-management programme helps them to support themselves in the remaining 8755 hours in the year.

Our Impact in 2024/25

Counselling with Action Mental Health



Schools and Community



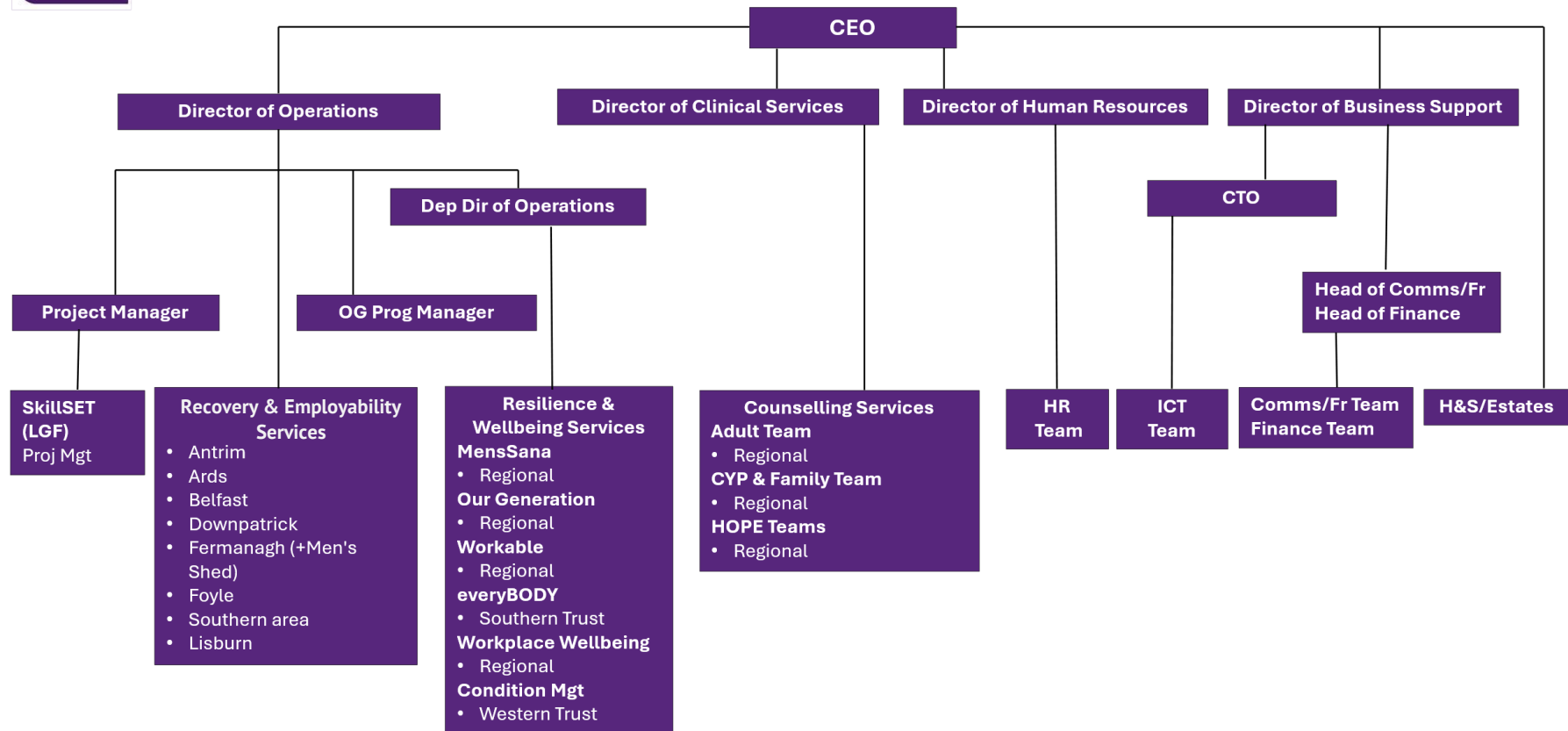
Mental Health Recovery & Employability



How we're organised



AMH Organisational Structure Sept 26



Strategy

Vision statement

“A society which actively values and supports people on their journey to positive mental health.”

Mission statement

“To make a positive difference to people’s mental health and wellbeing.”



Financials

Below is a snapshot of our latest published annual income and expenditure report for March 2025. If you are reading online, you can click on the links below to access the last three years' annual accounts for more detailed information.

	Notes	Restricted Funds £	Unrestricted Funds £	Total Funds 2025 £	Total Funds 2024 £
INCOME AND ENDOWMENTS FROM:					
Charitable activities:					
Grants & contracted funding:	3				
- Rehabilitation programmes		4,026,123	-	4,026,123	4,095,012
- Welfare and education		841,739	81,439	923,178	854,995
- Therapeutic services		1,648,386	-	1,648,386	1,094,470
Other employment income	4	210,902	-	210,902	234,385
Contribution from trading activities:	4				
- Rehabilitation programmes		-	13,065	13,065	25,688
Donations and legacies	5	7,000	297,712	304,712	264,123
Gain on disposal of assets	6	-	1,127,907	1,127,907	-
Other activities	7	-	180,920	180,920	124,374
Investments	8	-	105,562	105,562	31,143
TOTAL INCOME AND ENDOWMENT		6,734,150	1,806,605	8,540,755	6,724,190
EXPENDITURE ON:					
Charitable Activities					
- Rehabilitation programmes	9	3,885,201	-	3,885,201	4,311,484
- Rehabilitation exceptional costs		-	-	-	267,763
- Employment services		245,934	-	245,934	233,805
- Welfare and education		1,098,583	132,676	1,231,259	1,093,664
- Therapeutic services		1,795,667	-	1,795,667	1,357,243
Raising funds	10	-	169,031	169,031	118,934
Other	12	-	28,064	28,064	36,097
TOTAL EXPENDITURE		(7,025,385)	(329,771)	(7,355,156)	(7,418,990)
NET (EXPENDITURE)/INCOME BEFORE OTHER RECOGNISED GAINS AND LOSSES					
		(291,235)	1,476,834	1,185,599	(694,800)
NET (LOSSES)/GAINS ON INVESTMENTS					
Realised gain on investments		-	-	-	131,724
Unrealised (loss)/gain on investments		-	(60,655)	(60,655)	230,070
NET (EXPENDITURE)/INCOME BEFORE TRANSFERS		(291,235)	1,416,179	1,124,944	(333,006)

Annual Report March 2025

Annual Report March 2024

Annual Report March 2023

Meet the Team



Chief Executive
David Babington

David is Chief Executive, a role he has held since 2010. He leads its 250 staff across 14 locations, overseeing counselling services and tailored training while promoting the organisation and its long-term sustainability.

Previously, he advised major retail clients as a consultant at Cherton Enterprises and led a large-scale resettlement programme for the Ministry of Defence.



Director of Operations
Audrey Allen

Audrey Allen has dedicated 35 years to Action Mental Health and, in her current role since 2012, has led operational teams across Recovery and Employability, Wellbeing, and Counselling. She is committed to delivering high quality, person-centred mental health services across Northern Ireland.



Director of Business Support
Ingrid Gallen

Ingrid is an FCA chartered accountant with over 30 years' experience of managing public finances in a variety of sectors. She trained with PwC and has been with Action Mental Health since 2009 supporting growth and development both internally and through the medium of partnership working with some of NI's largest charities. She was previously a Director on the Board of RNID.



Director of Clinical services
Susan Ellison

Having joined the team in September 2026, Susan is a BACP-accredited clinical services leader with over 15 years' experience delivering and developing counselling and therapeutic services across the community and voluntary sector. She was Head of Therapeutic Services at Nexus from 2024, leading regional services, clinical governance, safeguarding and multidisciplinary teams. She previously held roles with Wave Trauma Centre, Inspire and Lifeline, overseeing high-risk services and service improvement.

Board Members

Susan Ella Cooke

Paul Frederick
Corr

Angela Craigan

Leeanne Violet
Fleck

Roisin Kelly

Henry William
Robert Kohner

Dr Gerard
Lynch

Jonathan
McAdams

Damien Patrick
McAuley

William Allen
McKeown

Kevin Michael
McParland

Jonathan Morgan
Fergus O'Brien

Roger John
Pannell

Job Description

Job Title	Director of HR
Responsible to	Chief Executive Officer
Direct Reports	3 HR Team Members
Hours	Full-time 35 hours per week (28 to 35 hours per week negotiable, pro rata'd)
Location	Head Office, 27 Jubilee Road, Newtownards BT23 4YH Hybrid working is available
Salary Scale	Starting salary £62,466 (on range £62,466 - £71,715) 6% employer pension contribution
Contract	Permanent
Annual Leave	38 days (inclusive of customary and closure days)
Employee Benefits	Bupa Cash Plan Death in service (4 x salary) Income protection

Purpose

The Director of Human Resources will provide strategic and operational leadership for the people agenda across Action Mental Health. The postholder will lead the development and implementation of a modern, effective and values-led people strategy that supports organisational performance, service delivery and sustainable growth.

Working as a member of the Senior Management Team, the Director of Human Resources will ensure that the organisation attracts, develops, supports and retains a skilled and engaged workforce capable of delivering high-quality mental health, employability, counselling, wellbeing and recovery services across Northern Ireland. The role will provide professional leadership across all aspects of human resources, organisational development, employee relations, workforce planning, learning and development, culture, wellbeing, equality and inclusion.

Key Responsibilities

Strategic Leadership

- Provide strategic leadership for all people-related matters across the organisation.
- Lead the development, implementation and review of the organisation's People Strategy.
- Act as a trusted adviser to the Chief Executive, Senior Management Team and Board on workforce, organisational development and culture matters.
- Ensure that people considerations inform organisational strategy, service development and change programmes.
- Lead and support organisational transformation and change initiatives where required.
- Promote a positive, inclusive and values-led organisational culture.

Workforce Planning and Organisational Development

- Lead workforce planning activities to ensure the organisation has the capability and capacity required to achieve its strategic objectives.
- Develop succession planning and talent management approaches for key leadership and specialist roles.
- Support organisational design, service redesign and workforce transformation projects.
- Develop initiatives that strengthen employee engagement, retention and organisational effectiveness.
- Ensure equality, diversity, inclusion and belonging principles are embedded across the organisation.

Human Resources Leadership

- Lead the delivery of a high-quality HR service across the full employee lifecycle.
- Oversee recruitment, onboarding, performance management, remuneration, policies, employee wellbeing and workforce data.
- Ensure HR policies, procedures and practices remain compliant with employment legislation and best practice.
- Lead the management of complex employee relations matters, including disciplinary, grievance, capability, absence management and organisational change processes.
- Provide expert advice and coaching to managers on workforce matters.
- Ensure effective HR governance, reporting and workforce compliance arrangements are maintained.

Learning, Development and Leadership Capability

- Develop and oversee organisational learning and development strategies.
- Support leadership and management development programmes across the organisation.
- Promote a culture of continuous learning, professional development and reflective practice.
- Ensure mandatory and role-specific training requirements are delivered effectively.

Culture, Wellbeing and Employee Engagement

- Champion employee wellbeing, engagement and organisational values.
- Lead initiatives that support staff health, wellbeing and psychological safety.
- Foster a culture of collaboration, accountability, inclusion and continuous improvement.
- Oversee employee engagement surveys, action planning and organisational development interventions.

Governance and Risk

- Ensure compliance with employment legislation, equality legislation and regulatory requirements.
- Provide workforce reports, metrics and analysis to the Chief Executive, Senior Management Team and Board.
- Contribute to organisational governance, risk management and strategic planning processes.
- Ensure workforce risks are identified, monitored and mitigated appropriately.

External Engagement

- Build effective relationships with recognised trade unions, professional bodies and external partners.
- Represent the organisation on people-related matters when required.

In addition to the above duties the postholder will be expected to be flexible in discharging these and any other additional tasks as may be reasonably assigned according to the changing priorities of the organisation and developing stakeholder needs. In the absence of the CEO the postholder may be required to provide support to the Nominations & Remuneration Committee and deputise on all HR matters.

Person Specification

Essential Qualifications and Experience

- Chartered Member of the Chartered Institute of Personnel and Development (CIPD), or an equivalent senior HR professional qualification, together with a degree-level qualification in Human Resources, Business Management, Organisational Development or a related discipline, or equivalent relevant experience.
- Significant senior-level HR leadership experience, including operating as a Head of HR, Director of HR, People Director or equivalent, managing and developing HR teams and delivering a high-quality HR service across the full employee lifecycle.
- Proven experience of developing and implementing organisational People Strategies that support business and organisational objectives, and of advising Chief Executives, Boards and senior leadership teams on strategic workforce matters.
- Experience of leading organisational change, transformation and workforce development initiatives, including workforce planning, succession planning and talent management activities.
- Significant experience of managing employee relations matters, including disciplinary, grievance, capability, restructuring, organisational change and absence management processes.
- Experience of developing and implementing HR policies, procedures and governance frameworks, supported by sound knowledge of NI and UK employment law, equality legislation, current HR best practice and workforce compliance requirements.
- Experience of promoting employee engagement, organisational culture and staff wellbeing initiatives, and of building effective relationships with trade unions, external stakeholders and professional bodies.
- Experience of producing and interpreting workforce metrics, analysis and reports to support strategic decision-making, organisational governance and risk management.

Desirable Qualifications and Experience

- Chartered Fellow status of the CIPD and/or a postgraduate qualification in Human Resources, Organisational Development, Leadership, Business Management or a related field.
- Experience working within the charity, health, social care, mental health or public sector environment, including knowledge of workforce challenges and employment practices within the mental health, employability, counselling or wellbeing sectors.
- Experience supporting geographically dispersed workforces and multiple service locations, and leading equality, diversity, inclusion and belonging initiatives.
- Experience implementing HR systems, digital workforce solutions or people analytics programmes; managing organisational learning and leadership development; contributing to organisational risk management and corporate

governance; and supporting Board committees, including Nominations, Remuneration or Governance Committees.

Essential Attributes

- Strategic and credible leadership, with the ability to align people priorities with organisational objectives and service outcomes, shape organisational culture and workforce strategy, maintain a strong focus on operational delivery and make sound decisions in complex and sensitive situations.
- Excellent interpersonal, influencing, relationship-management, written and verbal communication skills, with the ability to build credibility and trust, convey complex information clearly and coach managers to resolve people issues effectively.
- Strong commitment to the values, mission and objectives of Action Mental Health, and to equality, diversity, inclusion, employee wellbeing, psychological safety, compassionate leadership and a positive workplace culture.
- High levels of integrity, professionalism, discretion, emotional intelligence, resilience and sound judgement, particularly when handling sensitive and confidential matters.



Wet felt design by participant in Action Mental Health Eating Disorder Support creative course 2024

How to apply

Please forward a **CV, maximum three A4 sides**, together with a completed **Supplementary Questions form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Wednesday 7 October 2026**. Applications should be made by email to: **apply@engageexec.co.uk**

Contact Patrick Minne on 07792 509003 patrick@co3.org.uk if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Action Mental Health is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

By submitting an application for this position, you are consenting for your personal information to be processed and used for the duration of this recruitment campaign.

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Wednesday 7 October 2026

First Interviews

Wednesday 14 October 2026

Second Interviews (may include a seen or unseen task)

Wednesday 21 and/or Thursday 22 October 2026

Optional final Interviews

Wednesday 28 October 2026





**Supporting Minds,
Changing Lives**

Please address any enquiries relating to the advertised position to Action Mental Health's recruitment partners:

Patrick Minne



Tel: 07792 509003
Email: patrick@co3.org.uk

Enquiries unrelated to this recruitment can be addressed to:

Action Mental Health

Head Office
27 Jubilee Road
Newtownards
Co Down
BT23 4YH

T 028 9182 8494

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