

Welcome...

Recruitment pack

Head of Income and Engagement

*Driving sustainable income to
protect and grow vital services*



Welcome...

And thank you for your interest in joining Catalyst Support!

As Catalyst Support enters an important period of financial recovery and renewal, we are making a deliberate investment in senior leadership to help secure our long-term sustainability, while staying true to our mission and values.

The Head of Income & Engagement is a pivotal role for the organisation. It brings together strategic income leadership, strong external relationships and the ability to work collaboratively across teams to shape a more resilient future for our services and the communities we support.

With a turnover of nearly £5 million and growing demand across Surrey, our work has never been more vital. This role offers the opportunity to play a defining part in strengthening our income base, building confidence with funders and partners, and ensuring Catalyst Support can continue to respond to need with impact and integrity.

If you are motivated by purpose, accountability and the challenge of developing sustainable income in a complex environment, we would be very pleased to hear from you.

Sue Murphy & Yvonne Rees
CEO & Chair of Trustees, Catalyst Support

Learn more at www.catalystsupport.org.uk.

Sue Murphy
CEO ✨



Yvonne Rees ✨
Chair of Trustees



Our story

Who we are

Catalyst Support is a Surrey-based charity, founded in 1989, dedicated to improving mental health and overall wellbeing. We provide support services that reduce harm, promote wellbeing and tackle health inequalities across the county.

Working with adults, we deliver a wide range of community-based services—many in partnership with other agencies—to improve lives and strengthen communities. Our services are co-designed with clients to ensure they truly meet individual needs.

Our work has traditionally been funded through statutory contracts, grants and partnerships. As the funding landscape continues to change, strong income leadership is increasingly essential to help us grow a more diverse, resilient mix of income streams and ensure our services remain sustainable for the future.



Our vision



Providing confidential, free or heavily subsidised, accessible, and flexible services



Creating a holistic approach to health and wellbeing



Offering specialist knowledge and support



Ensuring no-one is left behind



Investing in our people



Bringing together the most appropriate services for individuals



Enabling individuals to be heard and understood.



It takes a community to support a community – *Sue Murphy, CEO*

Our values



Kindness

friendly, caring and considerate.



Integrity

honest and having strong moral principles.



Commitment

dedicated to the cause.

What people say about Catalyst Support

“

I feel comfortable and feel a weight's lifted. I've got more of an appetite, I feel more relaxed, I feel more confident and I'm happy with where I am now. I've just started a new job; I've opened up more and I've been honest more.

Adam,
Catalyst Counselling client*

“

In the 2 years I have worked with them, I have seen how much the MHICS teams add to the service we offer to our clients. They are warm, kind, and generous with their time, not just with clients but with their colleagues too.

Surrey Heath PCN

“

A big thank you to the groups team. For me you have literally been one of my lifelines. The Friday group is a weekly milestone I know is there in my diary. In my bad times it's supportive and in better weeks I enjoy a social event.

*Jack, Community Connections
Client, 2024*



Equality, Diversity, and Inclusion

At Catalyst Support, diversity, equality, and inclusion are at the heart of our values and operations. We believe that the varied backgrounds of our staff, clients, and partners are key to delivering inclusive, high-quality services.

We are committed to fair treatment in both service delivery and workforce practices, promoting a culture that values difference and fosters belonging.

We support flexible and part-time working to help staff balance personal and professional commitments.

We also collaborate with partners including the Surrey Minority Ethnic Forum, Surrey Coalition of Disabled People, and Surrey Disabled People's Partnership to champion inclusion across all we do.



I feel like me again. I have my identity again. I feel more confident... Anyone can be affected by mental health – *Client*

Why this role matters

This role sits at the heart of how Catalyst Support shapes its future.

With Board backing and senior visibility, the Head of Income & Engagement will have the mandate to influence strategy, build confidence with external partners and help determine where the organisation focuses its time and effort for greatest impact.

The scope is broad, the expectations are high, and the opportunity to make a lasting difference is real - not just to income, but to how sustainably Catalyst Support can deliver its mission.

**This is not a maintenance role –
it is a leadership role with real impact.**

Meet Catalyst Support

Join us on a journey of a charity that started over 35 years ago to address drug and alcohol use in Surrey.

Follow us through the years as Catalyst Support grows to meet the needs of our community, addressing mental health challenges and providing outreach services where they are needed most.

Discover some of the 20+ services we provide, the impact of their work, and how our focus on trauma-informed, client-led care—combined with strong local partnerships—makes a meaningful difference in the lives of those we support.

Meet our clients to hear their stories.

[Click to watch
our film](#)



What success looks like in the first 12 months

Pipeline

- A clear prioritised income pipeline with realistic forecasts

Cost Recovery

- Early movement towards covering the cost of the function

Quality

- Improved consistency and quality of bids and tenders

Relationships

- Stronger funder and commissioner relationships

Reporting

- Clear reporting to the Executive team on ROI, risk and progress

Internal Alignment

- Services engaging consistently in evidence-led pipeline development



Benefits we offer



Great working hours

- 35 hour working week (full time hours)
- Flexible working opportunities



Time off

- 26 days holiday per year (pro rata)
- Holiday allowance increases at 3 years and 5 years
- Your birthday off each year- a little pressie from us!



We invest in you

- Regular 1-1 support
- Valuable training and support

At Catalyst Support, we have thought about benefits to help support the wellbeing of our employees. Look at the great benefits we offer all employees.



Social events

- We hold an annual awards ceremony and recognise employee achievements



Help with your health

Membership to Simply Health:

- Medical/therapy appointments (up to 6 in any year)
- prescriptions
- dentist
- opticians



Financial benefits

- Access to an employment pension scheme
- Access to an employee benefit scheme such as retail discounts

How to apply

To apply please forward

- Your CV
- A personal statement highlighting your relevant experience for the role (two sides of A4 maximum, normal margin, font 11).
- Send to recruitment@catalystsupport.org.uk



Please include a **telephone number and email address** we can contact you on. If you wish to apply using an alternative format or would like to have an informal discussion, please contact us on the email address above.

Thank you for taking the time to read about our charity and the position we are recruiting for. If you decide to apply, we wish you every success.



Recruitment timetable

Closing date: 19 June 2026

Interview dates: provisionally 22 June – 3 July

Location: Woking, Surrey