

JOB DESCRIPTION

Chief Executive Officer

JOB DETAILS

- Responsible to:** Chair of Trustees
- Responsible for:** Team of approx. 10 staff
- Location:** Headway Bath head office (Fairfield House, Bath BA1 3QJ)
- Hours of work:** 21 hours per week (hours/days flexible). Hybrid working with some office-based, remote working and travel across BANES and Wiltshire.
- Salary:** £38,000 FTE (£22,800 pro rata for 21 hours per week)
- Job Type:** Permanent position, subject to successful probationary period.
- Job benefits:** 28 days annual leave pro rata (including bank holidays), time off in lieu, pension scheme, training opportunities.

*This post is subject to enhanced DBS clearance

*A car driver with access to own vehicle is required for this post

MAIN JOB PURPOSE

To lead the charity on a day-to-day basis, co-ordinate and manage the services provided by Headway Bath to meet objectives within contracts and grant provisions. To develop and implement strategy and develop external relationships.

KEY RESPONSIBILITIES AND TASKS

Developing Policy, Strategy and Services:

- Assist the Board of Trustees in creating an appropriate strategy and implementing business/ actions plans, reviewing regularly.
- Ensure Headway Bath has all necessary and appropriate policies in place.
- Review current policies periodically and develop new ones as required.
- Regularly review current services.
- Develop and implement new services and projects. To include developing interventions, evidencing, and demonstrating effectiveness (outcomes).

Liaison with Statutory and Other Bodies:

- Develop personal links at executive/management level with relevant local authorities (currently BANES and Wiltshire Councils), Adult Social Care, Integrated Health Board, local community neuro rehab teams etc
- Liaise with statutory bodies in respect of funding and provision of services.
- Responsible for negotiating Service Level Agreements/ Contracts and rates.
- Develop links with other organisations important to the continuing development of Headway Bath & District
- Represent the charity whilst nurturing existing relationships and building new positive relationships.
- Explore and develop new partnerships through grant funding, sponsorship, community projects and closer liaison with other third sector groups and organisations.
- Further develop our connection with University of Bath, to continue offering student placements at different levels. Develop connections with other education providers e.g., Bath College, Bath Spa University, Bristol universities etc.
- Develop links with Headway UK and other Headway groups and branches.

General Management:

- Help design, evolve, and implement the strategy agreed with the Board of Trustees.
- Ensure the charity meets its income objectives through client fees, grants, corporate sponsorship, and other fundraising activities.
- Work with the Operations manager and other team members to develop and improve the service offered by the charity.
- Develop quality management systems and processes.
- Ensure compliance with legal requirements and Service Level Agreements
- Prepare information and reports for the Board of Trustees
- Oversee the development of systems, documents, and procedures.
- Ensure compliance with all statutory requirements including the safeguarding of clients, staff and volunteers.
- Ensure compliance with all statutory GDPR requirements.

Administration:

- Work with Operations Manager and other team members to ensure that client records are being maintained and kept up to date in client database and electronic filing systems.
- Ensure evidence of client outcomes are being recorded and reviewed regularly.
- Responsible for maintaining grant and contract records and reporting to funders.
- Responsible for managing charity budgets and targets.
- Oversee bookkeeping activities and all recording and reconciliation of finances.
- Oversee risk management processes.

- Oversee all other risk assessment processes as required.
- Ensure compliance with all Health and Safety and other regulatory requirements.
- Ensure good governance is observed at all times.
- Ensure website and all social media platforms are maintained and updated regularly.
- Complete reports/correspondence as necessary
- Ensure that Headway UK standards are observed at all times.

Recruitment:

- Develop and review job descriptions and person specifications.
- Introduce and maintain appropriate recruitment processes.
- Oversee recruitment procedures.

Publicity:

- Develop and maintain the charity's social media presence.
- Conduct press/radio interviews as required.
- Oversee and write or contribute to press releases.
- Represent the charity at events and act as spokesperson when required.

People management:

- Develop team ethos and team spirit.
- Oversee the operations and management of all services provided.
- Direct and focus the work of all staff and volunteers.
- Develop and oversee an appropriate induction and training programme for staff and volunteers.
- Arrange and/or deliver training and development opportunities for staff.
- Ensure the service complies with the General Social Care Council codes of practice.
- Oversee annual appraisals and countersign.
- Carry out regular supervision sessions with staff.

Working with clients:

- Ensure that all client reviews are completed and recorded in a timely manner.
- Ensure that staff are completing client I-statements and support plans and that outcomes are being recorded regularly on client database and through reporting processes.

- Oversee the recording of client progress and case studies for evidence to support grant applications.

Meetings:

- Attend Board of Trustees meetings
- Attend Headway UK meetings and AGM.
- Chair regular staff meetings
- Attend other meetings as necessary.

Miscellaneous:

- Attend appropriate training events.
- Undertake any other duties that may reasonably be required.

PERSON SPECIFICATION FOR CHIEF EXECUTIVE OFFICER

ESSENTIAL	DESIRABLE
<p><i>Education and Qualifications</i></p> <ul style="list-style-type: none"> ○ Educated to minimum equivalent of degree level 	<ul style="list-style-type: none"> ○ Post graduate level management qualification. ○ Membership of relevant management institute
<p><i>Experience</i></p> <ul style="list-style-type: none"> ○ At least 2 years' experience of managing a small or medium size team or organisation. ○ Experience of working to and meeting targets ○ Experience in leadership environment. 	<ul style="list-style-type: none"> ○ Experience of managing a charity ○ Operation at Board level ○ Experience of managing care services
<p><i>Skills, Knowledge and Ability</i></p> <ul style="list-style-type: none"> ○ A broad range of managerial skills ○ Ability to lead and motivate. ○ Good communication skills, in both verbal and written English ○ Excellent interpersonal skills ○ The ability to develop useful networks and partnerships. ○ Ability to develop and implement strategy. ○ Financial acumen ○ Good knowledge of health and safety, data protection, equal opportunities, and other key legal requirements ○ Good planning and organisational skills ○ Ability to self-motivate and work to targets. ○ Ability to problem solve, prioritise and pay attention to detail. ○ Good IT skills, including proficient use of Microsoft Office software, in particular Excel and Word 	<ul style="list-style-type: none"> ○ Knowledge of brain injury and its effects
<p><i>Other Requirements</i></p> <ul style="list-style-type: none"> ○ Personally and professionally responsible ○ Ability to work co-operatively within a team environment. ○ Flexible, adaptable, and reliable ○ A commitment to equal opportunities ○ Willingness to work occasional evenings. <p>Clean full driving licence, together with own car for business use</p>	<p>A current network of relevant contacts within the statutory services and third sector in BANES and Wiltshire</p>