

Chief Executive Officer Job Description

Report To: Board of Directors (Trustees)

Hours of Work: Monday to Friday 37 hours between 8.30am – 6.00pm, flexible working options considered as flexibility required for out of work hours meetings and events, TOIL to be given. Remote and hybrid working negotiable.

Salary: £56,000 - £63,000 per annum depending on experience.

25 days holiday + plus bank holidays. 3 % contribution to nest pension scheme

Background

Serve is looking for a dynamic Chief Executive Officer (CEO). This is an exciting time to join Serve as we seek to grow the charity, support independence and drive change within our community. This is an excellent opportunity for someone who is passionate about supporting older people, adults with disabilities, their families and carers.

Serve is a local Northamptonshire charity offering a range of services in the community through partnership working in the voluntary sector. Our trustees are local people who are passionate about making a difference. Our ideal candidate will be someone with a background in leadership in an adult social care setting with an understanding of the third sector. We are looking for a confident, professional and caring leader with the skills and expertise to drive Serve forward in its charitable mission.

The Charity has been in operation since 1981 and has in excess of 50 employees and 150 volunteers.

Serve operates from its HQ in West Street Rushden, Northamptonshire with a Day Centre in Higham Ferrers and a small office in Kettering.

Serve has a diverse range of services:

- Domiciliary Homecare,
- Domestic Support,
- Gardening,
- Day Centre
- Lead on the Countywide collaboration for Northamptonshire Befriending
- Community Car Transport, East Northants and Wellingborough

Domiciliary & Domestic Care
Community Transport
DBS
Befriending
Day Trips



Chief Executive Officer: Jessica Slater
Chair: Anita Harvey

Charity Number: 1043321
Company Number: 2951827

- Lead on the countywide collaboration for Northamptonshire 'serveability' project
- Infrastructure support for Wellingborough and East Northants Voluntary Sector in collaboration with Groundwork Northamptonshire, Support Northamptonshire and Accommodation Concern
- Support North Northants Collaboration supporting individuals in North Northants
- Partner with the 'Carers Partnership' delivering short respite breaks for informal carers

Overview:

As the CEO of Serve, your role will be to provide the strategic leadership, vision and direction to help the organisation to deliver its mission to support independent living for older adults and people living with disabilities and their carers. You will collaborate with the Trustees to provide strategic direction, operational management and impactful leadership to ensure the effective delivery of our services and the fulfilment of our organisational goals.

You will play a vital role in the continued growth and financial sustainability of Serve and will work alongside sector partners to improve the lives of service users across Northamptonshire and North Bedfordshire.

The CEO plays a vital role in the governance of the Charity and must work closely with the Chairperson and the Board of Directors (Trustees). The relationship between the CEO and the Board is centred on an open, honest and mutually respectful professional relationship. The Trustees have delegated responsibility to the CEO to run the Charity in a professional, inclusive respectful and caring way. It is, therefore, critical that the post holder maintains a positive working relationship with the Board facilitating open and transparent communication. The role of the CEO is to be responsible for the day to day running of the Charity.

Responsibilities

Strategic Leadership

- To be a values driven and empowering leader to the organisation, to raise the profile and awareness of the work carried out by the Charity and responsive to the ever-changing needs of service users and the wider community.
- To support the Board of Directors (Trustees) in setting the strategic vision, mission, objectives and priorities for the charity.
- To work collaboratively with the Chair and Board of Directors (Trustees) to develop strategic plans and implement those plans in alignment with the organisations charitable mission and strategic objectives.
- To be a responsible and effective leader providing operational management and guidance to the organisation. Including but not limited to effective budget setting, monitoring and ongoing oversight, as well as prioritising income generation and growth.
- To oversee the Charities legal and regulatory activity, particularly in relation to the Care Quality Commission, the Charity Commission and Companies House.
- Ensure the voice of the service users remains at the centre of the Charity's work both internally and externally.

- Identify ongoing opportunities for growth and innovation to enhance the impact of our services and further our charitable mission.
- Ensure that Serve has the right people, infrastructure, systems, processes and income to deliver its vision, mission.
- Be a champion for Equality, Diversity and Inclusion by creating an empathetic and empowering workplace for staff and volunteers, creating a supportive welcoming environment for service users.
- Identify and respond to emerging sector trends, opportunities and risks, adapting or refining the operational plans and activities to enable the best experience and outcomes for all our service users and stakeholders.

Finance and Income Management

- Ensure the Charity fulfils its legal, compliance, statutory and regulatory responsibilities.
- Oversee the organisation's budgeting processes and ensure sound financial management practices.
- Maintain and manage strong financial governance, with effective policies and procedures in place to safeguard Charity finances against mismanagement and fraud.
- Proactively grow the Charity's income by identifying potential funding sources; cultivating donor relationships and securing funding to support the organisation's activities.
- Maximising existing income streams and develop diversified income and revenue streams to focus on an efficient and effective budget and business management.
- Monitor financial performance and make adjustments, as necessary, to maintain financial sustainability and achieve growth.
- Work with the Trustees and operational management teams to develop robust operational plans and budgets which will enable the delivery of Serve's charitable mission.

Programme Development and Management

- Lead the development and expansion of programmes and services to meet the evolving needs of our service users.
- Ensure effective implementation, delivery and evaluation of programmes, maintaining and driving high standards of quality and outcomes.
- Foster effective partnerships and collaborations with other organisations to enhance service delivery and maximise resources.
- Ensure the delivery of high quality, user centred programmes designed to meet the need of Serve's service users and the wider community.
- Be prepared to have difficult conversations and make decisions about programmes across Serve to ensure that KPIs are met and high-quality services are delivered.
- Prepare appropriate strategic proposals and progress reports to the Board about the benefits, effectiveness and outcomes of new and existing projects and programmes.
- Work closely with the senior managers and subject matter experts across Serve and the wider sector to ensure that services are delivered in a safe and caring way.

Advocacy and Public Relations

- Build and maintain a public facing brand for Serve, driving positive attention, support and recognition, furthering our voice and reputation.
- Be the operational spokesperson and ambassador for the Charity to influence, engage and advocate for the organisation, representing our interest to stakeholders, partner organisations, policymakers and the public.
- Build and maintain positive, collaborative relationships with local authorities, the integrated care system, community leaders and other relevant organisations to identify and drive opportunities for Serve to have a greater impact for service users.
- Promote awareness of issues affecting our service users, to influence and advocate for policies that promote their wellbeing and rights.

Organisational Management

- Provide leadership and management to staff and volunteers, fostering a positive and inclusive work environment that attracts, develops and retains the best staff and volunteers and empowers them to make a real difference to the lives of service users.
- Oversee the recruitment, training, and development of personnel, ensuring that the organisation attracts and retains high-quality, dedicated staff with the skills and capabilities to achieve Serve's charitable mission.
- Maintain effective governance structures and processes, supporting the Board of Directors (Trustees) to fulfil their responsibilities.
- Manage the legal and regulatory requirements of the charity. Providing advice, guidance and information to the Trustees and the wider charity about changes to legislation that may impact the charity.
- File or arrange for the filing of the company accounts with the Charity Commission and Companies House.

Person Specification Requirements

Skills	Essential/Desirable (E/D)	Measurement - Application (A) Interview (I) /Task (T)
Strategic leadership and management; experience of working with a Board of Trustees or Directors.	E	A/ I
Leadership and management experience in the voluntary sector, ideally in adult care services.	E	A/ I
Demonstrable understanding of issues affecting older people, adults with disabilities and their carers.	E	A/I

Experience managing health and safety and safeguarding adults at risk.	E	A/I/T
Project management – the ability to translate vision into action, set realistic KPIs and deliver against targets set.	E	A/I
Effectively manage finances, including budgeting, income maximisation, financial reporting, and resource development.	E	A/I/T
Knowledge and understanding of statutory and corporate fundraising and income generation.	D	A/I
Good written and verbal communication and interpersonal skills, with the ability to engage and inspire a diverse range of stakeholders.	E	A/I/T
Ability to represent the organisation. To positively influence maintain and develop relationships with the public and the wider sector.	D	A/I
Organised, self - motivated and results centred with a commitment to excellence and continuous improvement.	E	A/I
Bachelor’s Degree or Equivalent Qualification in Management or related experience in a relevant field.	E	A
Experience managing HR related and employee relations matters. Including but not limited to disciplinary, employment legal matters, appraisals, disputes, sickness and absence.	D	A/I
Full UK Driving license.	D	A

Qualities & Attributes
Compassionate: Demonstrates empathy and understanding for the needs and concerns of our service users, staff, volunteers and stakeholders with a genuine desire to make a positive difference.
Visionary: Has a clear vision for the organisation’s future and the ability to inspire others, drive innovation and growth.
Collaborative: Values collaboration and teamwork, fostering a culture of mutual respect, trust, and support among staff, volunteers, stakeholders, Board Members (Trustees) and partners.
Adaptable: Thrives in a dynamic and evolving environment, able to adapt to changing circumstances, taking on feedback and providing assurance to a Board.
Ethical: Operates with integrity, honesty, and transparency, adhering to the highest ethical standards in all interactions and decision-making processes, with a personal commitment to safeguarding, equity diversity and inclusion.
Strategic Thinker: Possesses strong strategic thinking and planning skills, able to anticipate future trends and develop proactive strategies to address challenges and maximise opportunities.
Results-Orientated: Sets realistic goals and objectives, with a focus on achieving measurable outcomes and driving impact in the community.
Leader: Inspires confidence and trust through decisive leadership, effective communication, decision-making, empowering others to excel and achieve their potential.

Serve is an equal opportunities employer committed to diversity and inclusion. We encourage individuals from all backgrounds to apply. This role is subject to enhanced DBS checking.

If you would like an informal conversation about the role with Jess Slater, CEO of Serve, please email Jess at jess.slater@serve.org.uk.

Please apply by completing the Serve application form and equal opportunities form on the website or request the application documents by emailing the CEO, Jess Slater at jess.slater@serve.org.uk.

Send completed applications to info@serve.org.uk

Closing Date: Tuesday 2nd April 2024 at 4.00pm.

Interviews Dates: 11th and 12th April 2024.