



Application Pack
Chief Officer
Age UK North Craven

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Age UK North Craven – history and background

Age UK North Craven, formerly Age Concern North Craven, was established in 1987 as a result of recognition in the area that older people had many needs that were not being met by existing services and organisations. Having formed a Management Committee and achieved charitable status, the founders decided to establish a funding base by opening a charity shop in the market town of Settle. This continues as both a popular community hub and significant generator of income to support Age UK North Craven's services. The organisation is registered with the [Charity Commission No. 1141867](#) and was incorporated in April 2011 as a company Limited by Guarantee no. 7609423.

Age UK North Craven is a brand partner of Age UK. We are proud to have achieved the Age UK Charity Quality Standard, which demonstrates our commitment to:-

- Ensuring the safety and wellbeing of older people.
- Valuing diversity and promote equality and inclusion.
- Protecting people's data and ensure there are no surprises about how we use it.
- Encouraging, listening to and acting on feedback.
- Planning and reviewing our activities strategically, making sure we use our resources effectively to respond to local need.
- Valuing our volunteers and staff, ensuring we have the right people with the right skills and support to deliver our plans.
- Anticipating and managing risk effectively to ensure we are resilient and responsive to change.

Age UK North Craven services reflect its overarching aim – to promote the well-being of all older people and aim to make later life a fulfilling and enjoyable experience.

Reducing social isolation and loneliness

- Befriending and peer support - side by side help to provide companionship and connection.
- A club network and social opportunities in many remote rural locations
- Expanding horizons with opportunities to explore new skills and interests, such as IT, arts, physical activity and enjoying being outdoors in the local countryside.
- Days out - to places new and remembered further afield
- Volunteering opportunities to share skills, gifts and be part of a team
- Volunteer awareness of the impact and approaches to addressing loneliness

Supporting people's independence in their own homes

- Independence support and care navigation – coping with life changes, staying healthy and building confidence.
- Car lifts from doorstep to health and wellbeing appointments all over the North of England.
- Minibus shopping shuttles from door to local amenities in the Settle, Bentham and Ingleton areas
- Practical help with day-to-day tasks at home.

Information and Advice

- Welfare benefits checks and support with application, housing options and advocacy, care choices and options, face to face, and through a wide library of booklets and fact sheets.
- Care navigation to support access to statutory, private and community resources to promote independent living and choice.
- Signposting and referral to specialist services, and providing local information about voluntary and community resources available.
- Steps are taken to ensure this service is accessible through home visits, use of accessible venues for advice, ensuring all outreach surgeries take place in accessible premises, and access to Language Line if required.

In order to support community preventive services for older people, Age UK North Craven works closely with Age UK North Yorkshire and Darlington, other Age UK partners in North Yorkshire and beyond. We also work with Age Concerns Hellifield and Bentham, who have remained independent Age Concerns but are linked to the Age UK wider network as Friends of Age UK as well as a myriad of community and voluntary groups throughout North Craven.

Age UK North Craven is also committed to communication and partnership with statutory and private organisations, including North Yorkshire County Council, Craven District Council, and Airedale, Wharfedale and Craven CCG. We are a keen member of Craven Communities Together.

AGE UK NORTH CRAVEN

Job Description

Job Title:	Chief Officer
Salary:	£28,000 to £30,000 per annum - negotiable
Hours:	37.5 hours per week – Monday to Friday with occasional evening and weekends.
Responsible to:	The Trustee Directors of the registered charitable company Age UK North Craven.
Responsible for:	All Age UK North Craven paid staff, volunteers.
Location:	Based at Age UK North Craven, Settle.

Job Purpose:

- To provide leadership and vision to Age UK North Craven – its Trustees, staff and volunteers.
- To act as Company Secretary, advise and guide the Trustees and implement their decisions.
- To manage the organisation and all its resources in a way that ensures high quality, sustainable and effective services are provided to meet the needs of older people and their carers in Age UK North Craven.
- To promote Age UK North Craven and the issues affecting older people within Craven, North Yorkshire and beyond, to influence policymaking and response to identified need.

Main Duties

Strategy & Profile

1. To advise and work with the Board of Trustees to ensure that the organisation's planning process is ongoing and responsive to the changing needs of older people.
2. To develop clear obtainable objectives and monitor the outcome of these at regular intervals with the Board of Trustees.
3. To develop the organisation's strategic plan, ensuring it is responsive to the changing external environment and internal needs of the organisation. To take the lead role in the implementation of the plan and in managing any associated process of change.

4. To ensure Age UK North Craven is a leading partner in the development of area strategies and plans affecting older people, through: developing and maintaining relationships with external bodies e.g. Local Authority etc, and being a key voice in the county.
5. To promote the organisation and welfare of older people at every opportunity. To raise the profile of Age UK North Craven and the issues affecting older people through taking forward the organisation's Media Strategy, and managing the image of the organisation.

Leadership & Management

1. To lead the organisation's management team and staff to ensure the day-to-day operations, premises, people and resources of Age UK North Craven are well managed and maintain the organisation's vision, mission and values
2. To manage, support and motivate staff by providing regular supervision and appraisal to senior staff; overseeing the development of a programme of staff training and development; ensuring all relevant procedures are in place and complied with in accordance with the Organisation's policies and employment law.
3. To ensure overall good practice in the recruitment, supervision and support of volunteers throughout the organisation.
4. To ensure effective communication throughout Age UK North Craven, observing the use of Data Protection, confidentiality and personal IT systems.
5. To ensure compliance with all legal requirements affecting the organisation, and meet the requirements of regulatory bodies eg. the Charity Commission and others.
6. To follow, promote and ensure the use of the organisation's policies, procedures and quality standards. To create new policies as required and monitor policy implementation.
7. To ensure Age UK North Craven fulfils its obligations to the Age UK Partnership Agreement and to other Age UK groupings.

Financial Management

1. To work with the Trustees and Finance staff to ensure the solvency, financial strength and good performance of the organisation.
2. To ensure sufficient income is generated to enable Age UK North Craven to deliver its services and policies and to underpin the strategic plan.
3. To be responsible for financial management, ensuring satisfactory records are available for reporting and there is adequate financial monitoring and control.

4. To set the annual budget with the Trustees, and provide regular financial information and reports to enable them to monitor progress.
5. To work with appointed examiners in the preparation of the annual accounts and the annual report to members.

Income Generation

1. To identify new sources of funding, develop funding bids, negotiate contracts and tender for services in accordance with the organisation's strategic plan.
2. To maintain positive relationships with existing funders through providing accurate progress reports based on monitoring the use of services and keeping accurate records.
3. To develop plans for sustaining, or appropriate exit strategies for, projects and services.
4. To advise the Trustees on a fundraising strategy, and develop and implement this with the assistance of staff.

Generic Duties

1. At all times to work in a manner that promotes dignity, respect and independence for older people.
2. Participate in internal and external supervision and training opportunities.
3. To be aware of the value of volunteering activity within Age UK North Craven and to support and encourage volunteers in the workplace.
4. To work within Age UK North Craven's policies and procedures including Health & Safety, Confidentiality, and Equality, Diversity and Inclusion.
5. To be familiar with and act within staff responsibilities in line with Age UK North Craven's policies and procedures relating to Safeguarding and Whistle Blowing.
6. To identify and prioritise personal development needs and agree, with the Trustees/Line Manager, how these should best be met to ensure the project objectives are achieved.
7. To be an active member of Age UK North Craven, taking part in supervision, staff meetings, training and organisation activities as deemed appropriate by the Trustees/Line Manager.

No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and status of the post within the organisation

Qualifications		
A	Degree Level or equivalent professional qualifications	E
A	Full current driving license with access to a car and the ability to use the car during the day for work purposes.	E
Attitudes and Values		
A,I,T	Drive and energy to achieve the mission of Age UK North Craven.	E
A,I T	Passion for people and for furthering the rights of older people.	E
A,I T	Confidence and presence to raise awareness of issues affecting older people with a range of audiences	E
A,I	Recognises and values service user involvement and older people's participation	E
Experience		
A,I T	Management at a senior level in a complex environment for at least 12 months	E
A,I	Developing, marketing and delivering services to meet local need	E
A,I T	Planning, leading and managing change.	E
A,I	Implementing and managing quality assurance systems.	D
A,I	Building strong external networks and local contacts	D
A,I	Successful track record of securing income from a variety of sources including social enterprise	E
A,I	Involvement in preparation of bids, tenders and grant applications.	E
A,I	Interagency, partnership and working in collaboration	D
A,I	Successful working relationship with Board of Trustees or similar management structure	E
A,I	A track record in effective recruitment, training and retention of volunteers.	D
Knowledge		
A,I,T	Understanding of the needs and aspirations of older people North Craven or similar rural areas.	E
A,I T	Awareness of current challenges and policy drivers affecting service delivery with and for older people, particularly in relation to health and social care.	E
A,I,T	Awareness of sound financial principles, practices and procedures	E

A,I T	Knowledge of the legal framework within which a corporate charity operates including relevant company, employment and health and safety law, data protection and confidentiality	E
A,I T	Awareness of the role and key issues affecting the voluntary sector	D
Skills		
A,I T	A strategic thinker with the ability to plan ahead	E
A,I T	Dynamic team leadership skills with the management and organisational capacity required to inspire and develop a staff team	E
A,I T	Ability to innovate and evaluate risk	E
A,I T	Effective communication with a range of people and organisations, both verbally and in writing	E
,A,I	Development and use of management information systems, including monitoring and evaluation the impact of services	D
A,I T	The ability to recognise problems and devise solutions.	E
A,I	Computer literate and experience of a range of programmes and reporting systems.	E
A,I T	Excellent organisational and time management skills	E
Attitudes		
A,I T	Ability to work to tight deadlines, prioritise conflicting work loads and delegate tasks as appropriate	E
A,I	A creative and innovative approach to developing services that meet real need.	E
A,I	Commitment to equality, diversity and inclusion within the context of service delivery and staff / volunteer recruitment and management	E
A,I T	An approachable manner which puts staff and volunteers at ease.	E
A,I T	Positive outlook, pragmatic and resilient.	E

Key

E – Essential

D – Desirable

A – assessed through completed application form

I – assessed at interview stage

T – assessed through a task as part of interview process

What we can offer you

Salary: £28,000 to £30,000 per annum – negotiable. Salaries are paid on the third Monday of the month

Pension: Auto-enrolment with The People's Pension - 6% employer contribution, matching minimum 3% employee contribution based on qualifying earnings.

Probationary period: 6 months

Notice period: 3 months (after probation)

Hours: 37.5 hours per week

Annual Leave: 25 days plus Bank / statutory holidays. After the first year, an extra day of holiday is accrued for each year of service up to a maximum of 5 additional days.

Location: Age UK North Craven offices, Cheapside, Settle, North Yorkshire BD24 9EW

How to apply

Please apply by completing the Age UK North Craven application form. These are available from the Age UK North Craven office at Cheapside, Settle, North Yorkshire, BD24 9EW, or by contacting Sue Bradley on sbradley@ageuknorthcraven.org or on 01729 823066 or downloadable from our website <https://www.ageuk.org.uk/northcraven/about-us/job-opportunities/>

Please send fully completed forms to the above address to reach us by 12 noon on Monday 28th January 2019.

We are grateful for your help in enabling us to monitor equal access by completing our Equal Opportunities Monitoring Form. This is voluntary and is not part of the recruitment process.

CVs will not be accepted.

Key dates

Closing date: 12 Noon on Monday 28th January 2019

Interviews: All day Thursday 7th February 2019 - including assessment and presentation exercises, and panel interview.

Expected start in post: Monday 25 March 2019