



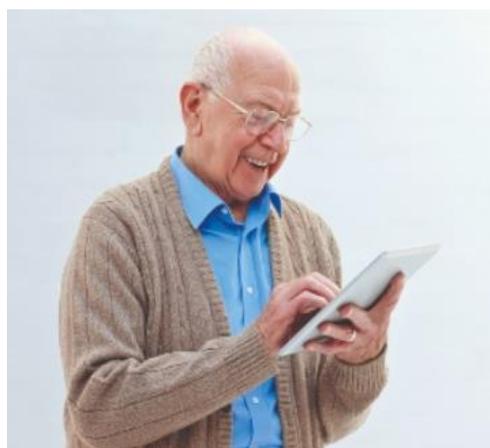
Candidate Pack

Chief Executive

February 2021

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Chair's Welcome

Thank you for your interest in the role of Chief Executive Officer (CEO) at Age UK Wiltshire. We hope you find the information contained here interesting and encouraging as you consider the opportunity to become our new CEO.

For over 70 years Age UK Wiltshire has worked at the heart of the community to ensure that older people's voices are heard, that their needs are met and their independence is supported. To further these goals, we provide a range of services including information and advice, and wellbeing projects and we are proud to be regarded as a key strategic contributor to the provision of older people's services.

Our Trustees, our other volunteers and our staff together form a strong team bringing wide-ranging knowledge and expertise together in identifying and responding to changing needs and priorities in the ever-changing world of health and social care policy and commissioning arrangements. As an organisation, our aim is to ensure that what we do can make a significant difference to the lives of older people. We must be cost effective in our approach and creative in devising and utilising diverse income streams. Collaborative working with another AgeUK has been an important initiative in recent years facilitating the introduction of some shared business support functions and a customer-paid meals delivery service. There is scope for further collaborative effort.

With the retirement of our CEO last year, and the departure of our Acting CEO to take up an unmissable job opportunity, we are now looking for a dynamic and inspiring individual to take up this pivotal role. The new CEO will provide leadership to an experienced and stable management team, preserving the essential link between staff and the Board, and will maintain and develop the constructive relationships we have with partners from all sectors.

The appointment of a new CEO comes at a hugely important time for the charity with pandemic-related disruption and uncertainties affecting our beneficiaries and the organisations we work with. We want to promote our brand and use its strength to leverage opportunities for growth and positioning for the years ahead.

Our priorities include working with our statutory partners, Wiltshire Council and Swindon Borough Council, being responsive to evolving methods of service commissioning and taking opportunities for development of customer-paid services.

We are offering the opportunity to work with a talented staff team which shares the aspirations of a highly committed Board; all of us wanting to see the continued success of innovative work in meeting the expressed needs of local people both individually and collectively.

Our new CEO will be the driving force for our ambitions, for our strategic development, and for effective implementation of our plans. If you think this is a job you would relish we shall be delighted to hear from you

Pauline Oliver

Vice Chair, Age UK Wiltshire

Job Description

Role:	Chief Executive Officer
Accountability:	Board of Trustees
Base:	Age UK Wiltshire (AUKW) offices, Devizes &/or Salisbury, required to work and travel throughout the AUKW area
Salary:	Up to £55,000
Contract:	Full time, Permanent
Accountable for:	Staff & Volunteers

Job Purpose

To provide operational and strategic leadership within the organisation; working with the Board and Senior Leadership to Team to ensure that AUKW promotes the welfare of older people through the provision of direct services, campaigning, social advocacy and partnerships with other agencies.

Principle Tasks

The Chief Executive Officer (CEO) reports to the Trustees through the Chair of the Board and is responsible for informing and advising the Board on the development and implementation of the organisation's policies, strategies and services, and ensuring the effective and proper management of the organisation's resources, compliance with legal requirements good practice in all aspects of its work.

Role Responsibilities

Strategic Development

- Work with the Board of Trustees to develop AUKW's strategic and operational plans and the lead the implementation of these.
- Ensure that the voice of clients remains at the centre of the charity's work.
- Develop and maintain good relationships with key stakeholders and develop AUKW's public profile.
- With the Chair, seek to maintain positive links with Age UK and other Age UK organisations and brand partners exploring joint working where feasible.

Governance

- Advise Trustees on legal requirements, policy issues and priorities relating to the general work of the organisation and its internal structure and management.
- Ensure that the Board receives regular and appropriate reports on the progress of the organisation in achieving or implementing policy objectives and decisions made by the Board, including performance against the financial budget set for the year.
- Ensure Trustees receive appropriate training to enable them to carry out their governance role effectively.
- Supervise the formulation of policy proposals for consideration of the Board.
- Advise the Board to ensure that the organisation operates within the requirements of its Memorandum and Articles of Association, and the requirements of charity and company registration relevant to the organisation's legal status.

Services Provision and Development

- Develop direct service provision for older people and the involvement of older people in decision-making.
- Identify the needs of older people in Swindon and Wiltshire, including those from minority communities, taking into account diversity and equality opportunity legislation and to develop new opportunities for providing effective services.
- Establish working relationships with voluntary and statutory organisations whose work concerns the wellbeing of older people with Swindon and Wiltshire and to represent AUKW and older people to these organisations, locally, regionally and nationally. To develop and participate in joint planning and partnerships as appropriate.

Leadership & Management

- Lead the Senior Leadership Team, and in turn provide leadership to the organisation's staff and volunteers.
- Provide management, motivation and personal development support to staff and volunteers and be guided by best practice in relation to all personnel matters.
- Develop and implement the organisation's operational policies and ensure relevant procedures are in place and implemented.
- Oversee the maintenance and security of the property and equipment owned or leased by AUKW so that required health and safety standards are met and attend to all legal and financial matters in connection with premises and property.
- Ensure that all appropriate insurances and back-up arrangements are in place, as agreed with the Trustees.

Finance & Resources Management

- Drive an effective business development strategy rooted in a compassionate approach to commercial need.
- Drive fundraising in line with the charity's strategic plans and funding opportunities including directing bid-writing.
- Work closely with the charity's finance function, management team and Finance and Resources Sub-Committee to formulate the annual budget for the charity as a whole.
- In collaboration with the Treasurer and the Finance Manager, ensure regular and timely financial reports are provided to the Finance and Resources Committee and Board, performance is monitored against budget and any necessary corrective action is taken.
- Make arrangements for the charity's insurances to be reviewed. Ensure that the major risks to which the charity is exposed have been reviewed and systems have been established to mitigate these risks.
- Be responsible for agreeing legal contracts with all third parties and ensuring compliance with these contracts.

Quality

- Ensure that all services are delivered to a high standard, and identify, recommend and implement measures to improve the quality of services.
- Ensure the organization continues to demonstrate good quality by compliance with the requirements of service agreements and with existing quality marks and accreditations.
- Ensure that consistent and effective monitoring, evaluation and reporting is in place.

External Relations

- Present a positive public image and promote the work of AUKW.
- Ensure compliance with the Age UK Brand Partner Agreement and act as a conduit between the national body and AUKW.
- Ensure compliance with the terms of all contracts and grants held.
- Foster relationships with other statutory, voluntary and corporate bodies in the borough, for the good of older people, collaborating with others where appropriate.

The above list of duties is indicative only and not exhaustive. The CEO is expected to perform all such additional duties as are reasonably commensurate with the role

Person Specification

Essential Experience and Knowledge

Experience of the sector

- Deep understanding of the issues affecting our beneficiaries and a passion about our mission and vision.
- Deep understanding of the voluntary sector and of its relationship with other bodies affecting the care and interests of older people.

Track record in running an organization

- At least two years' experience of running a social purpose organisation or function or working at a senior level in an organisation with a turnover of at least £1m.
- Proven track record of running operations to a firm budget with effective systems of financial management, control and reporting.
- Experience of strategic health or social care management with strong outcomes and performance focus.

Leadership and strategy development

- Proven experience of leading, inspiring and motivating a staff and volunteer workforce to meet organisational objectives.
- Working knowledge of equal opportunities and diversity policies and practice, plus an understanding of employment law.
- Experience of identifying new opportunities and developing new services to better serve beneficiaries.
- Experience of working in partnership with appropriate organisations to provide improved services for beneficiaries.
- Strong track record of developing strategy and translating strategy into measurable business development initiatives and plans.

External leadership, tenders and fund raising

- Preparation of applications or tenders and an understanding of procurement procedures.
- Experience of representing organisations externally and inspiring the confidence of external stakeholders e.g. commissioners, funders and partner organisations.
- Involvement in the development of social policy objectives, campaigning and influencing others to achieve these.

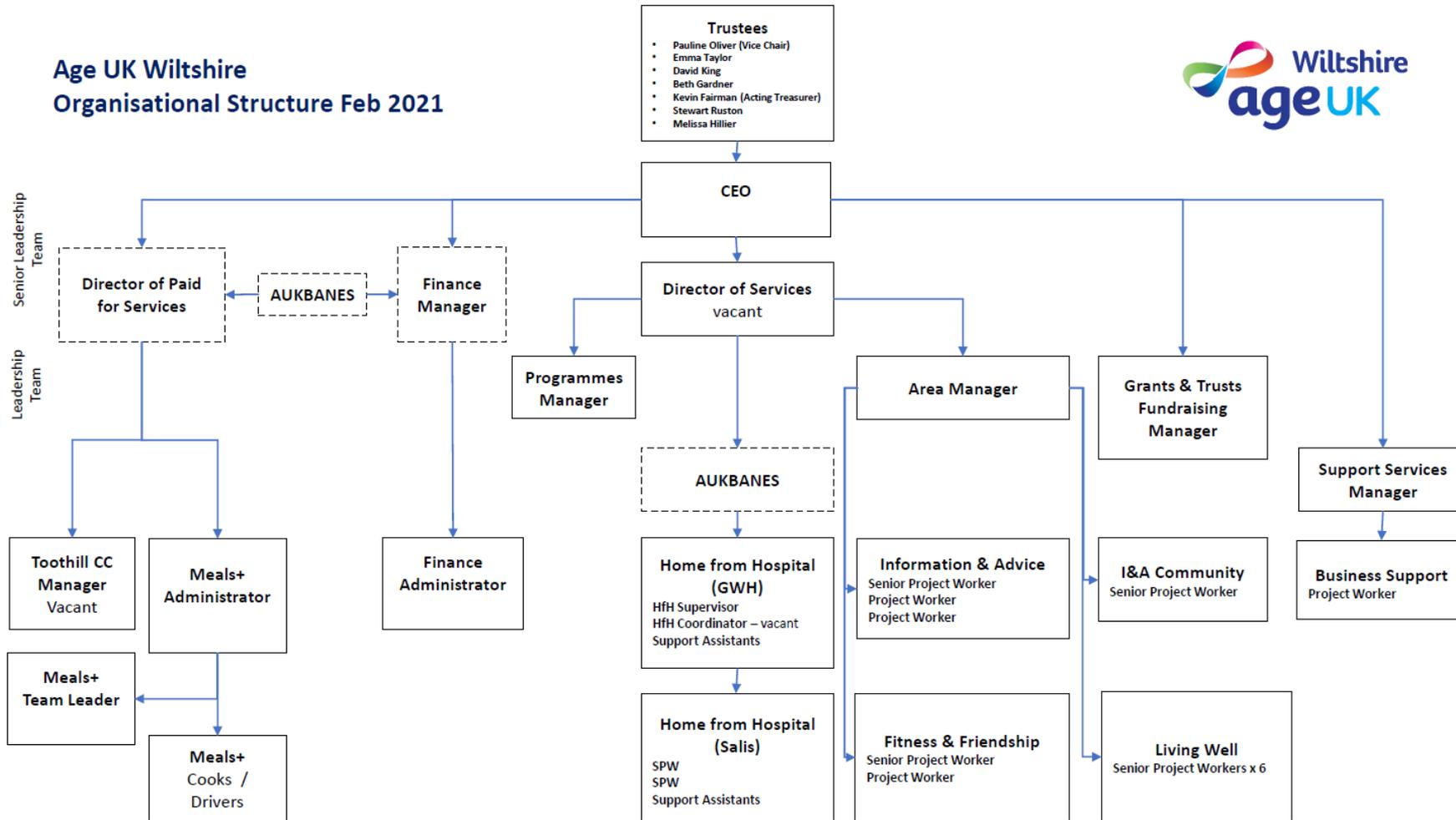
Skills and Abilities

- Excellent planning and organisational skills; able to prioritise work for self and others. Highly developed sense of personal integrity.
- An empathy with older people and an understanding of their needs.
- Excellent communicator (both one-to-one and to larger audiences).
- Credible to work hand-in-hand with stakeholders to effect change in the local environment to help support positive outcomes for our beneficiaries.
- Strong problem solver: decisive and quick to take action, practical with the ability to innovate and develop new approaches.
- Strong fundraising skills, communicates well with stakeholders and fund raisers, influences and understands how to get the best from local authorities and health leaders.
- Strong people leadership skills, can connect with and motivate staff, demonstrates empathy, inspires and engages with all charity staff and puts in place processes to hold people to account.
- Strategic – able to set the vision and implement a clear strategy for Age UK Wiltshire that others can follow; sees the big picture.
- Can build a solid working partnership with the Chairman and board of Trustees.



Organisation Structure

Age UK Wiltshire
Organisational Structure Feb 2021



Terms of Employment

Age UK Wiltshire makes a 6% employers' contribution when employees contribute 3% of gross pay. The pension is provided by Age UK in conjunction with Scottish Widows.

Annual leave entitlement of 29 days in addition to bank holidays

Full-time working hours are 35

Place of work would normally be The Wool Shed, Devizes with regular travel to our other locations in Swindon & Salisbury & across Wiltshire. Currently all non-front-line employees are working from home.

How to Apply

Age UK Wiltshire is working exclusively with Charisma Charity Recruitment. To apply, please email info@charismarecruitment.co.uk, quoting reference JO2812, with the following:

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role, directly addressing the skills and experience sections of the role description

For an informal and confidential discussion about the role, please contact:

Jenny Warner, Managing Director of Charisma Charity Recruitment
0207 998 8888 / 01962 813300

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

Timetable

Closing date for applications: 10 March 2021
Interview dates: TBC – end March 2021

