

# Candidate Information



## Chief Executive Officer

Full-Time and Permanent

Closing Date: 8am on Tuesday 11<sup>th</sup> April 2023

# Pack Overview

Thank you for your interest in our vacancy for a Chief Executive Officer. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

If you have any questions about any aspect of the organisation or the role, please don't hesitate to get in touch.

## About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to thousands of enquiries each year with our range of services, which include Activity Day Centres, Befriending, Digital Inclusion, Improving Homes and Wellbeing, Information & Advice provision, specialist Benefits Advice, Reconnect, Walking Groups and Volunteering opportunities.



# Our history

**1997** Age Concern South Gloucestershire was formed.

**2005** Age Concern South Gloucestershire changes its legal structure to become a charitable company.

**2009** Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

**2010** ...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.

**2022** Age UK South Gloucestershire celebrated our 25th Birthday.

**2023** We continue to look to the future!

## Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are over 120 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, polices and legal compliance.



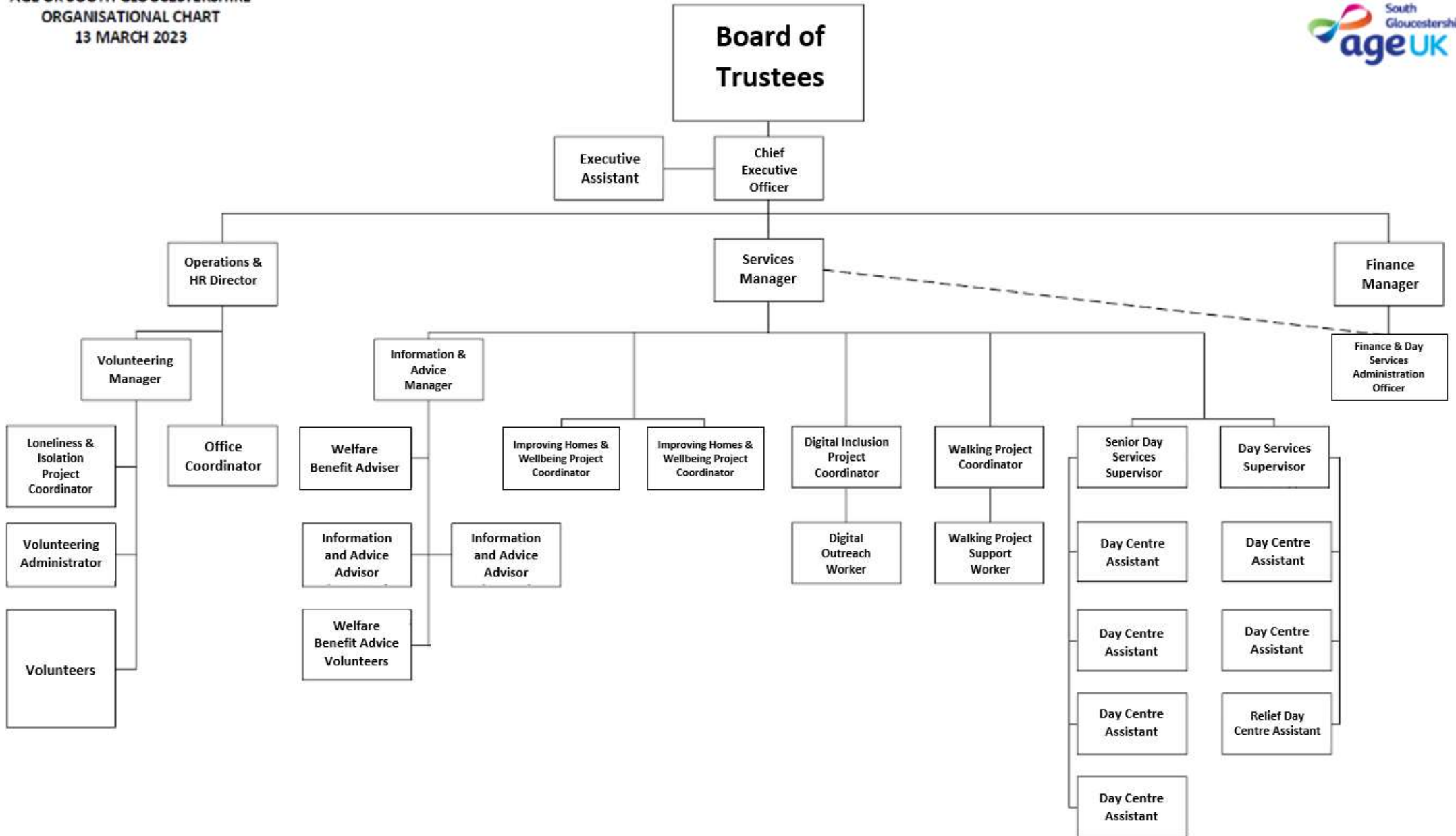
## Working for Us

Age UK South Gloucestershire employs a team of 30 paid staff, and around 150 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A healthcare cash back plan allows employees to claim money back towards a variety of health, dental and optical treatments.
- An employee wellbeing scheme, providing free, confidential support, counselling, CBT, financial and legal information or support from a nurse or GP, 24 hours a day, 365 days a year.
- Generous life assurance up to 3 times your annual salary.
- Great discounts and rewards (perfect for pay day!).
- Discount on gym membership.
- A cycle to work scheme.
- A great working atmosphere.
- 25 days holiday per year, rising to 28 days after 3 years' service, plus bank holidays.
- Regular learning and development opportunities with funding contributions toward career developing qualifications.
- Pension scheme enrolment.
- A convenient location for access to free local parking.





# Advert

## Chief Executive Officer

£48,500 - £50,000

37.5 hours a week

Permanent

Age UK South Gloucestershire is looking to recruit a new CEO to provide leadership and strategic direction to our charity, leading us into a bright and exciting future.

Age UK South Gloucestershire offers a generous benefits package, and the charity is committed to equalities, diversity and inclusion and therefore encourages applications from all sectors of the community.

We are looking for someone who can develop our organisation and seek opportunities for further activities and diversify our funding to deliver these. Strategic partnerships are important to us, we greatly value the relationships we have with our funders and other organisations who share a similar vision. We need someone who has the experience to nurture and develop these further.

Our ideal candidate will already be working in a senior leadership role, probably in a charity that supports adults who find life challenging from time to time. You will be a strategic thinker, an active listener and have the confidence to challenge the status quo. We are looking for someone who can motivate, support and inspire our hardworking and committed staff team and volunteers. You will also be able to demonstrate evidence of effective business planning, financial acumen, experience of project management and an understanding of the regulatory framework within which we operate.



**Closing date:**

8am, Tuesday, 11th April 2023

**Interview with our Recruitment Partner, Jackie Dawkins (Shine Charity Recruitment):**

19<sup>th</sup> April 2023

**Interview with AUKSG w/c 01/05/2023**



## Job Description

<b>Job Title</b>	<b>Chief Executive Officer</b>
<b>Salary</b>	£48,550 - £52,000
<b>Hours of work</b>	Full-time, 37.5 hours per week
<b>Place of work</b>	67 High Street, Thornbury, BS35 2AW
<b>Annual leave</b>	25 days annual leave (increasing to 28 after three years' service), plus public holidays pro rata
<b>Status</b>	Permanent

<b>Job Purpose</b>
To provide leadership and strategic direction to Age UK South Gloucestershire (AUKSG), and to develop the business and seek opportunities for further activities, including income generation. To lead on strategic partnership working to enable the achievement of its charitable and business objectives. To hold overall responsibility for the management of all aspects of AUKSG's activities. To enable the Board of Trustees to fulfil its functions and to ensure that Trustees receive appropriate advice, information and recommendations as required.
<b>Responsible to</b>
Chair and Board of Trustees
<b>Responsible for</b>
All staff and volunteers, with direct line management responsibility for senior staff.
<b>Contacts</b>
The post holder will need to work closely with all staff within the organisation, including the staff team, volunteers, trustees, suppliers, contractors, funders, external advisers, and partner agencies.

### **Key Responsibilities – Leadership**

- To provide strategic leadership to the AUKSG staff and volunteer team to ensure the organisation meets its charitable objectives through the delivery of a range of high-quality services focussing on the needs of older people in South Gloucestershire.

### **Key Responsibilities – Strategic development, planning and monitoring**

- To be responsible for the strategic development of AUKSG on behalf of the Trustee Board, taking into consideration relevant internal and external factors and trends from the public, private and voluntary/community sectors.
- To ensure excellent and detailed knowledge of local, regional, and national strategies, policies and procedures affecting older people.
- To coordinate the business planning process and ensure both corporate and individual objectives are identified.
- To monitor, evaluate and report on performance, taking results into consideration in ongoing strategic and business planning.
- To ensure service improvement by identifying and managing opportunities for change proactively and positively.

### **Key Responsibilities – Finance and Resources Management**

- To ensure the organisation has sufficient human, material, technological and financial resources to deliver on contractual obligations and charitable objectives.
- To be accountable to the Trustee Board for the overall financial management of AUKSG, including forward planning, budget setting, budget management and investment issues.
- Overall responsibility for the use and upkeep of premises and equipment in line with any leasing tenancy or ownership arrangements.
- Overall responsibility for major tender submissions, funding application and other fundraising activities and for the negotiation of contracts and service level agreements with funders; oversight of routine application and fundraising activities.



### **Key Responsibilities – HR Management and Staff Development**

- To lead the staff team and to foster good communication and a culture of team working throughout AUKSG.
- To ensure Supervision and Annual Review procedures, including personal development requirements, are in place and effectively used and to oversee, where necessary, manage, staff performance issues.
- To ensure health and safety, safeguarding, data protection legislation and good practices are followed.
- To oversee the recruitment and induction of new staff and to line manage senior staff, including supervision, annual review and personal development.

### **Key Responsibilities – Business and Partnership Development**

- To identify and develop business opportunities and projects that will contribute to the achievement of the organisation's objectives, focusing particularly on those that will break even or generate unrestricted income.
- To identify and develop strategic partnerships at a senior level and to identify and pursue partnership project opportunities that will contribute towards the achievement of the organisation's objectives.

### **Key Responsibilities – External Representation and Marketing**

- To nurture and maintain effective relationships with Age UK departments nationally and regionally, the Age England Association and other Brand Partners to maintain an active involvement in and awareness of Age UK issues and initiatives.
- To nurture and maintain effective relationships with external strategic partners, funders and other stakeholders, representing and promoting AUKSG and the needs of older people at a senior level on formal partnerships and boards as appropriate.
- To lead contractual, lease and service level agreements negotiations on behalf of AUKSG in line with policies agreed by the Trustee Board.

### **Key Responsibilities – Service Management**

- Overall responsibility for the delivery of all services within a culture of professionalism and high quality.

### **Key Responsibilities – Governance**

- To support and advise the Trustee Board and to provide reports and financial information to enable them to fulfil their functions.
- To ensure that internal policies and procedures are reviewed, updated and implemented as necessary to meet legal and best practice guidance, making recommendations to the Trustee Board for changes when necessary.
- To act as Company Secretary for the Charitable Company and trading subsidiaries and to act as the contact person for the Charity Commission.
- To ensure compliance with the Age UK Brand Partnership Agreement.
- To act as the Age UK Enterprises 'Approved Person' for FSA-regulated and other trading activities undertaken on their behalf.

### **General Responsibilities**

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the Board of Trustees.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed and as necessary for personal and organisational development.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

### **Other Duties**

This job description is intended as a guide to the general duties required of the post. The postholder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

### **Disclosure and Barring Service (DBS)**

This post is subject to a satisfactory enhanced Disclosure and Barring Service check, which will disclose all cautions reprimands and warnings as well as convictions. In addition to completing this application form you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

### **Equal Opportunities**

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

### **Health and Safety**

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts, or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

### **Confidentiality**

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business and client and service user data.

### Essential Criteria

- Proven track record of successful management, team building and leadership skills, including people development and volunteer management at a senior level.
- Evidence of leadership and management of projects, activities and finances.
- Understanding the legal and regulatory requirements relating to finance, employment, charities, and SMEs.
- Qualifications in management, social care or relevant degree. Evidence of training and CPD in areas of management and/or social care.
- Strong track record of developing and translating strategy into measurable business development initiatives and plans
- Ability to inspire, motivate and support a team to maximise their potential and meet operational objectives.
- Excellent communication and interpersonal skills and proven ability to develop effective working relationships with a range of stakeholders.
- Excellent communication skills, written and verbal, including report writing, presentations and public speaking.
- Excellent working knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Commitment to equality and diversity and an ability to translate this into provision that is sensitive to the differing needs and circumstances.
- Knowledge of social care and health systems.
- Experience of developing new services and/or project management.
- An understanding of the issues facing older people and a commitment to the aims and objectives of AUKSG.
- Experience/knowledge of data collection systems and an understanding of service outcomes – their identification and systems for monitoring.
- Flexible, self-motivated and excellent personal organisation.
- Honesty, integrity and a commitment to continuous self-development and improvement.
- Willingness and ability to travel as required (The nature of this post will require regular travel throughout South Gloucestershire and occasionally further afield therefore access to and the use of a reliable car is essential)

## **Desirable Criteria**

- Experience of involving and engaging the public (customers).
- Knowledge of social care and health systems.
- Knowledge/experience of the voluntary/charitable sector.
- Experience in the preparation of applications or tenders and an understanding of procurement procedures.
- Knowledge and understanding of charitable trust fundraising.

# How to Apply

If you are interested in becoming our new Chief Executive Officer, please send your CV and a Covering Letter to our Recruitment Partner, Jackie Dawkins (Shine Charity Recruitment) at:

[jackie@shinecharityrecruitment.co.uk](mailto:jackie@shinecharityrecruitment.co.uk)

**Closing date:**

8am, Tuesday 11<sup>th</sup> April 2023

**Initial Interviews (with Jackie Dawkins):**

19<sup>th</sup> April 2023

For general information on Age UK South Gloucestershire, please see our website at

[www.ageuksouthglos.org.uk](http://www.ageuksouthglos.org.uk)

