

Chief Executive Officer

Job Description

Location: Camden House, Camden Street, North Shields, NE30 1ND

1. Reporting to: Board of Trustees Chair

2. Reporting directly to the CEO:

- Deputy Chief Executive
- Head of Operations
- Executive Assistant

3. Main Purpose of the Job:

- Provide leadership, strategic vision, direction and overall management to maximise delivery of services and charitable aims and objectives
- To attain and deploy resources to deliver our services
- Ensuring Project KPIs and other deliverables are met
- Ensure that the organisation continues to be recognised as the leading provider of appropriate and high-quality advice across the North Tyneside area and demonstrate the wider positive social impacts of our work
- Advocate for relevant changes to other institutional policies and practices where these negatively impact, or risk negatively impacting our service users or are likely to increase the demand for, or effectiveness of, advice services.

Main Duties & Responsibilities (some of which may be delegated)

- Ensure adequate income and a diverse funding base to secure additional investments ensuring a sustainable operating model with resources well matched to the development of the Service
- Work with the Board and our stakeholders to develop the overarching strategy for the organisation
- Work with the Board to maintain effective oversight of all organisational activities related to the delivery of the strategy, including by refreshing the strategy on an annual basis
- Strengthen our influence amongst, and relationships with, key stakeholders at the local, regional, and national levels
- Provide the organisational leadership required to implement and delegate the strategy as appropriate. Including by:
 - Working with the Board and Staff Team to create a sustainable and high-quality operating model for the organisation
 - Researching, and bidding for suitable funding opportunities
 - Working with the Treasurer and finance staff to ensure appropriate financial controls are in place and are fully complied with
 - Proactively develop positive relationships with key stakeholders, including funding bodies, media, and policymakers
 - Ensuring appropriate staffing and staff development is in place
 - Ensure the facilities of Citizens Advice North Tyneside are safe and appropriate for staff, volunteers and the public
 - Fostering a working environment that reflects and supports the charity's ethos
 - Report to the Board and external audiences as appropriate
 - Advocate effectively on behalf of the organisation and our service users, including at relevant local, regional, or national forums and conferences
 - Ensure compliance with all organisational regulatory responsibilities and managing the requirements of the Citizens Advice membership scheme including the annual Leadership Self Assessment inspection
 - Ensure key risks are identified and the development of mitigation strategies in respect of the above
 - Implement and maintain office policies and procedures and manage and mentor the team, providing leadership to staff and volunteers
 - Identify and implement training and development needs for yourself and the wider team including volunteers
 - To undertake such additional duties as the Board may from time to time consider necessary for the effective performance of this role

Governance

- To help the Chair to facilitate meetings as necessary
- To oversee the taking and recording of minutes and actions for Trustees
- To keep all Trustee information safe, secure and up to date
- To support our trustees to make sure the Charities Commission, Companies House, bank and other registered bodies have our up-to-date information
- To monitor Trustee training and development

Professional Development

- Keep abreast of advice sector developments
- Identify personal training needs and attend appropriate training courses on skills, knowledge and legislative change
- Prepare for, attend and contribute to appraisals and support and supervision sessions
- Attend relevant internal and external meetings, including attendance at Trustee Board and Executive Committee meetings

Project Management

Works with other staff to ensure the Service:

- Submits bids to funders to secure income for advice projects
- Designs and implements the projects
- Ensures that projects are delivered on time, on budget and to target
- Report to funders as appropriate
- Monitors project progress and intervenes where necessary
- To create positive partnership working relationships with other organisations in the borough, region and nationally, as appropriate

Other Duties & Responsibilities

- Ensure compliance with Citizens Advice Equality and Diversity policies
- Abide by Health and Safety guidelines and share responsibility for own safety and that of all staff
- Progress and keep up to date with relevant legislation and training

Note: *This job description does not constitute a 'term and condition of employment' and does not form part of the employment contract. It is provided only as a guide to assist the employee in the performance of their job. It is not intended to be an inflexible list of tasks and may be varied from time to time, in line with business objectives and service needs, after consultation and discussion with the post holder, in accordance with current policy and practice.*