

Job Description
Chief Executive Officer

Responsible to: The Chair of the Board of Trustees

Responsible for: Whole staff team. Directly line manage Deputy CEO, Director of Services

Based: Involve Head Office in Maidstone (This role is office based with travel to Involve sites as required)

Salary: From £85,000 per annum

Purpose of the job

Strategic management and leadership of the organisation ensuring the core aims of the organisation are achieved, in line with the vision, mission and objectives. Strategic growth, development, and performance of the organisation financially and in accordance with legislation. Maintaining and enhancing the reputation, profile and efficacy of the organisation through strategic relationship management, focussed operational delivery, and effective communications.

Key duties and responsibilities

Strategy

- Take the lead in shaping the vision and delivering the future direction and purpose of the organisation as set by the Board.
- Keep abreast of policy developments at local and national level in health, social care and civil society to position the organisation to take advantage of opportunities, align appropriately and avoid risk.
- To work with the Board to develop the Involve strategy and delivering plans to achieve the strategy, ensuring the organisation is at the forefront of effective, impactful and innovative work to achieve its charitable objects to provide services for the people and communities we serve.
- Embed the strategy throughout the organisation with staff, volunteers and stakeholders ensuring the vision, mission and objectives are understood and implemented.
- Deliver and achieve the annual strategic objectives, reporting regular progress to the Board.

Leadership

- Embed the organisation's values and culture across the whole staff team, through effective regular communication, meetings and events, ensuring a shared approach, culture, consistency and high performance.
- Ensure appropriate culture and values are set and implemented and the strategy is achieved, motivating and providing direction, guidance, support and performance management for the senior leadership team.
- Ensure the organisation is appropriately structured and staffed to deliver the requirements, objectives and strategy set by the Board and by funders.
- Leadership of the strategic planning, service design, bid writing, contract negotiation mobilisation and management for significant and complex contracts. This will include developing proposals and presentation of pitches to appropriate bodies for new

services, negotiating terms and securing economically and socially impactful contracts (e.g. securing contracts with Primary Care Networks to provide innovative social prescribing services).

- Effectively lead complex organisational change as required to ensure the organisation continues to adapt to the changing sector landscape.

Operations

- Responsible for ensuring the organisation operates effectively, efficiently and compliantly.
- To ensure service and department business plans, SLAs, contracts and grant agreements are delivered effectively with all outputs and outcomes achieved and reports completed and submitted on time.
- To ensure Involve has the organisational structure, systems, facilities, sound financial controls and sustainable funds to deliver its objectives, supporting and advising on robust governance across all aspects of the organisation.

Compliance and regulation

- Ensure the organisation meets all statutory and regulatory requirements, including health and safety, employment law, GDPR and information governance, fundraising, financial management, Care Act, Safeguarding etc.
- Act as Company Secretary completing all requirements and reporting as outlined by Companies House and Charity Commission.
- Ensure all appropriate policies reflect legal and professional standards, are regularly reviewed, and that any policy gaps are addressed.

Contract management

- Responsible for successful securing and delivering all contracts as accountable officer.
- Act as the primary lead for contract management with commissioners, ensure all contracts are delivered as specified, KPIs are met and addressing any issues or underperformance, attending regular meetings with commissioners and negotiating any agreements.
- Ensure the organisation and appropriate services are always contractually compliant, with particular regard to contracts delivering statutory social care functions under the Care Act.

People & HR

- Develop (with the Board), deliver and lead the People and HR strategy, to ensure the organisation attracts, retains, values and develops staff and volunteers.
- Develop, deliver and monitor a volunteer strategy reflecting the importance of volunteers to the organisation and the work it delivers.
- Ensure a culture of high staff engagement and satisfaction, as measured by an annual staff survey.

Financial management

- Responsible for the financial health of the organisation, as delegated by the Board of Trustees, to secure, manage and report on all income and expenditure and ensure long term financial sustainability, planning up to 5 years ahead.
- To ensure that robust financial procedures and controls are in place and that the Board of Trustees are fully apprised of progress against the agreed budget or projected deficits as soon as practicably possible.
- Oversee financial operations and systems, managing risk and ensuring compliance with financial and charitable regulation.
- Act as the lead signatory on key accounts, authorising transfers, changes and key payments as appropriate.
- Develop and produce the annual budget in conjunction with service managers ensuring it is ambitious yet achievable and directly reflects existing and expected income and expenditure lines.
- Regular liaison with external auditors ensuring effective year end process and production of compliant annual accounts.
- Responsible for ensuring all departments are delivered within budget and income targets are achieved, driving staff and taking action accordingly.

Fundraising and Income Generation

- Responsible for ensuring a diverse range of income sources including grants and donations as per the Strategy.
- Collaboratively develop new projects, pilots and innovative developments and securing grant funding.
- Ensure the requirements of all grant funders are met, with reports produced and regular communication.
- Represent the organisation at key funder's events.

Reputation and stakeholder engagement

- Raise the profile of the organisation so that it is well connected with health, social care and civil society leaders across Kent and beyond.
- Form links and partnerships with other bodies and leaders to develop new initiatives and enhance existing work such as the NHS, local authorities and other non-profit organisations.
- Attend meetings, events and networks to develop relationships with key stakeholders.
- To value and connect with a wide range of stakeholders including clients, beneficiaries, volunteers and the wider public.
- To develop and ensure effective delivery of the marketing and engagement strategy ensuring the organisation presents itself in a professional, engaging and impactful way which reflects the narrative of the Involve strategy.

Business development and tendering

- To lead on business development for the organisation, seeking new opportunities, ongoing liaison with commissioners in health and social care, influencing commissioning process and forming partnerships.

- Develop innovative, cost effective, evidence based and impactful delivery models and services to meet commissioner expectations.
- To lead the tender process, developing, writing and submitting bids, attending interviews, leading presentations and negotiation meetings with commissioners.
- To ensure contracts applied for/ awarded are approved by the Board and fit with the mission, vision and strategy and can be delivered effectively, managing risk.
- To continue to develop and grow in line with the agreed strategic ambition and strategy of the Board.

Governance

- Support the Board of Trustees, enabling them to fulfil their remit in leading and governing the organisation, providing information, guidance and reports.
- To ensure that the Board of Trustees is supported and equipped to meet its statutory responsibilities under Charity and Company Law and regularly reviews and manages risk.
- To ensure that all Board and committee meetings are effectively and efficiently serviced with attendees supported, briefed and papers prepared and distributed in a timely fashion. To support the Board of Trustees to recruit and retain Board members, providing a comprehensive induction and training and development plan as determined by Trustees.
- Facilitate the AGM and other meetings and events involving Trustees.
- Ensure the Board is able to oversee the financial, operational, regulatory and strategic health of the organisation and takes action to address any issues or concerns accordingly.
- Support the Board to determine the mission, vision and strategy for the organisation and implement accordingly.
- Maintain and encourage open, transparent and professional communication between Trustees and the upholding of the Nolan Principles of Public Office and the Principles of Good Governance.
- Work effectively with a well-established Board of Trustees to ensure the organisational strategy and objectives are achieved.

Risk management

- Developing, reviewing, updating and actioning corporate and programme risk registers.
- Understanding of safeguarding best practice and implementing effective policies and procedures.
- Knowledge of key compliance structures, policies, practice and reporting for charities.
- Marketing and communications.

Essential skills/Experience

The post holder will have:

Experience

- Demonstrable experience of effective senior leadership experience within an environment providing similar services and of similar scale and complexity.
- Experience of successful organisational and cultural change and transformation.
- Exceptional leader of people; ability to engage, motivate and empower senior leaders with a values-led approach.
- Experience of successfully securing and managing high value/risk contracts in a third sector or similar environment.
- A demonstrable track record in developing successful partnerships and external relationships transferable to the context of Involve.
- A strong ambassador with a successful track record of building profile and reputation of organisations
- Strong financial acumen; alongside a significant track record of leading income generation, business development or fundraising to secure financial sustainability and growth.
- Recent experience of leading the co-designing and co-production of new services and pilots in response to national and local need.
- Experience of working with a trustee board and ensuring effective governance.
- Evidence of developing and implementing a strong equity, diversity and inclusion agenda across all aspects of an organisation.

Skills and Knowledge

- Exceptional strategic, interpersonal and ambassadorial skills.
- Exceptional financial management and planning skills with experience of operating and leading organisations within budgetary constraints.
- Significant influencer - ability to demonstrate experience of developing policy/ practice/ strategy at the strategic level.
- Advocacy skills as the public and private face of the organisation with the ability to form strategic partnerships at the highest level and to represent Involve in a wide range of contexts.
- An ability to interact with a wide range of people in different contexts. As comfortable in an executive meeting developing new partnerships or negotiating contracts as talking to a service user about their experience.
- Ability to build strong and constructive relationships with the Chair and Trustees.
- Ability to work operationally, with strong prioritising and delegation skills.
- Ability and experience of resolving complex strategic issues at an organisational scale.
- Knowledge of current health or social care policy and development opportunities.
- Strong verbal and written communication skills with experience of producing high level and credible correspondence, reports and bids.

Professional Skills/Attributes

- Strong commercial acumen with the ability to identify and secure opportunities to continue to enhance and develop and organisation to achieve agreed objectives.
- An entrepreneurial flair and commercial focus with experience of supporting growth in income including contracts, grant, fundraising and other commercial initiated linked to organisational objectives.
- Values driven leader with the ability to translate organisational strategy into outcomes
- Ability to work and lead other autonomously.
- Reliable and personally resilient.
- Passionate about the work of Involve.