

**Norfolk Citizens Advice (NCA)**

**Chief Executive Officer**

**Main purpose and scope of the role**

• Provide strategic vision and leadership to the operation and development of the organisation within the policy direction set by the Trustees.

• Lead, direct and develop the management team, staff and volunteers so as to ensure that they are focused on achieving the charity’s mission and strategic objectives.

• Ensure the charitable objectives of the organisation are followed and that it delivers appropriate services to the public.

• Take overall responsibility for the delivery of governance and accountability frameworks established by the Trustees

• Working with the Chair, enable Trustees to fulfil their legal duties and other responsibilities for the proper governance of the organisation.

• Ensure that the Trustees receive advice, recommendations and information in an effective, thorough and timely manner.

• To be an ambassador of Norfolk Citizens Advice

• At all times, to promote the aims, principles, policies, interests and wellbeing of NCA and to protect its integrity and reputation

**Planning and development**

• In conjunction with the Trustees, develop, implement and monitor the business and development plan as required by the Citizens Advice membership scheme

• Identify and respond to major strategic opportunities for the charity to grow and expand its activities

• Identify specific threats that may undermine the ability of NCA to maintain or grow operationally and the development of appropriate responses and Action Plans

• Translate organisational objectives into team and individual work plans with clear and realistic targets

• Maintain an awareness of the operating environment such as those legislative developments, social trends and local needs likely to affect demand for advice and opportunities for service development

• Participate in Citizens Advice initiatives as appropriate and contribute to the work of national and regional committees and working parties

• Manage the development of the service to ensure that the strategic development of the bureau, its management and its services to clients reflects and supports the Citizens Advice service’s equality and diversity strategy

• Draw up an annual Business Plan in advance of each financial year to integrate the organisation’s programmes and activities and to ensure its on-going financial viability.

**Supporting the governing body**

• Arrange and attend meetings of the Board of Trustees, including the annual general meeting and any special general meetings

• Ensure the Trustees are advised on financial, staffing and service delivery issues and on compliance with the Citizens Advice membership scheme and all other relevant legislation, e.g. company and charity law, health and safety, employment etc

• Report to the Trustees on progress against the business plan and agreed objectives

• Draft the organisation's annual report

**Service delivery**

• Develop and maintain common practices to ensure that consistent standards of service delivery are met and appropriate systems are in place for staff supervision, case recording, statistics, follow-up work and quality control

• Maintain an awareness of organisational and technological developments and ensure that the service operates in ways which make best possible use of the resources available

• Ensure, delegating as appropriate, that specialist advice services including contracted services are developed as needed

• Ensure, delegating as appropriate, that each service location is adequately managed, staffed and resourced

**Resource acquisition**

• Research and respond to advice needs, in particular the needs of identified disadvantaged groups and the different geographical and demographical areas

• Develop the organisation's funding base by identifying potential funding opportunities consistent with the aims of the organisation and the operating environment, and applying for funding and bid writing as agreed by the Board of Trustees

• Negotiate and review all grants and service agreements with Local Authorities in consultation with the Trustees, managing relationships with Local Authorities and ensuring that agreements and reporting requirements in particular are observed

• Ensure that all appropriate opportunities to bid for work from other sources are responded to, that high quality bids are submitted and that subsequent agreements are managed and reported on in compliance with contracts

**Financial management**

• Ensure that all finances are properly administered and monitored and that appropriate financial regulations and controls are in place and in use at all times

• Advise on the proper allocation of resources

• Oversee the preparation and review detailed budgets for approval by the Trustees

• Delegating as appropriate, make regular reports to the Trustees on income, expenditure and any variations from budgets

• Oversee the correct preparation of accounts and financial statements

• Ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and any other initiatives

• Act as cheque signatory and authorise expenditure up to limits as agreed by the Trustees

**Staff and volunteer management**

• Ensure the organisation attracts, retains and motivates committed, effective and professional people.

• Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers can do their best

• Ensure the effective performance management and development of all staff and volunteers, through regular supervision sessions and the appraisal process

• Regularly evaluate feedback from the Management and Supervisor teamson staff and volunteer learning and development needs and ensure that these needs are identified and met in accordance with Citizens Advice standards.

• Convene and chair regular meetings of the management team

• Convene and chair regular meetings of all staff and volunteers and negotiate with staff and volunteer representatives as necessary

• Oversee the establishment and implementation of a recruitment, induction and staff development policy in accordance with Citizens Advice membership requirements

• In accordance with Citizens Advice and organisational procedures, assist the Trustees in implementing and monitoring employment policies and procedures

**Public relations and research and campaigns**

• Promote and protect the aims, principles, policies, interests and reputation of the Citizens Advice service both locally and nationally and ensure that the organisation has a high profile at all times

• Ensure the development of research and campaigns and instigate systems and procedures in line with the research and campaigns requirements of the membership scheme

• Develop and oversee appropriate publicity through effective relations with the media and other community organisations, and through public speaking

• Develop effective relations with appropriate authorities, agencies, organisations and individuals at local and national levels, including councillors, MPs, MEPs and local and national statutory and non-statutory organisations including charities

• Liaise with Citizens Advice and contribute to its work at regional and national levels where appropriate and attend annual Citizens Advice National conferences

**Administration**

• Establish, maintain and monitor effective administrative systems

*•* Ensure that NCA fulfils all of its constitutional, regulatory and legal obligations, including those set by Citizens Advice, the Charity Commission, Companies House and the Information Commissioner

• Establish, maintain and monitor complaints procedures in accordance with Citizens Advice requirements

• Ensure that the service is adequately accommodated and equipped in consideration of the needs of clients and staff and the effective operation of the service

• Act as health and safety officer to ensure that health and safety policies and procedures for staff, premises and equipment are agreed and maintained and comply with statutory requirements

• Use ICT as required for the role

• Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service

• Ensure that the organisation has the right management systems and structures to carry out its work effectively, accountably and safely and that professional standards are met and maintained

• Ensure that all assets and resources of the organisation are properly managed and secured and overseeing that plans are in place for their maintenance, replacement or improvement, as appropriate

• To be the named person responsible for Data Protection, registration with the ICO (Information Commissioners Office) and Designated Safeguarding Officer responsible for contacting Children’s services and (or) the Police if concerns are raised regarding a client’s safety and wellbeing.

**Principal terms of employment**

Status: Permanent with 6mth probationary period

Salary: £45,000 per annum

Pension: Contributory Citizens Advice group pension scheme

Hours: 37 hours per week but with flexibility as the job demands

Location: Norfolk Citizens Advice Norwich with regular travel throughout Norfolk We can offer the right candidate reasonable flexibility in terms of attendance hours, working location etc.

Leave: 26 days (plus bank holidays)

Notice period: 3 months either way after initial probationary period when 1mth.

Travel: Car parking place and mileage excl. travel to/from home to office

Responsible to: Chair of the Trustee Board

Responsible for: All staff and volunteers working for Norfolk Citizens Advice

**Person specification**

* Significant proven strategic leadership and management ability in the areas of organisational development, strategic planning, recruitment, and equal opportunities.
* Substantial and demonstrable success of fundraising and marketing
* Proven ability of financial management in a mixed stream funding organisation, demonstrating the ability to manage a budget of up to £1m per year
* Evidence of building and maintaining strategic business relationships with a broad range of individuals and organisations, including statutory, commercial and government departments.
* Demonstrate experience in developing successful communication and negotiation strategies for complex situations
* Good inter-personal skills including the ability to motivate staff and to delegate effectively and appropriately, with adequate follow up
* Experience of devising and implementing organisational strategic development and resource plans, particularly in the areas of service development, staff development and the management of change in the voluntary sector or similar environment
* Excellent communication skills including the ability to communicate effectively in person and in writing and to present complex information clearly
* Proven ability to research and interpret complex information and produce clear verbal and written reports based on the information
* Proven skills in leadership and teambuilding, consultative working and decision-making.
* Understanding, empathy and commitment to Citizens Advice’s aims, principles and policies.
* Ability to work on own initiative, prioritise work, handle pressure and take day to day decisions on the running of the Service
* Understanding of advice work and the voluntary sector Broad understanding of the operation of local and national government and the administration of public and legal services.
* Understanding of quality assurance standards and monitoring service delivery against agreed targets.
* Understanding of Charity and Company Law.
* Proven ability to improve access to services for groups facing disadvantage and discrimination.
* Commitment to opposing all forms of discrimination and to promoting the rights of clients.
* Ability to travel and work occasional unsocial hours.