

JOB DESCRIPTION

Job Description prepared by: FOVPS Trustee Board

Date: April 2022

Summary of the Post

Job Title:	Chief Executive Officer [CEO]
Location:	Based in Stretford, Trafford, Greater Manchester
Hours of Work:	37.5 hrs per week (the role requires some weekend work)
Salary:	£31,000
Benefits:	25 days holiday plus 8 statutory bank holidays, rising 1 day per year to a maximum of 30 days 1 leave day for employee birthday and 1 wellbeing day per annum 2 days paid volunteering per annum
Pension:	3% employer contribution
Nature of contract:	Full Time, Permanent
Location:	FOVPS Community Building, Victoria Park, Stretford, M32 0AD
Reporting to:	Chairperson, Board of Trustees
Responsible for:	The Community Building, Staff, Volunteers, and Beneficiaries
Diversity:	Equality of opportunity is at the heart of what we do and we welcome applications from all members of our community
Safeguarding:	We operate a Safer Recruitment Policy which ensures that all our staff are committed to safeguarding and promoting the welfare of children and adults at risk. This post is subject to an enhanced DBS check.
Declaration:	All applicants will need to complete a declaration regarding convictions and working with children. The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Summary of Role

The CEO will lead, direct and manage service and business operations across the organisation. The post holder will work with external partners and linked providers and be responsible for all aspects of service management ensuring delivery of services in line with contract and funder requirements achieving high quality and positive outcomes for service users.

The post holder will have wide ranging responsibilities for the performance and development of internal services and operations. The post offers significant opportunities for innovation, development and growth of existing



services, working closely with counterpart roles in other organisations, and contributing to joint development and working groups locally and regionally.

The post holder will also work with the Trustees and other members of the management team to develop and implement the strategic plans, ensuring the successful strategic development of the organisation, including business planning, internal policies, procedures and quality standards, cross-departmental working and external relations.

The Chief Operations Manager will be required to represent the organisation at a senior level both internally and externally.

The post holder will require business and financial acumen to ensure that current and future operations continue on a sustainable and viable basis and can evidence positive outcomes and value in the market we are operating in.

Job Profile

We are a high profile organisation in Trafford with a large supporter base and are very active within our community building.

Main Responsibilities

Service staff and resource management

- Production and implementation of operational work plans and budgets
- Recruitment and management of service staff, volunteers and resources to achieve required service response, quality and cost performance indicators
- Management and monitoring of services budgets including analysis, reporting and action on variances

Managing Contract Performance

- Monitoring performance against targets and deliverables for all contracts including performance of any sub-contracting partners
- Financial tracking and monitoring of contract income (alongside project coordinators)
- Ensuring contractual and regulatory (funding) compliance
- Reporting contract performance trends and issues to service delivery staff and Trustees

Relationship Management

- Maintain relationships with Commissioners and Monitoring Officers
- Attend Partnership Meetings
- Manage relationships with partners from whom FOVPS sub-contracts delivery

Reporting

- Responsible for ensuring all funding monitoring reports are accurate and submitted in a timely manner, including from sub-contractors
- Production of monthly management reports for internal senior management decision making
- Ad hoc reports as requested by the Trustees and funders

Service and business development

- Analysis of performance leading to service changes and improvements to increase user and funder outcomes/level of satisfaction/perceived value of the service
- Collaborative working with commissioners and senior operational managers across a range of sectors and organisations in order to strengthen the role and contribution of existing services and create new opportunities for services within a whole-system framework of operation



- Negotiation, development and implementation of new, scaled up or pilot services in collaboration with external and internal management functions and staff
- Development of income streams and managing implementation and growth
- Development of workforce plans including competency frameworks to meet the operational requirements of the organisation
- Management of change plans including internal and external communications, HR and related technical issues
- Production and oversight of commercial and other terms of service materials, instructing and taking advice from professional advisors as relevant
- Production and presentation of reports and updates to Trustees, to support internal strategic and performance review processes (including to Board) and with external development work groups and fora

Representing the Organisation

- Representing the organisation at external events and development fora

Other responsibilities

- Work collaboratively with community stakeholders
- Meet legislative and all relevant regulatory requirements
- Ensure the values of FOVPS are upheld across the organisation
- Carry out duties in accordance with FOVPS principles, policies and procedures
- Lead on the development and monitoring of quality assurance systems
- Liaise with the Trafford Partnership on improving and linking the delivery of services to vulnerable groups
- Participate in planning groups with statutory and voluntary agencies to represent the needs and interests of the Stretford community
- Strategic involvement with fundraising, PR and social policy work
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Chair of Trustees

Team Responsibilities

The CEO is required to:

- co-operate with management;
- contribute to team training and skills-sharing;
- constructively contribute to the overall management, monitoring and evaluation of services to ensure that they meet local needs.

The above is a broad outline of the duties of the post. The post holder will be expected to be flexible in their interpretation of these duties in accordance with the organisation's priorities and future development.



PERSON SPECIFICATION

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ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	<p>Managing teams</p> <p>Personnel, Finance, Contract and Project Management</p> <p>Excellent understanding of Health and Safety in the workplace</p> <p>Track record of supervising and training staff and/or volunteers</p>	<p>Experience of liaising with external stakeholders</p> <p>Experience of networking</p> <p>Advocacy skills</p> <p>Working in the charitable/voluntary sector</p> <p>Providing services to vulnerable members of the community</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<u>Education and Training</u>	<p>Vocationally relevant subject qualification or equivalent experience</p> <p>Level 2 Literacy and Numeracy</p>	<p>Management qualifications or training</p> <p>Assessor / Verifier qualifications</p>	<p>Application Form</p> <p>Certificates</p>
<u>Special Knowledge and Skills</u>	<p>Strong interpersonal, influencing and negotiating skills and experience</p> <p>Well-organised and capable of meeting deadlines</p> <p>Strong skills in finance and budget management</p> <p>Excellent communication skills</p> <p>High level ICT practice including relevant database technology and online service delivery</p> <p>Quality assurance</p> <p>Commitment to Equal Opportunities</p> <p>Ability to use and maintain systems for data storage, retrieval and reporting</p> <p>Wide knowledge of outcomes and value-based approaches to service development and delivery</p>	<p>Competent in using databases</p> <p>Marketing and Social Media skills</p> <p>knowledge of community development</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>



PERSONNEL – Recruitment and Selection



<p><u>Any Additional Factors</u></p>	<p>Suitability to work with children and / or adults at risk</p> <p>Highly flexible and able to adapt to rapidly changing community environments</p> <p>Ability to work under pressure</p> <p>Strong leadership skills</p> <p>An understanding of and empathy with the principles and values of FOVPS</p> <p>Ability to work well with others</p> <p>Ability to work independently</p> <p>Flexible and responsive to under-confident adults, young people and children</p> <p>Smart appearance at all times</p>	<p>Experience as a Trustee or volunteer with senior level responsibility</p>	<p>Interview</p> <p>References</p>
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