

**Chief Executive Officer**

**(Application Pack)**

**About Support 4 Sight**

Our Vision is for a world in which people of all ages with sight loss have choice and control over their lives and no one experiences avoidable sight loss.

Our Mission is that Support 4 Sight will support visually impaired people of Essex, South Cambridgeshire and East Hertfordshire.

It is our aim to:

1. Provide support for people with sight loss
2. Reduce the impact of sight loss
3. Promote eye health to prevent sight loss

We will challenge barriers to inclusion and provide a range of support services to enable visually impaired people to enjoy the quality of life fully sighted people take for granted.

Operating from premises in both Saffron Walden and Chelmsford we have now been in existence since 1994.

Our services are open to anyone impacted by sight loss. We provide information and support to visually impaired individuals, as well as their friends and families, and also provide advice to fellow health and social care professionals.

We will promote how to maintain good eye health and raise awareness as to issues people may experience and how to seek help.

We work with a range of agencies across Essex, South Cambridgeshire and East Hertfordshire to achieve our objectives.

**Introduction from the Support 4 Sight Chair on behalf of the Board**

On behalf of the Board, staff, volunteers and most importantly our service users, I am pleased you are expressing an interest in **Support 4 Sight**.

**Support 4 Sight** is an organisation with a well-established reputation for delivering high quality services that make a real difference to the lives of blind and partially sighted people of Essex, South Cambridgeshire and East Hertfordshire. This has been evidenced in 2020 by the charity receiving the prestigious Queen’s Award for Voluntary Service.

With the forthcoming retirement of our current CEO in the next 3 months we are now looking to appoint a new CEO. It is an exciting time at Support 4 Sight as we evolve to ensure we can continue to meet the needs of the blind and partially sighted people of our community.

Like many charities, Support 4 Sight is operating in a challenging operational and financial climate and whilst we have already undertaken some steps to respond to this you will play a key role in continuing to take this work forward.

You will need to be a confident individual who will take the lead in developing our strategic business and financial plans. We have established good relationships within the region and also very good relationships with our main Commissioners and stakeholders. Using your excellent interpersonal skills, we will be expecting you to ensure these relationships continue and that current contracts are maintained and that you will increase and diversify our income streams to provide more sustained unrestricted income.

Expect us as a Board to challenge you, but we also expect you to challenge us! We have a small passionate, skilled and committed Board and we are seeking to develop in terms of both skills and size.

I am speaking on behalf of the Board members when I say that we are encouraged by how Support 4 Sight will develop in the future. If you feel that this is something you would like to be part of then we look forward to hearing from you.

Janine Collier

Chair, Support 4 Sight

**Support 4 Sight CEO – Role and Job Description**

Role Summary

The CEO of Support 4 Sight will provide leadership and be responsible overall for the organisation’s administration and financial management. Working closely with the Board of Trustees, the CEO will develop Support 4 Sight’s long-term strategy, budget and business plan and ensure it complies with the law and relevant regulations.

Acting as an ambassador for Support 4 Sight, the CEO will be the public face of the organisation for activities, campaigns and the promotion of partnerships with appropriate agencies, stakeholders in local government, local/regional networks, the media and local businesses. The CEO will play a part in recruiting, motivating and engaging volunteers, staff, service users and prospective donors/funders.

Main duties and responsibilities:

Leadership:

* Be the face of Support 4 Sight - its principal ambassador.
* Liaise with, support and motivate all staff, volunteers and sub-contractors and promote commitment to Support 4 Sights aims, objectives and ambitions.
* Seek out, develop and maintain effective working relationships with all relevant organisations and individuals to promote the work of Support 4 Sight and facilitate the implementation of its strategic objectives.
* Lead by example, instilling a positive team work ethic, culture of professionalism and inclusion, supported by coaching, training and development.

Strategy:

* Liaise with the Board in relation to the development of Support 4 Sight’s strategic vision and be responsible for leading the implementation of it.
* Be responsible for the development and delivery of the Support 4 Sight agreed business plan.
* Identify strategic risks, issues and opportunities and take responsibility for initiating and leading associated changes.
* Seek out and implement opportunities for innovation and ensure that Support 4 Sight becomes a leader in advocating for and delivering a range of support and services for the benefit of blind and partially sighted people.

Partnership and Business Development:

* Lead the promotion and development of the work of Support 4 Sight raising the charity’s profile and maximising its reach.
* Seek out, develop and nurture beneficial partnerships with supporters, donors, other charities and all relevant authorities/organisations
* Work towards the achievement of long-term sustainability, developing the Support 4 Sight business model and maximising income, for example from fundraising, service contracts and earned income.
* Adopt a creative and innovative approach to development, remaining open to new ideas and opportunities.

Advocacy and influencing:

* Be a passionate and effective advocate in advancing the rights of and developing opportunities for blind and partially sighted people.
* Promote good practice in the provision of services to support blind and partially sighted people.
* Grasp every opportunity to champion quality of life for blind and partially sighted people and those at risk of sight loss.

Operations:

* Be responsible for the implementation of Support 4 Sights’ organisational plans in consultation with the Board.
* Oversee all operational functions including administration, finance, fundraising, marketing, communications and IT.
* Ensure that Support 4 Sight contracts, projects and overall services are delivered to the highest standard with due regard for quality standards, time scales, targets and budgets.
* Take overall responsibility for the recruitment, management and effective deployment of staff, sub-contractors and volunteers - applying robust contract management and HR processes covering recruitment, performance management, appraisal and remuneration.
* Line manage the Senior Management Team.
* Be responsible for the custody, maintenance and efficient use of Support 4 Sight assets.

Financial Control:

* Ensure that the Support 4 Sight financial resources are managed effectively, and that Support 4 Sight remains in good financial health, identifying risks and taking appropriate action.
* Liaise with the Board to develop and lead on the implementation of Support 4 Sight financial plans, including setting budgets, formulating income generation strategies and overseeing all income generating activities.
* Maintain effective financial management and control systems; ensure delivery within budgets and to performance targets and oversee production of management accounts, statutory accounts and annual reports.

Governance and Compliance:

* Liaise with the Board to ensure that Support 4 Sight’s overall governance structure, policies and procedures are appropriate and effective, taking remedial measures and implementing changes as necessary
* Attend all Board meetings and prepare a written report in advance of each meeting detailing matters of interest and concern regarding Support 4 Sight’s activities during the previous period; ensure that the Board is made aware in a timely fashion of any matters requiring its attention.
* Develop and maintain effective operational policies and processes in all Support 4 Sight functions.
* Review and update scope and content to meet legal, regulatory and good practice needs.
* Ensure the development and practical application of all organisational policies and procedures e.g. with regard to health and safety, equality and diversity, GDPR and safeguarding.
* Ensure the safeguarding of the vulnerable adults with whom the charity works through appropriate DBS procedures and staff and volunteer training.
* Ensure that collection and protection of information complies with commissioners and appropriate GDPR regulations.
* Ensure that all Support 4 Sight activities are conducted safely and that appropriate and required Health and Safety policies are understood and followed.
* Ensure that all major risks are identified and regularly reviewed, and that systems and procedures are in place to mitigate all such risks; be responsible for the development and implementation of the Support 4 Sight Risk Register.

**Person specification:**

Qualifications

* Preferably educated to degree level or equivalent professional qualification.

Experience

Essential:

* Proven record of achievement in a senior position within a charity/not for profit organisation over at least three years.
* Experience of effective partnership working and development and external relationship management.
* Experience of managing, motivating and developing staff and volunteers.
* Experience of engaging service users in the design, assessment and review of provision.
* Experience of business planning, business development, income generation and fundraising.
* Experience of project management and service delivery across multiple functions.
* Financial management skills including budgeting and delivery of cost and income targets.
* Robust approach to governance, controls and definition/implementation of new processes.
* Experience of financial and risk management.

Desirable:

* Experience/knowledge of the sight loss sector.
* Experience of managing organisational change.

Skills and knowledge

Essential:

* Inspirational leadership, management and motivational skills.
* Highly organised and personally effective.
* Exceptional verbal and written communication skills.
* Excellent interpersonal skills.
* Ability to persuade and influence, both face to face and in writing.
* Strong financial skills, including the ability to analyse budgets and accounts and manage an annual budget of over £250,000.
* Outstanding business development skills.
* Rigorous analytical skills.
* Proficient user of Microsoft Office packages and confident user of IT systems

Desirable:

* An understanding of the issues affecting people living with a visual impairment.
* Knowledge of the sensory impairment sector.

Personal attributes

Essential:

* Empathy for people living with a visual impairment and those at risk of sight loss.
* Positive, pro-active and dynamic.
* Inclusive and flexible, with a consultative approach to leadership.
* Confident and assertive.
* Ability to pursue the mission and objectives of Support 4 Sight with demonstrable passion, drive and commitment.
* Committed to best practice and with a drive for continual improvement.
* Committed to ensuring Support 4 Sight reflects the diversity of the community it serves.
* Willingness to travel around the county of Essex as the postholder will be required to attend meetings and events off site on a regular basis.