

JOB DESCRIPTION

Job title: Chief Executive – Dartmouth Caring

Hours:	Full time (35 hours p/w)
Base:	Dartmouth Caring office
Salary:	c. £40,000
Reporting to:	Board of Trustees, Dartmouth Caring

Job outline

To lead the operational delivery and performance of Dartmouth Caring, responsible for the performance management of all staff, and the organisational strategy (fundraising and finance). To oversee the management of the charity's client provision, and ensure stakeholder views are heard and recorded.

Main Duties & Responsibilities

- To work with Trustees on the strategic development of the charity, advising Trustees, researching options and presenting implementation plans for their discussion.
- Development and maintenance of fundraising and grant income sources.
- Supporting service improvement through analysis of data, evaluating feedback and consultation with clients, staff, volunteers and key stakeholders.
- Training and development of the staff and volunteers, keeping up-to-date training records for staff and volunteers
- Operate as Safeguarding Lead for the charity.

- Working in partnership with the Community Engagement Manager, key stakeholders and partner organisations in the (re-)design of services to our community.
- Oversee operational and promotional materials and outlets

Operational Management

- Management of all staff, ensuring regular supervision and appraisals are up to date.
- Develop plans for future services according to the need of the community.
- Support Trustees in ensuring robust governance is in place, including;
 - Developing and implementing policies as required.
 - Ensuring policies and procedures are up to date and being used.
- Ensure that effective lines of communication are established.
- Represent DC at meetings with key stakeholders.
- Analyse, interpret and communicate complex performance data on a regular basis.
- Ensure complaints and incidents are appropriately investigated, recorded and responded to in a timely manner and any risk assessments reviewed regularly.

Responsibilities for Human Resources

- Overall line management responsibility for all staff, with day to day line management shared with Deputy Manager
- Ensure robust communication plans are in place across service areas.
- Manage the recruitment process as required, ensuring Trustees are aware of staffing developments through regular bulletins.

- Appropriate performance management of staff, undertaking regular appraisals and ensuring training and development of all staff.
- Allocation of available staff as required for the smooth running of the office and other service areas.

Financial Management

- The postholder will have responsibility for the budget, the accounts, and work closely with the Treasurer and Finance Officer to ensure that financial viability is maintained.
- The postholder will be responsible for identifying different income streams through fundraising and grant income, applying for funding grants, and negotiating contracts and funding with statutory services.

Communication & Leadership

- Responsible for ensuring that all staff are fully engaged in all developments of the charity. This requires a high level of communication across all staff.
- Providing the necessary leadership and drive to ensure that agreed developments are implemented in a sustainable way.
- Representing DC at appropriate meetings and providing feedback from these meetings to Trustees, working with the Community Engagement Manager.

Service Planning, Development, Improvement and Strategy

- To drive the development for improvement, including taking lead responsibility for initiatives to ensure effective data management and ICT systems.
- Review and develop services, including collection of data for the drafting of business plans and development of policies and/or procedures.

Other

- Observe the provisions of, and adhere to, all DC policies and procedures
- To maintain confidentiality and abide by the Data Protection Act
- To be familiar with and follow health and safety policy and procedures and to be aware of individual responsibilities under legislation, drawing areas of potential risk to the attention of Trustees
- To undertake any other duties which are deemed appropriate when requested by Trustees
- The above indicates the main duties of the post which may be reviewed in light of experience and development within the service. Any review will be undertaken in conjunction with the postholder
- The postholder will work in appropriate venues, including at home and off site.

Applicants will be expected to demonstrate the following attributes:

Essential (E)

Desirable (D)

Education & Qualifications

- Educated to degree level or equivalent experience with evidence at management level (E)

Knowledge

- Knowledge of managing within the Voluntary, NHS, Public or Social Care sectors (D)
- Knowledge of fundraising and funding income through grants (E)
- Understanding of potential service improvements within the community, Voluntary, NHS or Social Care sectors (D)

Experience

- Experience of working with multidisciplinary teams in the Voluntary, NHS, Public or Social Care sectors **(D)**
- Experience of dealing with complex operational issues **(D)**
- Experience of, and commitment to, providing a high-quality service. **(E)**
- Experience of staff management and HR **(E)**
- Experience of Accounts & Budget Management **(E)**
- Experience of personal accountability for service delivery **(E)**

Skills & Abilities

- Ability to work under pressure and to prioritise **(E)**
- Methodical and organised approach **(E)**
- Excellent written and verbal communication skills **(E)**
- Well-developed analytical skills **(D)**
- Ability to motivate self and others **(E)**
- Negotiation at high level, with the ability to persuade and influence others **(E)**
- Handling sensitive situations with tact and diplomacy **(E)**
- Problem solving **(E)**

Disclosure and Barring Service (DBS)

All applicants who are offered employment will be subject to an enhanced criminal record check from the Disclosure and Barring Service. This includes details of cautions, reprimands, final warnings, as well as convictions. Further information is available from the Disclosure and Barring Service at www.homeoffice.gov.uk

Equal Opportunities

Dartmouth Caring aims to promote equal opportunities. You must ensure that you treat members of staff, clients and visitors with dignity and respect at all times and report any breaches that you witness to the Chair of Trustees.

Health and Safety

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety precautions for yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for clients, employees and visitors.

Freedom of Information

You should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and are responsible for helping to ensure that Volunteering in Health complies with the Act.

Information Quality Assurance

You are expected to take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Volunteering in Health requirements and instructions.

Risk Management

You have a responsibility to report all accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Safeguarding Children and Adults at Risk

Dartmouth Caring is committed to safeguarding and promoting the welfare of children and adults at risk and is dedicated to robust recruitment checks.

Every employee has a responsibility for safeguarding and the protection of children and adults at risk. As such if the post holder witnesses, suspects or is told that abuse is occurring they have a duty to report the incident. Volunteering in Health has Policies on Safeguarding Children and Vulnerable Adults.