**Parkhead Citizens Advice Bureau**

**Chief Executive Officer**

**Job Description**

Employer: Board of Directors

Job Title: Chief Executive Officer

Responsible to: Board of Directors

Hours per week 35

Type of contract Permanent

JOB PURPOSE

To develop and implement policy and strategy in partnership with the Board to ensure the organisation meets its strategic aims and objectives and develops services to meet the local needs. To ensure effective management of resources and lead on the delivery of quality services. To build and maintain a positive profile for the organisation. To provide advice and guidance to the Board and ensure compliance with statutory and membership requirements.

MAIN ACTIVITIES AND RESPONSIBILITIES

### **Strategic Plan**

* Lead the development and review of the Strategic Plan in partnership with the Board.
* Develop, implement and review operational plans to ensure organisational objectives are met.

**Management of Resources**

* Responsibility for ensuring the recruitment and selection of paid and volunteer staff meets the bureau’s needs
* Responsibility for ensuring the management and welfare of staff, their development and support and supervision
* Day-to-day management and review of the organisation budgets to ensure targets are met
* Prepare financial reports and budget proposals.
* Oversee fundraising activities and approval of applications for funding
* Ensure organisation’s premises and equipment are secure and maintained

**Services**

* Ensure services comply with the quality framework
* Set standards and assess performance and where required leading the development plans for improvement
* Lead the development, implementation and review of operating policies and procedures to ensure effective service delivery
* Review service delivery and analyse trends for planning and development
* Ensure appropriate information of services is provided to funders, the Board and wider stakeholders both on a planned and ad hoc basis
* Reporting performance to various internal and external stakeholders

**Advice and Guidance**

* Report on organisational performance to the Board
* Report on developments within Citizens Advice Scotland and the obligations of membership of the Association to the Board
* To ensure the Board is kept informed of their legal obligations and compliance issues

**Maintain profile for the organisation**

* To lead in building and maintaining good working relationships with relevant local and national statutory, voluntary and community organisations
* To ensure the bureau is represented at local networks, forums, meetings etc
* To ensure relevant information on the range of bureau services is provided to the public and other key stakeholders
* To be responsible for the preparation and issue of press statements and other public communications including those on social media sites

**Compliance**

* To ensure all regulatory requirements are met including returns to the Office of the Scottish Charity Regulator, Companies House, Financial Conduct Authority and Citizens Advice Scotland.

**CHIEF EXECUTIVE OFFICER - PERSON SPECIFICATION**

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| MANAGER | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | Good general education | Degree in a relevant discipline |
| **EXPERIENCE**  | At least 2 years in people management, managing a multi-disciplinary team (including: recruitment, training, appraisals, performance)Financial management, budgetary planning and control Strategic business planning and organisational developmentManaging a complex/diverse range of stakeholder relationshipsMonitoring and improving service delivery against agreed targetsWorking within the voluntary sector with a trustee Board  | Working with volunteers, understanding of working with a Voluntary BoardComplex casework (advice or other sector)Quality assurance and auditProject managementTraining and presentations  |
| **SKILLS AND ATTRIBUTES** | Excellent written and oral communications skills Excellent interpersonal skillsProven skills in negotiating, mediating and partnership workingAbility to juggle competing priorities Ability to work well & remain calm under pressureKeen analytical skills and attention to detailAbility to manage change and development | Representation and advocacy skills |
| **VALUES AND ATTITUDES** | Commitment to team building and working A good understanding and belief in the CAB principlesExperience of implementing Equal Opportunities Policies and practices | Support of the principle of voluntarism |
| **KNOWLEDGE** | Understanding of local authority structuresKnowledge of committee procedures and charity law and regulatory requirements Understanding of social policy work Excellent knowledge of IT systems, their uses and benefits | Knowledge of legal systemsUnderstanding of the media and public relations |