



## Job Description Chief Executive Officer

**Line Management Responsibility** Heads of – Operations, Finance, Performance Management (P/T) and HR Business Adviser

**Accountable to** **with YOU** Board

**Terms of Contract** Full time, permanent

### **Expectations of the Chief Executive Officer Role**

Combine a thorough knowledge of care and support practice, systems and processes with business acumen, problem solving, decision making and analytical skills.

Possess outstanding interpersonal skills, an effective management style and an understanding of social care standards and best practice.

Provide dynamic leadership and direction to all staff and ensure with YOU is a leading-edge provider of support.

### **Responsibilities of the Chief Executive Officer**

#### **Strategy**

Advise the Board on strategic priorities for with YOU.

Lead and contribute to the formulation of with YOU strategic direction and the development of charity objectives.

Implement the strategic goals and objectives of with YOU.

Develop and review strategies and the allocation of resources to meet statutory requirements and the needs of people we support.

Develop and implement cost effective and innovative strategies for provision of services, underpinned by focussed business and financial planning and targeted investment.

#### **Business Development**

Drive profitable growth in the support **with YOU** provides, through insightful analysis of the business environment.

Understand and respond to the competitive pressures and their potential implications that **with YOU** faces in the social care business environment.

Identify and assess business opportunities and manage exposure to risk.

Develop new models of support and social enterprise schemes in response to identified demands.

Oversee and co-ordinate the financial and management systems required for new contracts to ensure services are properly funded and accounted for.

### **Service Delivery**

Ensure the service delivery encompasses the vision and values of **with YOU**.

Ensure the most efficient use of resources.

Regularly report to the **with YOU** Board on service performance.

Ensure that all activity within **with YOU** is in accordance with statutory and legal requirements.

Be professionally responsible and accountable for the availability, effectiveness, and value for money for **with YOU**'s services.

Operate effective performance management arrangements across **with YOU** and secure continuous improvement in the quality of services provided.

Ensure change management processes are effectively supported.

Ensure people we support and employees have development opportunities across all **with YOU**'s activities, underpinned by robust mechanisms for engagement in the planning and delivery of services.

Continuously evaluate the effective and efficient delivery and relevance of services to users through a range of internal meetings – with YOU Board, Senior Management Teams, people we support participation groups, Service Managers meetings etc.

### **with YOU Board**

Ensure that the with YOU Board is provided with information that always enables them to act in line with **with YOU**'s Governance Handbook and Articles of Association, charity and company legislation, and all other legal or funders requirements.

Provide the Board with information that enables it to ensure that:

- The Board and **with YOU** meets all statutory duties.
- **with YOU**'s resources are well managed and maximised where possible.
- **with YOU**'s finances and other resources are managed prudently and efficiently and can account for all income and expenditure at any time and is financially stable.
- **with YOU** is effectively managed and services delivered in line with all stakeholder's requirements.

- The Board can take responsibility for strategic planning, and for ensuring policy and procedure formulation, goal setting, monitoring, evaluation, and service delivery.

## **Staff Management**

Lead and develop **with YOU**, creating an organisational and management culture and operational environment in which staff feel valued, and which facilitates the recruitment, retention, development, and motivation of staff, ensuring their health, safety, and well-being at work.

Provide appropriate development opportunities for the Head of Operations, HR Business Partner, and Head of Finance including one to ones, action learning, mentoring, appraisal, coaching, management development. etc.

Ensure all HR functions are delivered in accordance with the service level agreement and policies and procedures.

Develop and continuously update a with YOU workforce plan through business forecasting and analysis to predict future skill requirements.

## **Joint Working**

Ensure positive relationships with all planning and commissioning officers and contracts managers, maximising the alignment and coordination of service delivery to ensure agreed outcomes for people we support.

Develop and maintain strong and effective partnerships with the independent, voluntary and community sectors, and with people we support and carers.

Contribute pro-actively to the local and national debate to shape and influence the direction of care and support locally and nationally.

## **Marketing**

Ensure the organisation and its mission statement, POSITIVE values, and services are consistently presented in a strong, positive image to relevant stakeholders.

Evaluate services to ensure that they are successfully meeting needs of people we support and work in partnership with key stakeholders to promote and appropriate market services and organisational strengths.

Ensure focused and effective marketing underpins proposals, strategic goals, and business plans.

## **Finance**

Be responsible for and proactively manage the with YOU budget. Ensure that funding is maximised, resources effectively deployed, budgets monitored and controlled, to provide sustainable quality services within the available resources.

Ensure all Finance functions are delivered in accordance with the Board's financial objectives and all relevant legislative responsibilities, policies and procedures.

## **Diversity**

Represent and protect diversity through valuing everyone's contribution, by integrating diversity into all that you do and promoting its core values.

## **Self-Management**

Deliver the vision and values of **with YOU**.

Use own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first.

Create an image of cooperation, respect, and goodwill in every aspect of your work.

Recognise that you are always accountable and responsible in your role.

Adhere to Health and Safety policies, taking responsibility for your own safety and that of others who may be affected by any act or omission on your part.

Abide by the National Care Standards and Scottish Social Services Councils code of conduct in all work undertaken.

Undertake 'Continual Professional Development' through taking personal responsibility for your self-development and commitment to lifelong learning.

Adhere to **with YOU** and Service specific policies, procedures, guidelines, and protocols.

Undertake such additional duties, as directed by your line manager or other staff if appropriate, as would reasonably be expected of someone at this grade.

These duties may be undertaken at the post holder's principal place of work, or at any other relevant office. Hybrid working arrangements can be discussed with the Board upon successful application.

This job description is not an exhaustive list of tasks.

### **Please note:**

It is with YOU's policy to encourage the personal development of staff. with YOU will support staff in line with the requirements of the job and the responsibilities of the organisation.

All staff will attend statutorily required training and have access to training appropriate to the requirements of the role and their personal development.

All staff will receive regular and responsive social care supervision from their line manager.

## PERSON SPECIFICATION – CHIEF EXECUTIVE OFFICER

<b>Education &amp; Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Professional qualification relevant to the role.	*	
Registration with either SSSC, HSPC or NMC.	*	
Post graduate level management qualification.	*	
Evidence of continuing professional development.	*	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Substantial senior management experience with significant staff responsibilities and a proven track record of leading in health and/or social care settings to facilitate and achieve effective change.	*	
Proven strategic leadership skills with the abilities to create, communicate and deliver a clear vision, organisational culture and develop new business opportunities.	*	
Track record of identifying, assessing, controlling, and managing the impact of risk on organisations or projects.	*	
Experience of working with a voluntary Board of Directors to ensure effective governance and delivery of the organisations' vision and mission.	*	
Practical experience working within financial frameworks and funding mechanisms, strategic budgeting, and management accounts.	*	
Experience of driving continuous improvement and performance and sustaining and enhancing key performance indicators.	*	
Preparation, promotion and implementation of business plans and other planning/bidding documents in conjunction with appropriate managers.	*	
<b>Skills, Abilities &amp; Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Visible, approachable, and able to create an organisational culture of empowerment and excellence that encourages staff to develop and give of their best.	*	

An excellent communicator both verbally and in writing, including report writing, making presentations and public speaking competencies, who practices concise and clear communication at all levels of interactions.	*	
Ability to engage with different groups, clarify complex issues and generate respect and positive working relationships.	*	
A relationship and partnership builder with sound political judgement and equipped to promote, persuade, and influence and negotiate on with YOU's behalf.	*	
Ability to both actively promote and to live with YOU's values and have the enthusiasm, passion and drive required for this demanding position.	*	
Experience of and respect for legal and regulatory frameworks and able to create confidence in the Board of the CEO's ability to deliver on their behalf.	*	
A clear and confident decision maker, creative and innovative in tackling challenges, appraising performance, and finding solutions.	*	
Strong belief in social justice and a commitment to genuine empowerment of the people we support through participation and involvement.	*	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Understanding of the governance duties, responsibilities and liabilities of the governing body as company and charitable directors.	*	
Thorough knowledge and relevant experience of the general health and social care environment in Scotland, including funding, legislation, statute, regulatory framework and wider socio-economic developments that impact on service development and delivery.	*	
Knowledge, understanding and practical application of both value for money and best value agendas and how these influence commissioning of social care services.	*	
Experience of operational financial	*	

reporting, understanding management accounts, budgets and delivering high quality services within budget.		
Knowledge, experience and understanding of health and safety requirements placed on an employer and on accountable individuals within an organisation.	*	
Insight and understanding of the benefits and potential issues with digital transformation upon service delivery.		*
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Able to work flexible hours, including evenings and occasional weekends to meet the demands and expectations of this role.	*	
Competent and appropriate IT skills, willing to embrace digital solutions for the benefit of the people we support and to support colleagues to improve service delivery.	*	

The successful applicant will be subject to a satisfactory Disclosure Scotland check, which will be carried out by the organisation.