

Chief Executive Officer

Appointment Brief
January 2025



Coventry



KIRBY HOUSE

Welcome to Kirby House
Entrance
Opening Times
The building is open to all ages from
9.30am - 4.00pm, Monday to Friday
No food or drink is permitted inside
Kirby House & Shop

WARNING
Please do not
CCTV

P
Electric vehicle
recharging point
8 am - 4 pm
3 hours
No return
within 2 hours
Yellow line for
disabled vehicles
only 8 am - 4 pm

Welcome

Dear candidate,

Many thanks for your interest in Coventry Citizens Advice. Citizens Advice is a national charity now in its 85th year. We are a membership organisation with each local Citizens Advice being an independent charity.

In Coventry we have a long history of being a trusted advice provider, we have over 50 dedicated staff, with over 40 volunteers. We work with many partners locally, regionally and nationally and we are looking forward to working with a dynamic new CEO, who will take the organisation into the next stage of its development.

Our service has many aspects, as well as the generalist advice services, for which we are most well-known; we provide debt advice, with specialist services for people with cancer, during end-of-life care and those who have experienced major trauma. We also work from foodbanks and family hubs across the city and deliver training and support to frontline workers from many agencies in the area of homelessness and housing. We have a debt academy and a growing team of energy advisers. It's a wide-ranging organisation and we are involved in developing new areas of advice and support in specialised services such as the prison and probation service.

We have an established Board of Trustees who provide governance and strategic direction to the organisation.

We are excited about this new chapter for Coventry Citizens Advice and are happy to chat through this opportunity with you.

Best wishes,

Vicki Fitzgerald
Interim Chief Executive Officer

About Us

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aim

To provide the advice people need for the problems they face.

To improve the policies and practices that affect people's lives.

Our Vision

We empower individuals and families in need by delivering high-quality advice and advocacy. By continually expanding our partnerships and stakeholder network, we enhance our capacity to influence policy and drive meaningful change for the benefit of the community. Our highly trained professional teams possess the expertise and skills necessary to create the greatest positive impact.

Our Values

We strive to make a meaningful difference in the community.

We foster learning and growth, continually developing the knowledge and skills of our people.

We celebrate both individual and collective successes, building on them to achieve even more.

We embrace diversity and advocate for equality in all that we do.



Overview of Citizens Advice

We're local and we're national.

We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

We're here for everyone.

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members. We have a network of independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons. Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.

We're listened to - and we make a difference.

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.





Strategy

Our service must adapt to a changing world. With new technologies and rising expectations, the cost-of-living crisis has deepened inequalities.

Those living below the poverty line are falling further behind those at or above it. Credit is more accessible, but rising costs and low-paying local jobs leave many unable to cope.

Individuals in low-paid work, as well as those with long-term health conditions or disabilities, have been disproportionately affected by the pandemic and its severe economic aftermath.

Our service must not only prepare for the future but meet the needs of today. We are committed to providing consistent, flexible support across Coventry, ensuring that all residents can access the help they need, when and where they need it. Particular focus will be given to vulnerable clients who face barriers to accessing advice through technology.



Finances 2023-2024

Turnover over

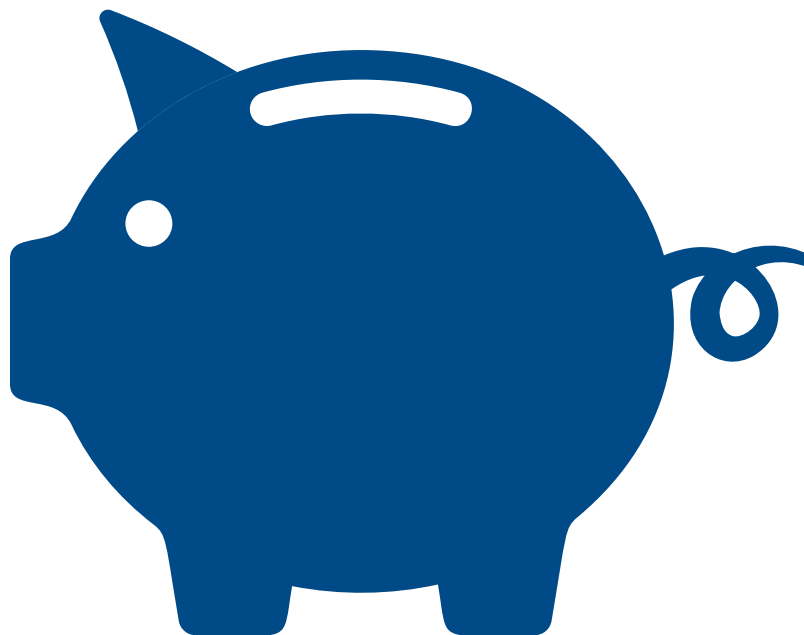
£1.7m

Expenditure

£1.62m

Net surplus

£75,000



We are dedicated to taking meaningful action to challenge discrimination and promote diversity - both in the services we provide and as an employer. We also understand the importance of supporting clients with mental health challenges. To this end, we will ensure our staff and volunteers receive thorough training, equipping them to provide confident and compassionate assistance.

The Citizens Advice brand is nationally recognised for its quality, reputation, and trustworthiness. In Coventry, we are committed to upholding and exemplifying these values in everything we do.

Equity, Diversity and Inclusion Statement

Coventry Citizens Advice (CCA) is committed to providing a supportive and inclusive culture for:

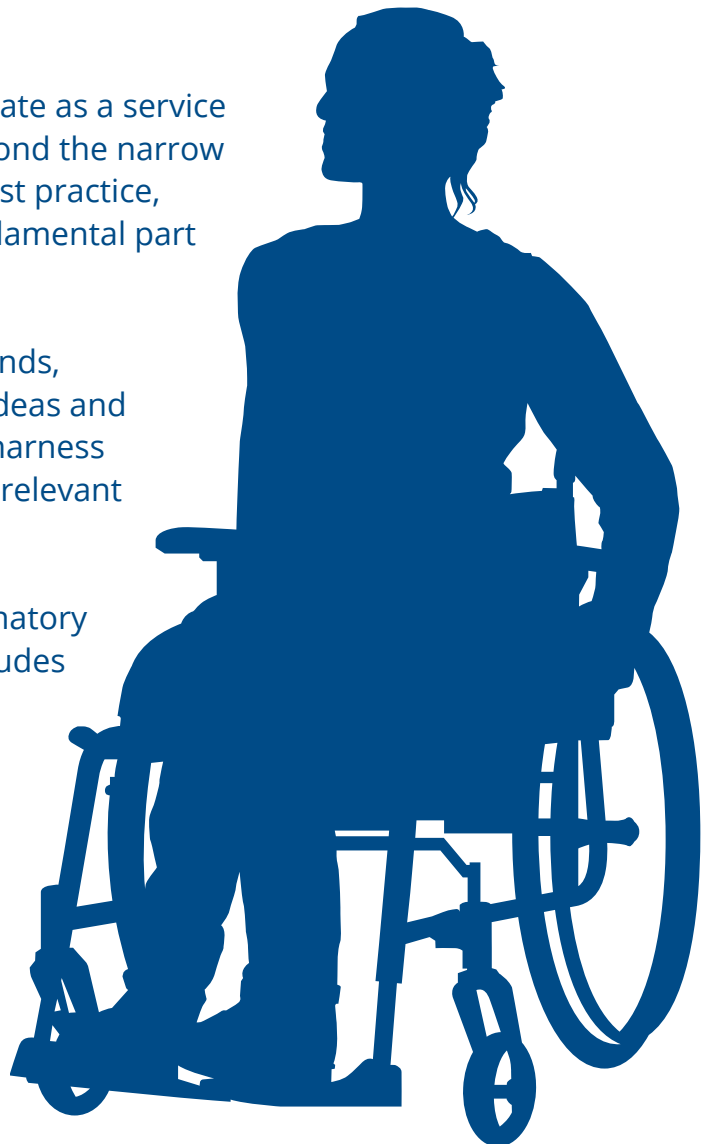
- **all those who need our services**
- **our volunteers**
- **our staff**
- **other stakeholders**

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination.

We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

CCA will not discriminate or tolerate discriminatory behaviour on the grounds of race (which includes colour, nationality and ethnic or national origins), sex sexual orientation, gender reassignment, disability, religion or belief, marital or civil partnership, pregnancy and maternity, or age, social class, educational background, employment status, working pattern, trade union membership or any other factor.



Role Description

Job title: Chief Executive Officer

Location: Coventry

Hours: 37 hours per week

Salary: £70,000

Contract: Permanent

Key purpose of the role

The Chief Executive Officer (CEO) is accountable to the Board of Trustees and reports directly to the Chair. As CEO, you are responsible for providing strategic leadership and direction for Coventry Citizens Advice, working collaboratively with the Board to shape the organisation's strategy, direction, and policies.

Your role is to ensure the organisation maintains a strong focus on growth and sustainability, maximising opportunities for collaboration, service development, and delivery at both local and regional levels. You will work to establish Coventry Citizens Advice as a truly influential force in the area, and beyond, fostering networks, alliances, and robust relationships with stakeholders and partners.

A key aspect of your role is championing the client journey, ensuring Coventry Citizens Advice consistently achieves sector-leading performance. You bring experience and confidence in driving change, both within the organisation and through collaboration with local and regional partners.

You will oversee the development and implementation of an effective operating model that optimises the use of people and resources, while providing inspirational leadership to staff, volunteers, and partners. We deeply value our people and foster a supportive, socially just culture within a charitable environment. This role offers a rewarding remuneration package with excellent terms and conditions.

Key Responsibilities

Leadership

The CEO is responsible for:

- Collaborating with the Board to establish and maintain the organisation's long-term vision, strategic direction, and associated delivery plan.
 - Take responsibility for the development of new business, bids and tendering to meet the income objectives set by the Board of Trustees.
 - Ensuring the organisation has the necessary policies and procedures to comply with all legal, financial, and regulatory requirements.
 - Developing and leading a capable and resilient senior management team, who, alongside the CEO, are responsible for implementing the organisation's plan.
 - Establishing an optimal staffing structure that effectively incorporates volunteers, while upholding the highest standards of people management, development, and support throughout the organisation.
 - Overseeing robust financial controls to meet all financial and audit standards, ensuring the organisation's financial sustainability and maintaining a strong funding base.
 - Promoting, safeguarding, and exemplifying the organisation's values, principles, and culture through their actions and leadership.
- Serving as an effective leader at local, regional, and national levels by fostering partnerships, streamlining collaborative processes, and building strong relationships with local and regional politicians and key stakeholders.
 - Acting as a proficient change manager by identifying and maximising opportunities for business development and growth and leading the associated change management processes both internally and externally.

Supporting and working with the Trustee Board

- Providing guidance on compliance with the Citizens Advice membership scheme and all relevant legislation, including but not limited to company and charity law, health and safety, and employment regulations.
- Ensuring the Board has a thorough understanding of the market's challenges and opportunities and take action to leverage opportunities that foster organisational growth.
- Overseeing the creation and regular maintenance of an organisational and strategic risk register.
- Ensuring compliance with all legal and reporting obligations, such as submitting annual reports to the Charity Commission, Companies House, and funders.

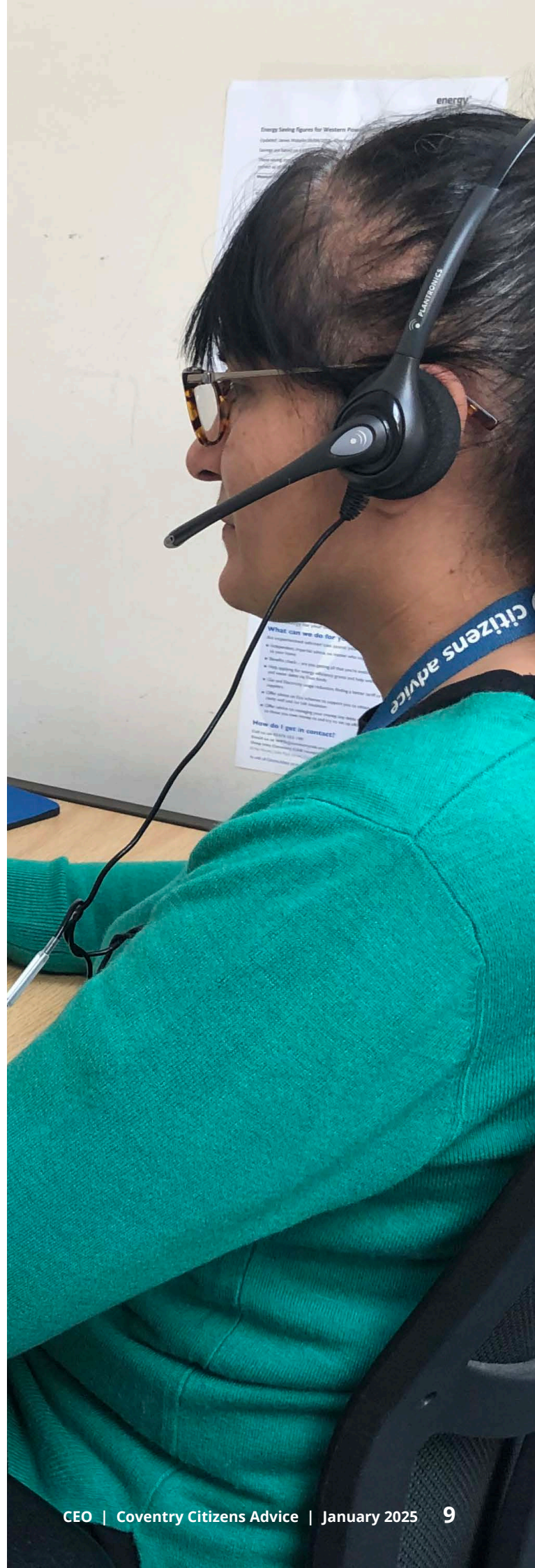
- Demonstrating the required expertise to perform the duties of Company Secretary.

Financial Management

- Ensure the organisation's financial activities, both operational and strategic, are effectively managed, providing the Board with guidance on resource allocation.
- Oversee the preparation of regular financial, risk, and other reports for Board approval.
- Serve as a signatory and authorize expenditures within limits established by the Board.

Business Services

- Establish, maintain, and monitor efficient administrative systems.
- Ensure compliance with all health and safety policies, and guarantee that the organisation's facilities and equipment meet the needs of clients, staff, and the efficient operation of the service.



Person Specification

Essential Experience

Method of Assessment: Application and Interview

- Experience of leading and managing an organisation(s).
- Experience in a senior role of leading change management.
- Understanding of the strategic impact of the wider environment in which the organisation operates and how the associated risks are managed.
- Understanding and experience of good governance and its delivery.
- Experience of leading on partnership working with external stakeholders.
- Experience of creating a learning organisation that demonstrably improves people and processes.

Essential Skills and Qualifications

Method of Assessment: Application and Interview

- Strong leadership skills and the ability to enthuse, motivate and develop teams to deliver results.
- Ability to think strategically and to communicate the strategic vision.
- Excellent all round communication skills and relationship management abilities.
- Understanding of the Charity, voluntary and community sector in the UK and the issues it faces.

Finance

Method of Assessment: Application and Interview

- Demonstrable understanding of and senior level experience in financial management.
- Successful record of securing grant and contractual income.
- Knowledge and understanding of the Charity financial governance regime.
- Budget management.

Personal Qualities

Method of Assessment: Interview

- Commitment to the aims and ethos of Citizens Advice.
- Personal drive, energy, integrity, adaptability and responsibility.
- Resilience and ability to work under pressure.
- Must be available some evenings to attend evening meetings (Trustee Board).

How to Apply

Please complete the application form ensuring your application contains a detailed description of how your experience aligns with the criteria outlined in the Person Specification.

Applications should be submitted by 11:59 PM on Sunday 26th January 2025 to vfitzgerald@coventrycab.org.uk

Once we receive your application form, we will send a confirmation email to you. Please note CVs will not receive a response.

Shortlisting will take place week commencing 27th January and interviews are scheduled for the week of 10th February 2025.

In accordance with Citizens Advice national policy the successful candidate may need to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job. If you require a reasonable adjustment or other assistance to apply for this role please contact Vicki Fitzgerald via email:

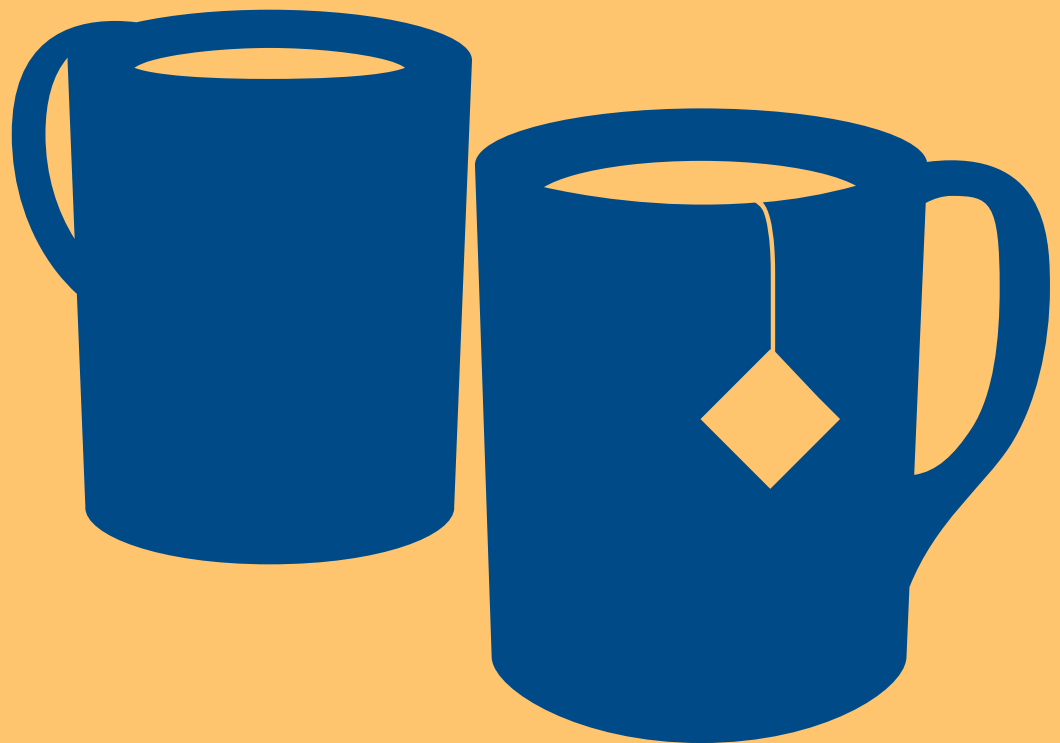
vfitzgerald@coventrycab.org.uk

Wishing you all the best with your application!



Our Benefits

- Hybrid working offered
- A flexible 37 hour working week
- Pension scheme - employee minimum contribution of 5% and employer contribution of 4%
- Generous holiday entitlement
- Annual pay review
- Blue Light card eligibility



**citizens
advice**

Coventry