APPLICANT INFORMATION PACK

AN INTRODUCTION FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE

Thank you for your interest in our vacancy for a Chief Operations Officer (COO) at Chiva which will be part of the Senior Leadership Team. Chiva is creating this new post at a key moment, as in 2027 our organisation delivers a new iteration of its strategy.

Chiva has grown and developed a small collaborative professional team in recent years, with its personnel based mainly in a central Bristol office alongside team members based in other regions of the UK, working closely with their local HIV clinic teams and providing support locally to young people and families, all year round.

Multiple national support programmes have been successfully delivered during the current iteration of the strategy. Notably expanding our work to deliver events for families and increasing the programmes available for young adults with perinatally acquired HIV, alongside the longstanding annual Chiva flagship events such as the F2B Support Camp running for 17 years and the Annual Professional Conference which marked its 20th anniversary in 2026.

Alongside these events the Chiva Youth Committee goes from strength to strength, providing stimulating participation opportunities for young people and ensuring youth leadership and co-production is at the heart of the organisation.

Young people are behind the many creative resources Chiva has created over the years, providing innovative and engaging media resources through which stories are shared and information provided to a range of key audiences.

External demand for Chiva support continues to grow and to diversify, and the next iteration of the strategy will set out future plans to respond to and manage this demand with the most effective interventions. The Trustee Board have recognised that the next phase of Chiva delivery will need to balance professional leadership alongside the daily running of the organisation. Therefore, to both balance this demand and also tap into further opportunities for Chiva, the Trustee Board has decided to recruit a COO to manage day-to-day operations, besides contributing to future business development.

The COO will be a senior role reporting to the Chief Executive and have a critical purpose in the organisation to ensure delivery of Chiva's mission to provide direct support for children, young people and young adults living with HIV and empower young people towards healthy and fulfilling lives.

This pack provides an overview of the key responsibilities of this new COO role, a more detailed description of the main duties, a person profile and how to apply for the role.

You can find out more about Chiva's latest work in the latest Chiva Impact Reports: chiva.org.uk/about/impact

Dr Amanda Williams ***Chair of Trustees***	***Amanda Ely*** ***Chief Executive***



ABOUT CHIVA

Chiva's mission is to ensure children, young people and young adults living with HIV in the UK and Ireland become healthier, happier and more in control of their own futures. We want them to have the treatment and care, knowledge and understanding, skills and wider support needed to live well and achieve their greatest potential.

We've been working with young people growing up with HIV, their families, and the health professionals who care for them for over 20 years.

Among the approximately 100,00 individuals living with HIV in the UK there are around 2,500 children and young adults growing up with lifelong HIV which was perinatally acquired. Around 70% of them are now young adults.

Thanks to robust antenatal HIV screening and effective clinical management of those diagnosed with HIV in pregnancy in the UK, there are now extremely low rates of vertical transmission of HIV to infants in the UK.

Effective treatment for HIV was introduced in 1997 and children growing up with HIV who are on effective treatment can expect to live long and healthy lives.

However complex psychosocial impacts around lifelong HIV persist, as well as working to ensure optimal treatment and quality healthcare is available to all young people, Chiva is focussed on addressing these psychosocial impacts, much of which stem from the enduring stigma around living with HIV, supporting young people to achieve a good quality of life.



The snapshot below gives a brief introduction to Chiva.

VALUES & PRINCIPLES

We are committed to empowerment and participation, holistic support, stigma reduction and inclusion, a rights-led approach, and evidence-based care, ensuring that everyone we support is treated with dignity, respect and compassion.

GOVERNANCE

The Trustee Board provides strategic direction and leadership. The Chiva Steering Group of specialist professionals advise and lead our work developing resources and services for those working in HIV healthcare. Some Trustees are also members of the Steering Group.

DELIVERY

Chiva's work is delivered through a team of staff based in Bristol and regional clinical settings and

supported by volunteers, Trustees, Steering Group members and strategic partnerships.

PARTICIPATION

Opportunities for young people's participation include the Chiva Youth Committee, F2B Camp Leader Programme, peer supporters and project leaders at regional meet-up events and national projects.

FUNDING

Chiva is funded through donations, charitable grants and income from membership and services such as training.

BUDGET

Chiva's budget for 2026 is £1,062,000.

2026 CHIVA EVENTS

Art is Key supporting 17–25-year-olds living with HIV to share their stories through the creative arts.

Stronger Together, Group residentials for families with a child or young person growing up with HIV.

Freedom to Be (F2B) Residential Camp for young people aged 11-17 living with HIV.

The Blueprint Programme supporting young people aged 18-25 in the journey to adulthood.

Chiva Professionals Conference March 2026 at the University of Warwick Conference Centre marked 20 years of the Chiva Conference.

WEBSITE

Providing a host of rich information about our organisation including links to our films which help to tell our story, and ways of working.

SOCIAL MEDIA PRESENCE

Chiva has a strong social media presence and uses different channels to communicate with stakeholders.

DETAILED JOB DESCRIPTION

KEY INFORMATION	
JOB TITLE	Chiva Chief Operations Officer (COO)
REPORTS TO	Chiva Chief Executive
LINE MANAGEMENT RESPONSIBILITES	Yes
HOURS	Part time: 3-4 days per week
PAY	£50,000 - £54,000 (Full time equivalent)
PENSION SCHEME	Yes
CONTRACT DURATION	Fixed term 2-year appointment (initial term with potential to extend)
LOCATION	Central Bristol office based
TRAVEL REQUIRED	Some travel is anticipated to liaise with regional staff and to support Chiva events.

SUMMARY OF THE MAIN PURPOSES OF THE CHIVA COO ROLE

- Lead and manage the day-to-day running of Chiva's business support operations, including HR matters, premises, contracts, oversight of financial activities.
- Support and work with the Chief Executive in identifying new funding streams and compiling good quality applications.

- Track and report key measures on a timely basis as set out in Chiva's strategy, ensuring strategy and policy and practice are aligned.
- Ensure Chiva complies with the Charity Commission Governance requirements and with Charity law.
- Monitor Chiva policies, processes and procedures flagging and coordinating reviews.
- Provide Line management for Chiva staff.

CHIVA COO KEY RESPONSIBILITIES

RUNNING THE BUSINESS

Liaise with HR external partner to manage HR matters according to best practice; manage recruitment processes for new staff; lead on staff development and training days.

Manage all matters relating to premises; lead on raising contracts for Chiva operations.

Oversight of Chiva financial operations, including supporting the budget setting process and in-year budget monitoring.

Manage and monitor Chiva contracts and IT requirements.

BUSINESS DEVELOPMENT

Work with the Chief Executive to identify potential new funding opportunities; coordinate data and draft funding bids; analyse and manage implementation of new projects from a running the business perspective.

DELIVERING THE STRATEGY

Coordinate and manage reporting templates for the new Chiva Strategy from 2027; regularly update and maintain progress against

the new Chiva Strategy to be available for Trustee Board review, flagging highlights and areas requiring discussion and direction.

GOVERNANCE

Maintain the Chiva Risk Register, identifying and drafting new risks and changes to risk scores for current risks, provide mitigation options to manage risks; ensure the Trustee Board regularly review extant risks.

Alongside the Chiva Finance Manager manage the annual external audit process.

Coordinate the Chiva Impact Report, Chiva Annual Report and published accounts to ensure they are in place for approval at the Annual General Meeting.

Monitor changes in Charity Commission guidance and initiate actions to ensure Chiva remains compliant and legally compliant with charity law.

LINE MANAGEMENT

Take on line management responsibilities for Bristol-based staff at the direction of the Chief Executive.

Support the Chief Executive to represent Chiva and stand in for the Chief Executive's responsibilities on an ad-hoc basis as required

The above outlines the duties required at this time, but is not an exclusive list and duties may be varied from time to time, which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION FOR THE CHIVA CHIEF OPERATIONS OFFICER (COO) ROLE

Skills, Knowledge and Experience	Essential	Desirable
Experience of working in the Health, People & Children and Youth Services sector		x
Experience of working in the Voluntary and Community Not for Profit Sector	x	
Strong understanding of Charity Commission guidance on charity governance requirements and compliance	x	
Knowledge of safeguarding & disclosure and barring service processes	x	
Significant experience in a leadership or executive role	x	
Current HR knowledge of good practice regarding employees and employment law	x	
Strong experience of policy development	x	
Experience of line management across multiple teams	x	
Experienced in performance management supporting individuals and teams to achieve performance objectives	x	
Staff development and recruitment knowledge		x
Working knowledge of Charity Commission Financial governance		x
Experience of coordinating financial operations, including annual budget	x	

setting, in-year monitoring and reporting		
Co-ordination of annual report and accounts		x
Experience of coordinating and working with external auditors		x
Risk management knowledge and experience of identification and mitigation of organisational risk		x
Fundraising experience, including writing bid proposals for new opportunities		x
IT literate, proficiency in Microsoft Office products	x	
Monitoring and reporting of organisational strategy including metrics reporting	x	
Ability to communicate effectively and using appropriate means with Chiva employees, volunteers and wider stakeholders	x	
Excellent organisational and analytical skills	x	
Ability to work independently on own initiative and to achieve deadlines	x	
Knowledge of different social media vehicles for communication with wider audiences		x
Personal Behaviours	**Essential**	**Desirable**
Valuing diversity and acting with integrity, fairness and respect	x	
Bringing a positive professional approach to supporting service delivery	x	

Maintaining a calm and supportive approach when responding to challenges and changing priorities	x	

HOW TO APPLY AND RECRUITMENT PROCESS

Having read the Applicant Information Pack please submit a CV detailing your skills, experience and employment history. In addition, please provide an accompanying letter setting out your reasons for interest in this role and highlighting your fit for the role.

Please email these to Amanda at amanda.ely@chiva.org.uk by: **9am Monday 4 January 2027**.

Please let us know how you heard about the role.

Following review of the submissions, selected candidates will be invited for an initial informal discussion with Chiva's Chief Executive on either **Wednesday 13 or Thursday 14 January**, and subsequently a formal panel interview comprising the Chief Executive and members of the Trustee Board.

