

CEO Application Pack



resolve west
resolving conflict • repairing harm

Welcome

Thank you for your interest in becoming the next CEO of Resolve West. This pack will give you further information and we hope it may inspire you to apply for this role.

This is an exciting strategic leadership opportunity. As our current CEO prepares to step down after 23 years with Resolve West, we are now seeking an inspiring, values-driven Chief Executive Officer to lead the organisation into its next chapter.

We are a well-established and respected independent registered charity, delivering services to support people to resolve conflict and repair harm across Bristol and the surrounding counties since we were established in 1987.

This information pack will touch upon the following:

- Resolve West and our purpose
- The scope of the role
- Our strategic priorities
- Overview of our current services
- Equality of opportunity and diversity
- Next steps
- The job description

We recognise the challenges of leading a small charity in a financially constrained environment, with short-term funding cycles and increasing demand. Trustees are committed to working closely with the CEO as thoughtful partners, providing support, challenge and clarity as the organisation navigates this next phase.

Thank you and best wishes

Tony Hughes and Kim Smith
Co-Chairs of Trustees

A message from the outgoing Chief Executive

It has been a privilege to serve as Chief Executive and be at Resolve West for the past 23 years. During this time, Resolve West has continued to strengthen its role in providing high quality conflict resolution and restorative justice services to those impacted by crime and conflict.

As I step down from the role, I am confident that Resolve West is well positioned to continue building its influence and impact in the years ahead. I wholeheartedly recommend the role of Chief Executive to someone who is passionate about the services that we provide and who is motivated by the opportunity to make a meaningful difference to all of the communities that we serve.

About Resolve West

Resolve West was established in 1987 and registered as a charity in 1989. We provide free, independent and trauma-informed services that support people and communities to resolve conflict, address harm and rebuild relationships.

Each year, we support over 1,200 adults and young people across Bristol and the surrounding areas. Our work focuses on empowerment: enabling people to have a voice, to feel heard, and to move forward safely and constructively from experiences of conflict, crime and harm.

Our services are delivered by a skilled team of staff and a committed cohort of trained volunteers who are at the heart of our organisation.

Our Purpose and Values

Vision

Communities are able to resolve conflict and repair harm.

Mission

To provide effective services that enable communities to resolve conflict and repair harm.

Our Values

- **Communication** - clear, accessible dialogue matters
- **Empowerment** - people can speak, decide and act for themselves
- **Equality** - discrimination is unfair and must be challenged
- **Inclusion** - everyone should be able to access our services
- **Quality** - we strive to bring out the best in others and ourselves
- **Accountability & Openness** - we work transparently and learn together

The scope of the role at a glance

Turnover: £295,000 in 2025/26 of which

£144,800 p.a. income is secured to March 2032

£28,852 p.a. income is secured to March 2029

Income mix is around 75% from contracts and 25% from grant-making trusts

Five main **service areas**: Conflict resolution, restorative justice, hate crime, training and promotion.

Staff: 11 (roughly 7 FTE)

Volunteers: Numbers fluctuate around 57

Volunteer hours annually (estimated): 5,700

Board: Currently 7 members with a good cross-section of relevant skills and experience

Office Location: Bristol (with hybrid working)

Strategic Priorities

Growth & Sustainability

Building on strong partnerships, diversifying income, and responding to emerging need.

People & Culture

Supporting staff and volunteers to thrive, develop and feel valued.

Governance & Resilience

Strengthening decision-making, risk management and financial oversight.

What success might look like in 2-3 years

- Growing income with reduced risk concentration
- Strong commissioner and funder relationships
- A programme of external training
- Confident second tier leadership
- Positive staff and volunteer development and retention
- Clear articulation of impact and value

Our People

Resolve West is a people centred organisation. We currently employ 11 staff and are supported by over 57 trained volunteers who contribute thousands of hours each year across our services. We have a dedicated volunteer supervisor, and volunteers are trained, supervised and supported to deliver work of the highest professional standard and are one of our greatest strengths.



Our volunteers are from all backgrounds and walks of life and bring skills, interests and life experiences into their role.

Our volunteers tend to stay with us for over the expected duration (2 years) including some volunteers that have been with us for over 20 years. Many staff also volunteer as practitioners, creating a strong shared culture of learning, accountability and mutual support.

Equality, Diversity and Inclusion

Resolve West is committed to equality of opportunity and to creating an inclusive organisation. We welcome applications from candidates of all backgrounds and particularly encourage those who reflect the communities we serve.

Our Impact

Our work enables people to:

- Feel safer in their homes and communities
- Understand the impact of conflict and crime
- Take responsibility for harm and repair relationships where appropriate
- Move forward with greater wellbeing and resilience
- Be more confident in dealing with conflict

Our services contribute to stronger community cohesion and reduced reoffending.

What We Do

Resolve West delivers five interconnected strands of work:

Conflict Resolution & Mediation

Supporting people experiencing neighbour, family or community conflict, working alongside local authorities, housing providers and other agencies.



Restorative Justice

Delivering restorative processes across Avon and Somerset, working with victims, those responsible for harm, and partners within the criminal justice system (funded to 2032).

Hate Crime Interventions

Providing restorative and conflict resolution support to those affected by hate crime and discrimination, as part of the Bristol Hate Crime and Discrimination Services partnership (funded to 2030).

Training & Skills Development

Delivering high quality training internally for volunteers and externally for partner organisations.

Promotion & Influence

Advocating for restorative approaches to conflict and harm and strengthening understanding of their benefits across communities and systems.

How to Apply

For further information or if you have any questions or would like an informal chat, please contact our Chair of Trustees: kim@resolvewest.org

To apply please submit to our Chair of Trustees, kim@resolvewest.org

- Current CV
- Covering letter responding to the following questions:
 1. Where have you done your best work as a leader? What made that environment a good fit for you, where has it been more challenging and why?
 2. Tell us about an occasion when the culture and organisation have been more challenging for you as a leader.
 3. How do you make strategic choices when resources are tight and information is incomplete?
 4. Please give us a sentence to sum up your leadership philosophy.

We are interested in thoughtful reflective responses, in no more than 3 pages. We value reflective, experience-based answers, rather than highly polished or generic responses.

Flexibility, Hours, Salary Range and Benefits

Part-time, hybrid, 24-28 hours per week including some early evening trustee meetings, flexible working, salary from £45,000 FTE, pro-rated according to contracted hours, depending upon experience. Benefits include 3% employer pension contributions, 28 days annual leave (pro rata and excluding Bank Holidays), access to an Employee Assistance Programme. Appointment subject to DBS and references.

Closing date for applications: 15 May 2026

Interview dates: Stage One w/c 1st June 2026

Stage Two w/c 15th June 2026

Interviews will be face to face.

Job Description & Person Specification

Resolve West Chief Executive Officer

The Role

The Chief Executive Officer is responsible for providing strategic leadership, ensuring high-quality service delivery, and securing the long-term sustainability and impact of Resolve West.

Working in close partnership with a committed Board of Trustees, the CEO will safeguard the organisation's strong reputation while strengthening financial resilience, developing people and partnerships, and positioning Resolve West confidently within a changing commissioning and funding environment.

This role combines strategic leadership with hands-on organisational oversight and is ideally suited to an experienced charity leader or a senior deputy ready to step into their first CEO role.

Key Responsibilities

Strategic Leadership

- Lead the development and delivery of a clear, ambitious strategy aligned with Resolve West's mission and values.
- Work closely with the Board to set priorities, monitor performance and ensure effective governance.
- Maintain awareness of the external environment, adapting the organisation to emerging risks and opportunities.

Financial Sustainability & Business Development

- Ensure the organisation's financial health through robust budgeting, forecasting and oversight.
- Lead income generation across contracts, commissioning, grants and partnerships, aligned to mission and capacity.
- Build and maintain strong relationships with funders, commissioners, partners and key stakeholders.

Services & Operations

- Ensure the consistent delivery of high-quality, trauma-informed services that achieve impact for service users and commissioners.
- Oversee contractual performance, reporting and continuous service improvement.
- Promote innovation and the responsible development of new initiatives.

People & Culture

- Provide inclusive, empowering leadership to staff and volunteers.
- Foster a positive organisational culture that supports wellbeing, learning and accountability.
- Ensure effective recruitment, development, supervision and performance management.

Governance, Risk & Compliance

- Ensure compliance with charity law, safeguarding requirements and all relevant regulatory obligations.
 - Maintain effective systems for risk management, monitoring and evaluation.
 - Support the Board in fulfilling its governance and oversight responsibilities.
-

Person Specification

Essential Experience & Skills

- Senior leadership experience at executive or equivalent level within the charity or voluntary sector.
- Strong understanding of charity governance, finance and regulatory compliance.
- Significant experience working with commissioners, public sector partners and complex stakeholder environments.
- Proven experience in income generation, including contracts, tenders and fundraising, with demonstrable understanding of the current funding landscape.
- Significant experience in leading teams, capacity building, and developing positive organisational culture.

Desirable

- Experience leading organisations through transition, growth or change.
- Knowledge of or interest in mediation, conflict resolution or restorative justice.
- Experience working in volunteer-led or mixed staff/volunteer delivery models.
- Expertise in coaching or developing and delivering training

Personal Attributes

- Values-led, reflective and emotionally intelligent leadership style.
- Comfortable working with ambiguity and constrained resources.
- Strategic thinker with the ability to engage with operational detail.
- Credible, empathetic and confident communicator.