



**Free counselling and wellbeing for young people aged 11 to 19
in the North Cotswolds**

Job Title:	Chief Executive Officer
Hours:	30 hours a week (to be worked flexibly)
Reports to:	Chair of Trustees
Salary:	Up to £45,000 per annum
Benefits:	5.6 weeks paid holiday including bank holidays per annum (pro rata) Generous employer pension contribution of 15.34%
Location:	Headspace Unit 6, Old Station Yard, Bourton Industrial Estate, Bourton-on the-Water, GL54 2HQ with travel across the North Cotswolds. Remote working where required.

Purpose of the post:

The Chief Executive Officer of Headspace has overall responsibility for running the organisation on behalf of the Board of Trustees.

The purpose of the post is to ensure that the values, mission, aims, services and policies of Headspace meet the needs of young people experiencing mental health problems in the North Cotswolds.

The Chief Executive Officer has responsibility for ensuring that the resources of Headspace are managed effectively, according to legal requirements and to the standards set by the Charity Commission and the Board of Trustees.

Scope of the Post:

The Chief Executive Officer has overall responsibility for the following main areas of work, some of which may be delegated:

- Lead strategic development and service design, delivery and evaluation;
- Provide leadership when developing and implementing strategic and operational plans. Lead, support and motivate all staff, securing commitment to the Charity's aims and objectives;
- Maintain existing and obtaining new funding streams;
- Help ensure a sustainable income from individual, corporate, legacy and trust donations;
- Development, supervision and implementation of all policies and procedures, ensuring that good governance is maintained across all aspects of the Charity, including effective and robust financial and HR management and control systems;
- Robust financial and risk management including financial planning and forecasting;
- Colleague recruitment, induction, supervision and management, development and empowerment;
- Service user involvement;
- Represent the organisation at external events and promotional opportunities;
- Maintain awareness of risks and changes in the external environment that affect the organisation;
- Build an effective working relationship with the Chair of the Trustee Board;
- Supply regular reports to the Trustee Board and attend Trustee and sub-group meetings;
- Work closely with the senior leadership team;
- Oversee the development and implementation of the organisation-wide appraisal process;

- Ensure the organisation's colleagues are focused on achieving its mission and aims;
- Ensure the organisation fulfils its legal, statutory and regulatory responsibilities;
- Establish mechanisms for listening to the views of beneficiaries on the organisation's performance;
- Development and delivery of the organisation's business plan;
- Assist the organisation to deliver additional services in partnership with local authorities;
- Represent the organisation to the media;
- Comply with the statutory responsibilities associated with the role;
- Operational management of and adherence to all Health & Safety and Safeguarding principles, legislation and guidance;
- Provide strategic, operational and financial reports to Board meetings;
- To be an ambassador for Headspace and help achieve it's short, medium and longer term objectives.

Key Skills:

Leadership skills: Encourage and motivate staff and volunteers using a consultative and inspirational style with personal drive, energy and enthusiasm.

Income generation: To establish income streams to sustain the delivery of current services and future expansion (experience of income generation is essential).

Advocacy skills: To be the public and private face of the organisation and to effectively promote its aims.

Excellent interpersonal skills: To build relationships with a variety of people, from beneficiaries and colleagues, to senior representatives in the charity and corporate sectors and opinion formers. Exceptional verbal and written communication skills and an ability to persuade and influence.

Financial acumen: To operate to a budget and, increasingly develop social enterprise activities that enables the organisation to grow and sustain its activities.

Quick learner: To quickly understand how the organisation operates and to get up to speed with the situations of beneficiaries and the nature of service provision and aims.

Main Responsibilities:

Strategic development

- To work alongside and in partnership with the leadership team and the Board of Trustees to ensure the strategic development and direction of the organisation is implemented
- To provide leadership and guidance in the development of new services and ensuring that they are sustainably funded

Income

- To sustain the organisation's current income streams
- To grow income streams to enable Headspace to expand its services within and beyond Bourton on the Water
- To develop relationships with a range of third parties to underpin income growth

Service design, delivery and evaluation

- To conduct the ongoing review of existing services to ensure that they continue to be fit for purpose, meet objectives and needs and deliver high quality in line with best practice;
- To lead on liaison with funders and other partners such as the Health Authority, County, District and Parish Councils and other statutory, Third Sector and independent bodies and organisations;

- To be an active participant in the membership of working parties, groups and committees, run by, or in conjunction with, statutory services or other partners;
- To lead on the monitoring and evaluation of services in accordance with the requirements of funders (providing periodic evaluation and monitoring reports as per terms of funding) and to ensure that services remain relevant to the needs and wishes of young people;
- To lead on the development, implementation and review of an active marketing and communications strategy;
- Ensure that services remain relevant to the needs and wishes of local young people.

Policies and Procedures

- To lead on the development and ongoing review of policies and procedures on an annual basis to ensure that Headspace offers the best practice in its provision of services to young people as well as meeting legal and insurance requirements;
- To lead on the development, implementation and review of all Health & Safety and Risk Management, policies and procedures, ensuring that Headspace meets all of its legal obligations and requirements;
- To ensure that policies and procedures are adopted and correctly used throughout the organisation including compliance with GDPR for data management and protection. Ensure that all staff and volunteers are fully trained in all policies, procedures and GDPR compliance and colleagues receive regular and appropriate training;
- To lead on developing and maintaining the Colleague Handbook ensuring that all colleagues are aware of all procedures, including those for appraisal and supervision, resolution of disputes, warning and dismissal procedures, colleagues' grievance procedures and Health & Safety matters;
- To ensure that all complaints and disputes are dealt with in accordance with current legislation and policies;
- To ensure the timely, robust, structured and transparent reporting of all areas of Headspace's services and activities to the Board of Trustees on a regular basis;
- To ensure accurate minutes of Board meetings are issued on a timely basis.

Financial and Risk management

- To take overall responsibility for the financial management of the organisation, including compiling budgets and monitoring performance versus budgets, working with the Trustees as appropriate
- To ensure that funding is used in accordance with legal requirements and the organisation's policies and procedures;
- To ensure that all projects/services are appropriately funded, including setting project budgets, making applications for funding and negotiating with funders where necessary;
- To work with the organisation's appointed accountants to ensure best practice in all areas of financial management and compliance;
- To lead on the ongoing review and monitoring of the organisational risk register, ensuring regular reporting to the Trustees and ensuring the development and implementation of robust action plans to address any areas of identified need;
- To be the Registered Data Controller in relation to Data Protection legislation and lead signatory for DBS disclosure checks, unless these tasks are delegated with the approval of the Trustees;
- The Chief Executive Officer will be responsible for compliance with GDPR legislation.

Human Resources: Colleague recruitment, induction, supervision and management

- To ensure that colleague recruitment and selection takes place in accordance with Headspace's policies and procedures
- To play an active role in the recruitment of colleagues;
- To ensure that all colleagues receive an induction and are trained for the work they carry out for Headspace and that all colleagues fully understand its policies and procedures;
- To ensure that all legal requirements are met in relation to the employment of staff and recruitment of volunteers including overseeing payroll functions
- To ensure that all volunteers working with Headspace are capable to undertake their roles and receive induction and training in accordance with Headspace's policies and procedures;
- To ensure that where necessary and in the absence of line managers to provide professional support, appraisal and supervision to operational and support services colleagues;
- To develop and promote a culture of positive wellbeing across all areas of the organisation.

Service user involvement

- To ensure that Headspace's Service User consultation and involvement policies are implemented as appropriate;
- To promote a culture of developing opportunities to ensure that the voice of service users is heard and informs the strategic direction and delivery of all of Headspace's work;
- To ensure attendance at meetings with service user groups as appropriate.

General

This Job Description covers the principal responsibilities and duties of the role of the Chief Executive Officer of Headspace. However, it may be necessary on occasion for that person to act outside the definition of the immediate job description. In such cases this will be agreed with the Chair of the Board of Trustees, as line manager, and with the approval of the Trustees.

The Chief Executive Officer stands as professional advisor to the Board of Trustees and will need to be flexible in his/her approach to the role. Some evening and weekend working may be required.

Terms & Conditions of Employment

The post is subject to all Headspace's current colleague terms and conditions of employment.



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Headspace is a Charitable Incorporated Organisation Charity No. 1189822