

Recruitment Pack

C♥MPASSION ACTS



“No two days are ever the same. I honestly enjoy coming to work knowing that I make such a difference!”

Source: recent staff survey

Thank you for showing an interest in leading and taking Compassion Acts into the next chapter of our journey.

For more than a decade our charity has grown to be a trusted Community organisation, on the side of people at different, and often difficult, stages of their lives.

As Chief Executive Officer you would build on our strong foundations, lead with ambition and ensure Compassion Acts continues to respond effectively to the changing needs of our community.

You would be leading a visionary and impactful organisation, with a can-do attitude and a real sense of purpose across all the staff and 200+ volunteers and supported by a committed board of trustees.

A key part of the role will be developing strong and influential relationships across Southport and beyond. You will build partnerships with funders, public services, community organisations, businesses and other stakeholders, increasing collaboration and strengthening our collective impact.

If you are a leader who can combine strategic thinking with practical delivery — and are comfortable setting a long-term direction while also understanding what is needed to make things happen on the ground then we want to hear from you.

We look forward to receiving your application and meeting with you.

Yours sincerely

Dympna

Dr Dympna Edwards,

Chair of Trustees

Compassion Acts is a Registered Charity 1172948

Who are we?

Compassion Acts is ambitious and positive about the future and we have a strategy to match this. 'Thriving Lives' is all about going the extra mile to ensure that people can improve their own lives. Should you be successful and join us, you will be instrumental in ensuring we deliver the following:

Food Projects

Alongside Trussell Food Banks, our Food Pantries are our weekly food and social club, here to offer affordable, ongoing support. Members pay £5 per visit and can choose over £30+ worth of food and other household essentials.

Once pantry membership ends, we continue to offer monthly low-cost shops at our Community Market. Last year we facilitated almost 4000 shopping sessions across our projects and X food parcels through our foodbank.

Family Activities and Benefits Advice

In 2025 our advisers reclaimed £3.5 million in social security benefits which are due to clients. This is extremely impactful for the household. We currently host 2 weekly Family Space after-school clubs alongside a well-established school uniform hub, based in the town centre. We have also run events during the school holidays, allowing us to deepen our relationship with the families we work with and are hoping to expand this in the future.

Wellbeing and Community

Our services are designed to provide a holistic range of support, whether that's immediate access to food through our Foodbanks, help with benefits and money management, or a sense of community and friendship at our Warm Space.



Holistic approach to support services:



We always aim to address the causes behind why people need our services and not just the immediate symptoms.

For example, someone may come to our Foodbank for emergency food support, but through conversation we could discover they are struggling both financially and emotionally, due to a health condition or loss of income. Alongside food support, we can offer benefits advice, access to our Food Pantry, and connection via our Warm Spaces. By taking this whole-person approach, we can help create longer-lasting change rather than providing short-term relief alone.

Put a 'plaster' on the problem, and the problem still exists.

A word to our supporters

When we reflect on the last year we feel nothing less than a huge sense of gratitude for all of our donors. In these difficult and uncertain times, and with the many pressures from the continuing cost of living crisis, you have all remained so loyal and generous in 2025. **You truly are heroes!**

Our volunteers are the backbone of our charity and are living examples of our values. Last year they contributed around 31,000 hours of service, which equates to around £400,000 of donated value.

Last year we reached out to our local churches, businesses and organisations in order to keep us going... and you responded! You are the real reason we are going into 2026 with confidence. Thank you on behalf of the people of Southport.

Yours truly
Richard Owens, CEO



Compassion Acts

01704 264505
www.compassionacts.uk
hello@compassionacts.uk

We're proud to **serve the community** across North Sefton and beyond. Our main office is located at Victoria Centre, 197a Sussex Road PR8 6DG.
Open: Monday - Friday 10am - 3pm

Our services are **free** but the impact of our work is **priceless**. Help keep our mission alive.

Volunteer. Donate. Fundraise. Refer. Share our story.

If you'd like to make a **donation**, you can find full details here:

www.compassionacts.uk/donate



Thank you!

COMPASSION ACTS

Impact Report 2025



"After I had a car crash and lost movement in the right side of my body, I was unable to work. I turned to Compassion Acts and they **truly saved my life**."

Leo was a music teacher for over 25 years, but his life changed in an instant following the crash. Unable to work, he faced a difficult period of

uncertainty. During this challenging time, Leo was recommended to our services. He started by visiting our Food Pantry, which provided him with access to low-cost food while he **worked to rebuild his life**. Along the way, he formed strong connections with our volunteers, who offered not just support, but friendship and encouragement.

With the help of our services, Leo regained his confidence and independence. Today, he is the proud owner of his own successful disability woodworking business, **'Single Handedly Made'**.

"I would just like to wholeheartedly thank Compassion Acts - **the name sums it up**. They really helped me through a difficult time, and gave me the platform to settle things down and now things have got better since." Thank you to Leo for sharing his story with us!



Donor spotlight!

"Having visited Compassion Acts I have seen how the money we've donated will **benefit families** across the area."

Carol Hughes
Director of Inspired Health

In 2025 Compassion Acts have...

Reclaimed
£3.5M
in unclaimed
benefits for our
welfare clients

*2M in 2024

Hosted
2956
people at our
friendly and safe
Warm Spaces

Assisted
3092
Food Pantry shops
for those who need
long-term support

Distributed
1505
emergency
Foodbank parcels
to people in crisis

Provided
4221
items of low cost
uniform to families
in our community

Welcomed
754
children to our
Family Space after
school club

We also received
£139,923 from generous
community donations!
How amazing!



Did you know?

We are a charity that receives **no government funding** and relies solely on donations.

Did you know?

The Southport Macmillan Advisor works in partnership with Compassion Acts. Last year we received 290 referrals.

Did you know?

Although our Pantry membership is only valid for a limited time, members can continue to access support through our monthly Community Market. We currently have over 100 members.

MACMILLAN
CANCER SUPPORT

What our clients have to say

"This winter we can put the heating on, and know we can pay for it. Last year we sat in blankets for **fear of the bills**."

"I would **truly be lost** without the help and support from Compassion Acts, without you I don't think I would have been around much longer."

"We came to them on our knees and **left with wings**. Their worth to us is immeasurable. Thank you from the bottom of our hearts."

"Your support **saved my life**."

*All quotes remain anonymous to protect the identity of our clients



Christmas at Compassion Acts

This Christmas was a great success as we once again hosted our annual Christmas party - and this year it was **bigger and better than ever!** We were delighted to welcome 123 families to celebrate with us, alongside Father Christmas, the Grinch, and our amazing, hardworking elves who made sure every present was wrapped and ready to go.

"We were so impressed with the party, the gifts and Christmas Eve bags were so generous. It's so nice to have some **presents under the tree** now."

Thank you to all our **wonderful donors** for helping make this happen!



100+
families

400+
gifts

21
donors

Compassion Acts

Our Framework

Our Vision

Thriving Lives

Our Mission

Reducing Poverty and Promoting Wellbeing

Our Key Outcomes

Improved physical and mental health and wellbeing

Increased social and economic inclusion

Emergency support

Thriving individuals, families and communities

Our Spectrum of Activities



Our Values: Respect. Unity. Hope. Action.

Our Values

- **Respect** because in the end we are about 'Love', and people, (service users, staff and volunteers) deserve to be treated well and fairly.
- **Unity** because bringing people of all backgrounds together is what we do, community and churches delivering far more together than apart.
- **Hope** because it is our experience that people do grow, change and feel empowered for a brighter future - if there is real engagement.
- **Action** because our positive beliefs and thoughts are only useful to other people, if we act on them.

Thriving Lives for All

Compassion Acts' Strategy 2025-2028

The Case for Change

1 in 5 people in the UK live in financial poverty.

"For too long we have tolerated... accepting that mere 'survival' is the best we can hope for."

But what if survival isn't the goal?

Our new strategy, **Thriving Lives** emphasises thriving and not just surviving.

Poverty isn't just financial, it's also social isolation, marginalisation and loneliness.

"I am struggling to feed my children, and it is destroying my mental health."

Our Aim

Our aim is to build a community where every person has the dignity and environment to use innate skills to enhance their own lives.

The 3 Pillar Plan

Pillar 1	Pillar 2	Pillar 3
Make a bigger impact for individuals and families.	Build thriving communities.	Promote a culture of inclusion and excellence.

Pillar 1: Bigger Impact

- Listening to those with lived experience
- Maximising income via benefits advice
- Opening simpler self-referral pathways
- Supporting anti-poverty campaigns

Pillar 2: Thriving Communities

- Working with partners on common goals
- Acting as a bridge between churches and community
- Playing a part in community healing
- Reducing reliance on Foodbanks

Pillar 3: Excellence and Inclusion

- Investing in staff and volunteer training
- Listening attentively to new ideas
- Continuously improving governance
- Using feedback to shape publicity

A Human Approach

"I didn't feel like I was being given a handout, I felt like they were holding my hand."

Building Thriving Communities Together

Action	Outcome
Maximise income via benefits advice	Increased ability to afford basics
Play a part in multi-agency programmes	A renewed space of place and healing
Reduce reliance on Foodbanks	Reduce usage figures for Foodbanks

A Radical and Hopeful Vision

A future where Foodbanks are no longer needed.

A truly radical and hopeful vision for the community.



RICHARD OWENS
Chief Executive Officer

Compassion Acts STAFF TEAM



ALISON READ
Operations Manager



VICKI DAY
Head of Logistics & Facilities



CAROLINE WILSON
Head of Community & Wellbeing



LEE HENRY
Head of Advice



ELAINE AVERY
Head of Finance



ALI KAYE
Foodbank & Logistics Support



JENNIFER KNIGHT
Community Project Support



DIANE TOBY
Macmillan Money & More



NICOLE FEWTRELL
Communications Officer

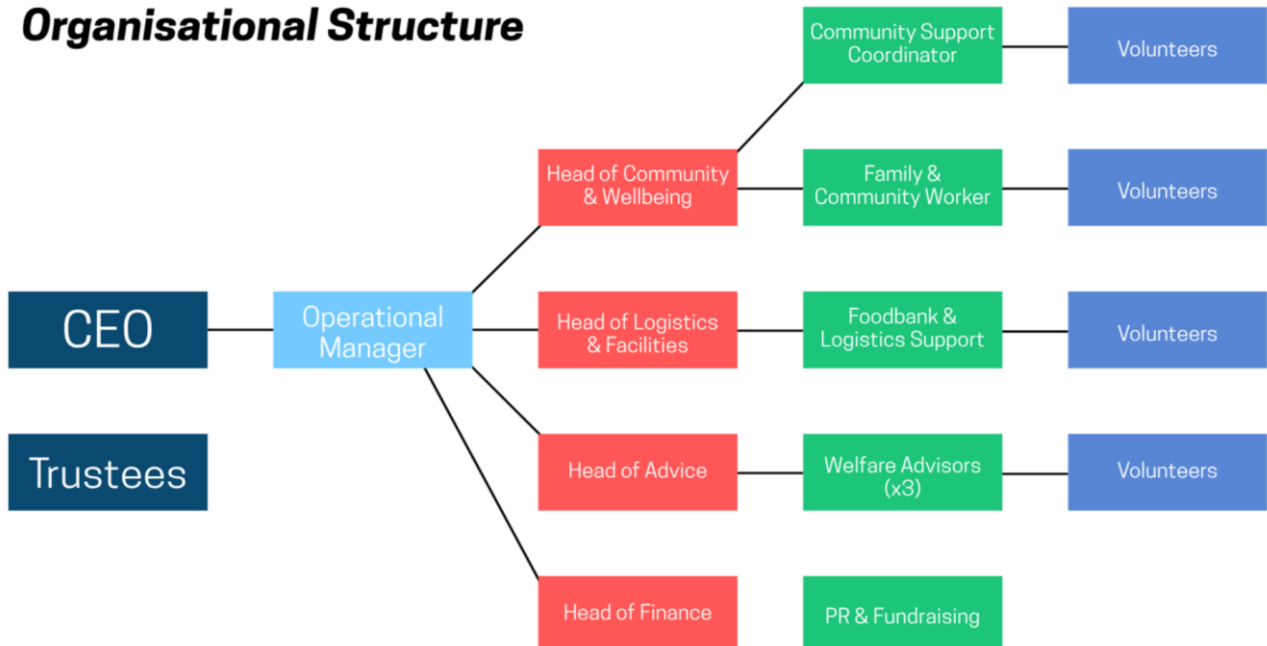


HELEN RIMMER
Family & Community Support



ANNETTE EDMONSON
Welfare Advisor

Organisational Structure



CEO APPLICATION Requirements:

1. **Responses to the five questions via the [online form](#)**– maximum 400 words per question.

AND

Email the following to Trustees@compassionActs.uk

2. **CV** – maximum 3–4 pages.
3. **Supporting statement** – maximum 2,500 words.

You will find the link to the application form above and online via the website

[CEO Recruitment Information Page](#)

CEO Job Description

Job Title: Chief Executive Officer (CEO)

Organisation: Compassion Acts

Location: On Site, Southport

Reports To: Chair, on behalf of Board of Trustees

Salary: Senior Leadership Grade

Hours: 37.5

Contract type: Permanent

About Compassion Acts

Compassion Acts is a local anti-poverty charity supporting individuals and families across Southport and the surrounding areas. We work to reduce hardship, build resilience, and empower people to live with dignity and independence through practical support and community-based initiatives.

Role Overview

The Chief Executive Officer (CEO) provides strategic, operational, and inspirational leadership for Compassion Acts, ensuring the charity delivers its mission to alleviate poverty within the local community. The CEO is responsible for translating the vision set by the Board of Trustees into effective action, ensuring sustainable growth, strong governance, and high-quality service delivery across all areas of the organisation.

Key Responsibilities

1. Strategic Leadership and Vision

- Lead the development and delivery of the organisation's strategic plan, business plan, and annual objectives, as the lead accountable officer for the organisation
- Ensure all activities and services align with the charity's mission, vision, and values.
- Identify opportunities for growth, innovation, and new service development. Lead the development of new projects, including planning, resourcing, and monitoring delivery timescales.
- Work collaboratively with stakeholders on common aims and to make a difference to the local area. .

2. Governance and Board Relations

- Act as the primary link between the Board of Trustees and the organisation's staff and volunteers.
 - Provide regular, accurate, and timely reports to the Board on performance, finances, risks, and impact.
 - Ensure compliance with Charity Commission guidance and all relevant legal and regulatory requirements.
 - Work closely with the Chair of Trustees to maintain effective governance structures and decision-making processes.
 - Support Trustees in fulfilling their duties and responsibilities.
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3. Financial Management and Sustainability

- Take overall responsibility for the financial health and sustainability of the organisation providing assurance to the board of trustees.
 - Lead and oversee the development of the fundraising strategy, including making grant applications, developing corporate partnerships and maintaining and increasing donations.
 - Set and manage the annual budget in collaboration with the Finance Manager and Board.
 - Monitor financial performance, including cash flow and reserves.
 - Ensure effective and responsible allocation of resources in line with organisational priorities.
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4. Leadership, People and Culture

- Provide leadership and management to the staff and volunteer teams.
 - Foster a positive, inclusive organisational culture centred on compassion, wellbeing, and professional development.
 - Provide visible leadership and model personal behaviour, in order to empower, equip and inspire all staff and volunteers to deliver impact and outcomes to individuals and community
 - Promote continuous learning and development across the organisation.
 - Lead by example in embedding organisational values and behaviours.
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5. Safeguarding and Organisational Responsibility

- Ensure a strong organisational culture of safeguarding, safety, and accountability.
 - Maintain oversight of organisational risk, current safeguarding cases and ensure mitigation strategies are in place.
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6. Advocacy and External Relations

- Act as the public face and ambassador of Compassion Acts.
 - Represent the organisation with key stakeholders, including funders, partner organisations, churches, community groups and government bodies.
 - Build and maintain strong relationships to enhance the organisation's reach, impact, and reputation.
 - Promote the charity's work and advocate on issues relating to poverty and inequality.
 - Develop partnerships, including relationships with local community organisations and faith organisations.
 - Develop corporate partnerships to ensure long term funding and ownership of the work.
 - Work with other antipoverty organisations locally and nationally including Trussell.
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7. Operational Oversight

- Work closely with Operations Manager to ensure effective delivery of all projects and services across the organisation.
- Oversight of performance, outcomes, and impact across all operational areas holding staff and volunteers to account where appropriate.

- Manage and support senior staff in delivering high-quality services and achieving organisational objectives.
 - Ensure systems, processes, and resources are in place to support efficient operations.
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8. General Organisational Duties

- Uphold and promote the mission, vision, and values of Compassion Acts.
 - Ensure compliance with all organisational policies and procedures.
 - Maintain strong communication across staff, volunteers, trustees, and stakeholders.
 - Comply with all organisational policies, including GDPR and safeguarding requirements.
 - Communicate effectively with colleagues, volunteers, stakeholders, and service users.
 - Work collaboratively to support high-quality service delivery.
 - Contribute to team meetings, supervision, and organisational planning.
 - Maintain accurate records and work towards agreed targets.
 - Engage in ongoing professional development.
 - Represent the organisation positively at all times, including at events and community activities.
 - Support fundraising, campaigns, and other organisational events.
 - Undertake any other duties reasonably required.
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9. Additional Duties

Lead, develop and deliver on specific funded projects for external organisations as agreed by the board trustees from time to time.

CEO Person Specification

Knowledge and experience		
Essential	Desirable	Evidence
Substantial experience in a senior leadership role, ideally within the charity or non-profit sector.	Experience of senior leadership within the charity sector	A, I
Experience of financial management, budgeting, and fundraising with a proven track record of success.	Understanding of local community and networks and dynamics and the implications for anti-poverty work	A, I
Understanding of governance and ability to work effectively with board of trustees	Understanding of safeguarding and regulatory requirements within charities.	A, I
Experience of development and delivery of services to meet outcomes and demonstrate impact	Understanding of food poverty agenda and services Experience in service delivery within welfare, advice, or community support sectors.	A, I
Experience of leading and developing teams effectively	Understanding and experience of working with vulnerable clients and communities and engaging them in the design and delivery of services.	A, I
Experience of working in partnership	Experience of working with community and faith-based organisations. Experience of engaging and working with volunteers.	A, I

Skills		
Essential	Desirable	Evidence
Strong strategic thinking and organisational leadership	Ability to work in partnership across sectors	A, P, I
Ability to balance strategic leadership with practical delivery.	Ability to understand community needs and develop plans to address.	P, I
Experience of managing and developing teams to achieve	Self-aware and able to work with a variety of people	A, I
Excellent communication and stakeholder engagement skills and an ability to inspire and motivate others		A, P, I
Ability to set a positive collaborative, cooperative and compassionate culture		A, P, I
Ability to manage programmes and hold		A, P, I

to account for delivery of outcomes		
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Personal qualities		
Essential	Desirable	Evidence
Strong commitment to tackling poverty and supporting vulnerable communities		A, P, I
Personal values in line with organisation's values of respect, unity, hope and action		A, I
Strong sense of integrity and confidentiality.		A, I
Approachable and community minded.		I
Innovative, proactive, resourceful and solution-focused		A, P, I
Reliable, flexible, and able to adapt to changing needs within a community environment		I
Able to engage and demonstrate respect for those of other views		I
Shows compassion and empathy		I
Shows respect and inclusivity		P, I

Application, Presentation, Interview (A, P, I)

Please Note:

Deadline for submission of applications: 5pm Thursday 5th November 2026

Interviews & Presentations: Tuesday 24th November 2026

Working for us

Successful candidates would be joining a small and committed team. Our organisation offers all staff the following benefits*:

- 25 days annual leave per year, plus bank holidays - rising to 26 days after 5 years' service
- A NEST pension scheme with 6% employer contributions Access to free personal counselling and other wellbeing advice
- Regular Supervision
- A suite of free training courses
- Staff discounts at a range of retailers
- A comfortable modern office base with free parking
- Staff facilities including free tea & coffee
- Regular staff social and wellbeing days

* kept under review annually and subject to change

01704 264505

www.compassionacts.uk

Compassion Acts, Victoria Centre

197a Sussex Road, PR8 6GD



COMPASSION
ACTS