

**West Devon Community and Voluntary Services is a charity dedicated to helping individuals, not-for-profit groups and community enterprises** bring about positive change and build strong communities across West Devon.

We are the infrastructure organisation for the Voluntary, Community and Social Enterprise Sector (VCSE), providing high-quality services and support to give the sector stability, support and status to help it prosper.

We are medium sized charity with a turnover of £264,630 in 23 -24.

Our current Chief Officer is retiring in March 2025. We are therefore seeking an inspiring and empowering leader to take us forward into the future.

The role of Chief Officer in a VCSE infrastructure support organisation is wide-ranging and requires an agile leader, adept in relationship and people management and multi-tasking as well as being fearless in the furtherance of the aims and objectives of the VCSE sector in West Devon. Someone who is capable of operating at both a strategic and an operational level.

We have a committed and experienced Board of Trustees who offer support, guidance and challenge to the Chief Officer.

This Recruitment Pack provides you with more information on the services we provide. It also includes the role description, application process and timelines.

If you feel that you are the right person to take us forward, we'd love to hear from you.

Philip King

Chair of Trustees

## Who are West Devon Community & Voluntary Services (WDCVS)?

We were established in 2007; created from the merger of Okehampton and Tavistock Councils for Voluntary Services and registered with the Charity Commission (Number 1119730) and Companies House as a Company Limited by Guarantee (Number 6115797).

We are the local Voluntary Sector infrastructure provider for the District of West Devon and, for some of our work, into other districts of Devon.

At West Devon CVS we support local charities, voluntary groups, social enterprises and other not for profit groups to be pivotal to the building of strong, vibrant, caring communities. We work to empower local people and communities to come together and take collective action that provides solutions to meet common problems.

We also deliver some projects, working with the NHS and Social Care providers joining up some of our staff teams to provide a better offer of support, across all the agencies, for some of our residents and patients who find themselves needing a little bit more of a wrap-around service.

We are committed to the strong relationships we have built across both the voluntary sector and wider public sector organisations and partnerships, some of which are listed in this pack; we work closely with our CVS colleagues across Devon in the Devon Voluntary Action (DeVA) partnership.

We have a committed, motivated and experienced staff team of 12 governed by a Board of Trustees.

## Our Plan on a Page

### Vision

West Devon people and communities are healthy, active, inclusive, thriving, supported and connected

### Aims

To enable and support individuals, groups and communities to take action by delivering development support, promoting active citizenship, facilitating collaboration and providing leadership and advocacy.

To be financially sustainable and resilient in the long term.

VCSEs and the wider community has a high level of awareness about what we do.

The difference we make is understood amongst all stakeholders.

Our staff and volunteers feel valued and supported.

Trustee board is active and engaged.

### Outcomes

Communities and the not-for-profit sector have opportunities to engage in and influence decision making, policy development and service delivery.

People and groups have enhanced skills, knowledge and confidence, to develop new responses to need.

People have access to more and a more diverse range of opportunities to engage in active citizenship.

People, groups and organisations have stronger relationships and connections.

### **Our Services and Projects**

#### **Leadership and advocacy:**

We provide leadership in our community, strengthening our sector's voice and influence on key decision-makers and funders.

#### **Partnerships and collaborations:**

We create opportunities for collaborative working by building networks and partnerships between local organisations and strategic partners. Through nurturing these relationships, communities are better equipped in both the development of ongoing projects and times of crisis and understand their needs and through collaboration can work together to address those needs.

#### **Community Development:**

We provide practical support to local voluntary and community organisations so that people and communities become more resilient and able to flourish. We provide training, resources and advice to strengthen the capabilities of local groups, enabling them to develop and strengthen their services.

#### **Active Citizenship:**

Active Citizenship and Volunteering is integral to thriving communities. We encourage and nurture volunteering opportunities, so that people can build connections and work together on things they care about, driving positive change locally.

### **Health and Wellbeing Projects**

Our projects deliver improved health and wellbeing where it can be supported by services from the not for profit sector. Current projects are Social Prescribing, Hospital Discharge and HOPE workshop facilitation. Whilst these projects are aimed at individuals it is with the explicit aim of re engaging them with their communities. The understanding of the services required and the ability to support services provide a wrap around service to the groups concerned.

## Our Values

### **Expertise**

We place a high value on our expertise and are committed to preserving this, developing it through good working relations with partners and staff and volunteer development and are committed to transferring this knowledge to other voluntary groups.

### **Impact**

We want to make an impact and will be strongly committed to being both effective and providing good quality services.

### **Adaptability**

We value our willingness to change, learn and do things differently, responding to the needs of our customers and partners. We particularly value our commitment to continuously improving what we do.

### **Inclusiveness**

We want all our stakeholders to experience us as a fair organisation that gives equitable treatment to everyone.

### **Respect**

Everyone who works, volunteers or comes into contact with WDCVS should be treated with mutual respect.

### **The Vacancy**

Our current Chief Officer of almost 25 years is retiring in March 2025. We are seeking a new inspiring and empowering Chief Officer to further increase the standing and reach of West Devon CVS and steer us into our next phase of development.

This is a wide-ranging role which will require someone with a passion for the role of communities; adept and agile in relationship and people management; bold and confident in the furtherance of the aims and objectives of the fantastic VCSE in West Devon.

### **The challenges**

West Devon has a voluntary sector and community offer that is strong and vibrant, however, they have and will continue to face significant challenges beyond their funding needs.

These challenges include:

- The impact of continued austerity - including probable further cuts to local government and health budgets
- The cost-of-living crisis and the impact on people within our communities and groups providing services
- The roll-out of more cuts to social security benefits (welfare reform)
- A recent change in Government and what their priorities might be.
- Changes and challenges in health and social care
- The changing demographics for West Devon and wider Devon with an increasing older population
- The housing crisis - ensuring enough social and affordable housing for our residents.
- The marginalisation of small rural communities on terms service accessibility especially in transport and digitisation.
- The challenges of supporting a sector which is the smallest in terms of population but the largest in terms of area.
- A geography which looks to Exeter in the North and Plymouth in the South and works across different localities

### **The role**

#### **Purpose**

To Provide leadership, direction and overall management to maximise delivery of West Devon services, projects and its charitable aims and objectives. Ensure ongoing sustainability, growth and success of West Devon CVS.

Responsible to: West Devon CVS Chair of Trustees and Board

#### **Aims of the Role**

1. To ensure that West Devon CVS delivers a broad spectrum of effective support, services and projects in line with its core aims and objectives and its constitution.
2. Work with Trustees and staff team to develop new approaches to ensure sustainability for West Devon CVS including activities which generate income and collaborative working.
3. Ensure the performance and profile of West Devon CVS is maintained at the highest level.

#### **Areas of responsibility**

1. Strategic Direction and Leadership
2. Performance and Financial Management, Business Continuity
3. People and Culture Management
4. Governance
5. Relationship Management

#### **Strategic Direction and Leadership**

1. Lead on strategic development and planning for the organisation, with the Board, ensuring ongoing business development and strategic positioning and shaping of West Devon CVS.
2. Identify and secure funding, income and other resources in support of strategic plans, financial targets and sustainability.
3. Collaborate and negotiate with commissioners, funders and other strategic partners across the relevant sectors, nurturing strategic partnerships, championing the VCSE Sector.

4. Represent West Devon CVS at a strategic level, across all sectors making a significant contribution to its development.
5. Ensure strong fiscal management including financial planning, budgeting, reporting and audit in conjunction with the Board.
6. Establish and maintain awareness of external and internal influences on the direction of West Devon CVS.
7. Identify opportunities for growth and change and working with the Board of Trustees, review, assess and implement these accordingly.

### **Performance Management and Business Continuity**

1. Lead the staff team on strategic planning and development of West Devon CVS. Oversee performance management of services/service delivery, ensuring effective monitoring and evaluation of work, in line with funder/commissioner requirements.
2. Maintain/implement appropriate quality management systems, including risk management, critical success factors and key business and financial performance indicators.
3. Embed a culture of continuous improvement of services and engendering trust amongst all stakeholders, in line with the West Devon CVS aims and objectives.
4. Ensure effective income generation and funding strategies are in place to support West Devon CVS objectives and ensure its financial stability.
5. Ensure Risk Management and Business Continuity plans are embedded in the management and governance of West Devon CVS, ensuring risks are assessed, managed and reported with appropriate input from the key staff.
6. Lead and contribute to the risk management process along with relevant West Devon CVS staff and Board members.
7. Lead, direct and manage staff teams and volunteers to oversee the effective delivery of services and projects.

### **People and Culture**

1. Establish and maintain an ethos within West Devon CVS which is “people-centred” and features a strong commitment to its values.



2. Take responsibility for ensuring that West Devon CVS carries out its legal duties with regard to employment practice and health and safety.
3. Ensure appropriate policies and procedures are in place and that they are implemented and regularly reviewed and revised to protect the interests of paid staff, volunteers, users, Board members and others.
4. Support and supervise (directly and indirectly) the work of paid staff and volunteers and ensure that all staff are properly trained and supported in their roles through established management techniques.
5. Ensure a positive people culture within West Devon CVS which reflects a commitment to equal opportunities, diversity, inclusion and wellbeing.

### **Governance**

1. Facilitate effective governance, informing, advising and working with and on behalf of, the Board of Trustees.
2. Support and advise the Board of Trustees to enable them to carry out their legal and constitutional responsibilities as a Registered Charity, Company Limited by Guarantee and Employer.
3. Support the Board in their responsibility to ensure robust governance structures are in place for West Devon CVS and report to the Board on performance and direction in line with strategic objectives.
4. Enable effective and compliant governance through preparation of Board papers, agenda, reports and minutes in line with agreed schedules and in consultation with the Chair/Key Officers.
5. Provide Secretariat to the Board; ensure timely preparation of reports and budgets for Board approval, including annual reports, statutory accounts and statutory returns.
6. Oversee arrangements for Board Meetings.

### **Relationships, Positioning and Promotion**

1. Ensure that the profile and reputation of West Devon CVS is maintained and developed through PR, promotional activities, networking and sustaining well-established links in a variety of arenas and with relevant partner organisations at local, regional and national level.
2. Promote West Devon CVS, its service users and the local VCSE Sector and volunteering to external stakeholders at local, regional and national level.

3. Establish and maintain awareness and an understanding of local and national policy decisions and agenda, as well as future developments that impact West Devon CVS.
4. Build strong and purposeful strategic relationships and alliances that benefit the local voluntary and community sector and the diverse communities they serve.
5. Deliver effective, timely, quality PR, marketing and communications campaigns for West Devon CVS aimed at raising its profile and establishing its status as a lead organisation in its field locally.

### Person Specification

#### Essential Experience, Skills and Knowledge

- Minimum 3 years in a senior strategic leadership level role in VCSE or related sector.
- Established experience of financial and risk management – substantial budget management experience and able to analyse risk and take decisions.
- Experience of leading an organisation through change and transformation across multiple functions and diverse stakeholders.
- Ability to grow and re-shape an organisation while retaining quality in core services.
- Experience of working with a range of agencies and multi-agency
- Ability to work across all levels of the organisation.
- Proven track record of delivering bids, income generation and securing funding in a tough financial climate.
- Experience of working with a Board of Trustees, and senior stakeholders on development, implementation and monitoring of the organisation strategy.
- Sound understanding of the VCSE Sector, its challenges and its external environment.
- Good understanding of charity governance and funding.
- Experience of working in politically and culturally sensitive context, achieving effective partnerships.
- Experience of managing paid staff or volunteers

### Desirable Experience, Skills and Knowledge

- A good understanding of the implications of working in a strengths-based way.
- Safeguarding experience.
- Understanding of the specific socio economic and political locally
- Evidence of significant continuing professional and personal development.
- Knowledge of the VCSE sector within the local area.
- Experience in media handling.

### Personal Qualities

- A role-model who leads by example, with passion, vision and drive.
- Comfortable on a both strategic and operational level
- Skilled and diplomatic communicator.
- Emotional intelligence and initiative.
- Credible, acts with integrity, not afraid to demonstrate values led leadership.
- Politically astute, able to read situations and exercise sound judgement.
- Open, honest, transparent and flexible – willing to question “status quo”.
- Growth mind-set with high self-awareness.
- Change resilience – “positive” in change, calm, rational.
- Natural collaborator, influencer, alliance builder, networking.
- Committed to continuous improvement.

Generous in sharing your knowledge and skills and listen and value others’ experience

## Terms and Conditions for the Post

Salary Scale	£36, 296 - £38,296 FTE pro-rata'd
Duration	Permanent
Pension Scheme	West Devon CVS provides 5% employer & Employee pension scheme.
Normal Hours of work	16-18 hours/week negotiable over 3 or 4 days
Holiday Entitlement	4 weeks, plus all public holidays pro rata for part time staff
Expenses	Expenses for journeys and other eligible activities carried out whilst on CVS Business will be paid in accordance with WDCVS rates and within the budget allocated
Responsible to	CVS Trustee Board and Line Managed by CVS Chair of Trustees
Probationary Period	We anticipate a 3-month handover period with our current Chief Officer and a further 6 month probationary period