

Dial

West Cheshire

Improving the lives of disabled people

Chief Officer

Job vacancy information and further details for candidates



May 2024



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups

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Registered Charity No: 1156120
Company Limited by Guarantee No: 8831095
Registered in England & Wales

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About Dial West Cheshire

At Dial West Cheshire (DWC) we improve the lives of disabled people. We are an award-winning local charity with a history dating back to 1986. We provide a range of services aimed at enabling disabled people and older people to live sustained, independent lives.

Our Disability Rights Centre and Café are based at Dial House in Hamilton Place, Chester and we manage Shopmobility Services (daily hire of mobility scooters and wheelchairs to enable disabled people to access shops and other facilities) from town centre locations across the borough. As well as providing services which improve the lives of disabled people, we actively encourage people with disabilities and long-term health conditions to work or volunteer with us.

Our services are delivered by teams consisting of approximately 20 paid workers together with over 70 volunteers. The financial turnover of DWC is in excess of £500,000 per year.

Further information is available from our website: www.dialwestcheshire.org.uk

Vision, Mission and Values

Vision

Dial West Cheshire's vision is a society where disabled people and older people can participate equally as full citizens.

Mission

Our aim is to empower disabled people and older people to live sustained, independent lives. Our objectives are to:

- Reduce poverty and improve economic status
- Reduce social isolation
- Improve health and well being
- Raise awareness of needs and aspirations
- Provide opportunities for volunteering, training and employment

Values

Dial West Cheshire:

- Promotes and seeks implementation of the **Social Model of Disability**, through our own work and by working with partners, in recognition that people with impairments are disabled by attitudinal, environmental and institutional barriers in society.
- Recognises and supports the **Equality, Diversity and Rights** of disabled people.
- Believes in an **Inclusive Society** in which all disabled people have the support necessary to participate fully.
- Aims to be **Trusted** by those we help and work with.
- **Cares** about our people and our customers.
- Aims to be a **Beacon of Best Practice** throughout our work.
- Is **Committed to Achieving Quality** in the delivery of our work.

We will offer you:

- Competitive salary
- Generous annual leave plus bank holidays
- Mileage allowance for business travel
- Pension scheme
- Training and development opportunities

How to Apply

Dial West Cheshire (DWC) is seeking a suitably experienced and inspirational Chief Officer to ensure the charity is at the forefront of delivering the very best for the people we support. As our long-serving Chief Officer moves on, this rewarding role is an exciting opportunity to lead a great team, a superb charity and an incredible community, whilst championing DWC's values and improving the lives of disabled people.

Purpose of the role: Reporting to the Board of Trustees, you will provide leadership and oversee the delivery of efficient and effective services. The role has responsibility for managing a broad range of business needs and resources, including income generation, finances, premises, staffing and contract/grant funding compliance, thereby ensuring sustainability through effective governance, sound finances and delivery of high-quality services.

To apply, download the documents available from the vacancies page of our website www.dialwestcheshire.org.uk/vacancies . You need to *email a completed Person Specification Template together with your CV and a supporting letter* to keith.roper@dialwestcheshire.org.uk . Please provide examples of how you meet the criteria when completing the template. Your supporting letter should not exceed two pages of A4 paper and outline your motivation for applying for the role as well as how your experience relates to the responsibilities listed in the job description.

The closing date is 10am on Friday 14th June. Interviews will take place in Chester on 28th June.

To arrange an informal discussion about the role with Keith Roper, Chief Officer, please email keith.roper@dialwestcheshire.org.uk or telephone 01244 345 655.

We will short list by checking evidence of the suitability of candidates against firstly, the essential,

and secondly, the desirable, criteria in the person specification. As we are a 'Disability Confident Employer,' we are committed to interviewing candidates who indicate that they have a disability who meet the minimum criteria for the post. Please advise us of any additional support needs, such as help needed to make an application, requirements at interview or reasonable adjustments which can be considered to enable you to fulfil the job role.

Please note that we will **not** be writing to applicants who have not been shortlisted for interview.

Job Description

Job Title: **Chief Officer**

Responsible to: The Chair and Board of Trustees/Directors Responsible for: Service leads

Salary: £45,000 - £50,000 / yr Hours: 37 hrs / wk

Term: Full-time, permanent

Location(s): Hybrid working, to include Dial House (Chester), home working and sites across West Cheshire

Job Purpose:

Reporting to the Board of Trustees, provide leadership of the charity (which is also a company limited by guarantee) by directing and structuring the work of the wider staff and volunteer team. Manage a broad range of business needs and resources, including income generation, finances, staffing and contract/grant funding compliance, thereby ensuring sustainability through effective governance, sound finances and delivery of high-quality services in accordance with DWC's vision, mission, values and strategic plans.

Principal Responsibilities

Strategic Leadership and Overall Management

- Together with the Trustees/Directors, develop and agree the strategic plan, operational plan, vision, mission and values.
- Lead the organisation and ensure it meets its legal and social obligations and the challenges of financial sustainability.
- Ensure compliance with regulatory bodies, including the Charity Commission, Companies House, and Health and Safety Executive, as well as with quality standards and with contract/grant monitoring requirements.
- Identify and implement new business opportunities in line with the charitable aims outlined in the Articles of Association.

Governance

- Work with the Board to ensure effective governance is provided through Trustees/Directors with an understanding of DWC's purpose and a mixture of relevant skills, knowledge and experience.
- Ensure the Trustees have sufficient resources, guidance and professional advice.
- Ensure the preparation of meeting agendas, supporting papers and minutes, and that agreed actions are progressed.

- Oversee arrangements for the Annual General Meeting, including the production of the annual trustees report and accounts.

Staff and Volunteer Management

- Manage, motivate and lead the staff and volunteer team.
- Line manage service managers/lead personnel, ensuring they are well supported and that agreed objectives are achieved.
- Act as the primary contact in respect of HR matters, managing recruitment and exit arrangements, and liaise with employment law and payroll providers as necessary to ensure DWC fulfils its statutory responsibilities as an employer.
- As a disabled people’s organisation provide opportunities for disabled people to contribute at all levels within the Board and workforce, through volunteering, training and employment.

Finance

- Manage and monitor the overall budget, income and expenditure.
- Authorise expenditure in accordance with the Financial Management policy and delegated powers.
- Ensure services are delivered within available resources, including sufficient income.
- Take a lead role in maximising income, through researching, initiating and developing the preparation of appropriate funding bids and fundraising activities.

Representation and Stakeholder Management

- Represent DWC and the interests of disabled people within local and national networks and forums.
- Develop and maintain positive working relationships with key stakeholders, including commissioners and staff within partner organisations.
- Develop staff and volunteer colleagues to act as ambassadors for DWC.
- Ensure arrangements are in place for awareness of the DWC brand and the impact of the organisation’s work.

Person Specification E = Essential D = Desirable

How assessed

• Education/Qualifications	
○ Management qualification or qualified by experience. (E)	A / C
○ Relevant higher education qualification, e.g. degree or equivalent. (D)	A / C
○ Evidence of continuing professional development. (E)	A / C
• Experience	
○ Senior leadership experience. (E)	A / I
○ Management experience gained in the charity sector. (D)	A / I
○ Experience of business and financial planning and monitoring. (E)	A / I
○ Experience and a successful track record of bid writing and income generation (E)	A / I
○ Experience of contract/grant compliance and monitoring. (E)	A / I
○ Experience of working with a variety of people and stakeholders working in the field of disability, health and social care. (D)	A / I
• Knowledge, skills and abilities	
○ Excellent leadership and management skills. (E)	A / I A / I / P

- | | |
|--|---|
| <ul style="list-style-type: none"> ○ Excellent communication skills, including interpersonal, oral and written skills, together with the ability to deliver presentations which engage audiences and encourage participation. (E) ○ Highly proficient in the use of ICT systems, including Microsoft products. (D) ○ Knowledge of charity and company reporting requirements. (D) ○ Ability to inspire, empower and support people to achieve organisational objectives and sustained high levels of performance. (E) ○ Ability to develop and maintain positive relationships with key stakeholders. (E) ○ Ability to engage with a range of people at different levels and with differing needs. (E) ○ Well organised, with the ability to prioritise and meet deadlines. (E) | <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I / P</p> <p>A / I</p> |
| <ul style="list-style-type: none"> ● Personal attributes and other requirements <ul style="list-style-type: none"> ○ Aligned to Dial West Cheshire's values and committed to the social model of disability (E) ○ The ability to travel across Dial West Cheshire's sites and the surrounding areas (E) ○ Willingness to work flexibly to meet the needs of the service (E) | <p>A / I</p> <p>A / I</p> |

How assessed: A = application C = certificate I = interview P = presentation