



First Step Leicester Leicestershire and Rutland

CIO Registration No. 1165062

RECRUITMENT INFORMATION PACK
FOR THE ROLE OF
CHIEF EXECUTIVE OFFICER

Recruitment Timetable

- Friday 10 November 2023 Recruitment Opens
- Monday 27 November 2023 Applications Close
- Tuesday 5 December Stage 1 Interviews (online)
- Tuesday 12 December Stage 2 Interviews (in person at First Step Leicester)

0116 254 8535

contact@firststepleicester.org.uk

www.firststepleicester.org.uk



Welcome

Thank you for your interest in joining the First Step team.

This document provides an overview of the organisation, what it stands for and how it operates.

It is by no means exhaustive, and we welcome the opportunity to speak to interested candidates to answer questions and provide further details about the organisation.

Our History

First Step is an established and well-respected charity supporting male-identified and non-binary persons aged 13 years and above who are survivors of sexual violence and abuse.

Based in Leicester city centre, the charity was formed in 1997 by two survivors of childhood sexual abuse (CSA) who recognised that as a society we needed to break the silence, shame and stigma surrounding the sexual abuse of men and boys and provide specialist gender sensitive support.

It has since grown to a team of around 35 people including committed volunteers, counsellors and a core team of 3 permanent staff members. The charity is governed by a supportive and informed Board of Trustees who bring a blend of diverse experience from the voluntary, statutory and business sectors.

Having celebrated our 25th Anniversary in 2022, this year has been a period of reflection and forward planning for what comes next for First Step. The outcome has been to define and embrace a positive plan for development, which includes a restructure of the organisation to prepare the groundwork for growth in services. This will result in the addition of two permanent posts being created within the organisation, funding for which has been secured so that recruitment can commence as soon as the new CEO is appointed.

This is an exciting time for First Step – we have a positive outlook for the future, underpinned by a proven track record of delivering excellence, which is recognised through our re-accreditation to the Male Survivors Partnership quality standards in 2023.

We are looking forward to welcoming new members into the First Step family as we open up the next chapter in our story.

Why we exist

First Step is one of only a handful of specialist charities nationally that solely support men and boys who have experienced childhood sexual abuse and sexual violence.

Despite the increased media attention on men and boys as victims and survivors of sexual violence and abuse, there is still a lack of research, data and indeed specialist services that focus on the needs of men .

In 2020 the Office for National Statistics estimated that 5% of the male population had experienced childhood sexual abuse or sexual assault as an adult, although this is likely to be an underestimate. Research by Mankind UK highlighted that 42% (1in6.uk, 2021) of men have experienced at least one form of unwanted sexual contact in their lives.

We estimate that based on these figures approximately 28,000 men and boys in Leicester, Leicestershire & Rutland will have experienced sexual abuse, assault and rape at some point in their lifetime.

That is why we exist, and why we want to develop our services further to reach as many men and boys as we can.

What we do

First Step offers a range of services to ensure that men and boys who have experienced sexual abuse can access the support they need to heal from their experiences.

Our services include emotional and practical support, counselling for adults and young people, survivor support and participation groups, a specialist prison counselling service and support for secondary survivors. In 2022/23 First Step supported over 250 men and boys and their supporters.

We are fully inclusive, trauma-informed and encourage survivor participation in helping to develop and deliver support to our service users.

We are funded through a variety of charity grants from a range of funders including The Big Lottery, Ministry of Justice, Henry Smith Foundation, Lloyds Bank Foundation and other small trusts and foundations that understand and appreciate the work we do.

Our Culture

Our vision is for a world where survivors of sexual abuse are empowered to live life as they choose, where their experiences no longer define who they are and who they can become.

Our mission is to create a world in which survivors can talk freely about abuse without fear, pressure or judgement; a place where male survivors, alongside secondary survivors and supporters, can readily access the help they need.

We aim to give survivors a sense of hope and opportunity for their futures and connect them with a supportive community that is open, welcoming and understanding of their experiences. We achieve this by providing an environment that is accessible, kind, safe, free, confidential, and respectful.

We are a small organisation that relies on individuals who want to make a positive difference in people's lives. Working as a team, both within and outside of the main office environment, we look out for each other and maintain a family-like culture, whilst ensuring the roles and responsibilities of each and every team member are recognised and respected.

Our Values

We are inspired by an ethical vision and commitment to achieve positive outcomes for service users. Our core values that reflect our culture and ethos, the guiding principles set out why the charity exists, how it operates and what makes it unique.

Value	Definition	In Action
Compassion	Stand alongside our clients, listening patiently and carefully to their stories, understand their challenges and help to address their needs	The support and care is there for the volunteers. I really felt nurtured and held. Having that feeling means I can do the same for somebody else. <i>First Step volunteer counsellor</i>

Value	Definition	In Action
Empowerment	Inspire clients that life can improve, help build self-esteem and provide opportunities for them to take control of their lives and move forward	I now understand the effect things which happened to me in my childhood has had on my adult life. In understanding that those things were not my fault, I have come to feel more empowered in taking control of my own destiny. <i>First Step service user</i>
Non-Judgemental	Never judge a person or their actions but support the individual, being open and honest in all our dealings	At First Step it's programmed into the DNA to be understanding and accepting. Right off the bat I felt like I was with people who wanted to help me. I've never experienced that before. <i>First Step service user</i>
Professionalism	Provide quality services in a safe and secure environment, be respectful and maintain the highest levels of integrity at all times	Respecting everyone's humanity, without naïveté. It's not being everyone's best mate, but respect and kindness. There's great respect for each person, clients and volunteers. Clients really value that. You are not a client you're a person. <i>First Step service user</i>
Teamwork	Listen to each other, recognising each other's strengths and weaknesses, supporting and developing colleagues	The Service puts the client at the centre, and I am always blown away by their standard of service, professionalism and care. <i>First Step referral partner</i>
Inclusivity	Overcome barriers and embrace differences among clients and colleagues, building trust and confidence that will enhance our services	I felt sick when I made the appointment and almost expected rejection. I am a man now but the abuse happened when I was a girl aged eight. I expected it to feel awkward to explain but she never flinched at anything I said. It was so calm and suddenly I was just me. I knew I could do it with First Step's help. <i>First Step service user</i>

What the job entails

This role offers the opportunity to make a positive difference in the lives of others.

The CEO is responsible for leading the organisation's vision, strategy, and operations, working closely with the Board of Trustees, staff, volunteers, and beneficiaries.

As with any small charity, there will be challenges to overcome to ensure the smooth running and sustainability of service delivery, such as (but not limited to) securing funding, managing resources,

and ensuring compliance with the law and regulations. However, these challenges can also be rewarding, as they require creativity, innovation, and resilience.

The position offers the chance to use your skills, experience, and passion to create social impact and change.

What hybrid working means to us

The role of the CEO is multi-faceted, and the demands placed upon it will vary from week to week. We recognise this and are seeking a candidate that can self manage their time effectively as the needs of the organisation dictates.

With that in mind, this position is being offered as a hybrid role, enabling the CEO to work remotely from home when appropriate, and to ensure the most efficient use of time and resources.

Core office hours will need to be observed regardless of location, and regular presence in the office is encouraged, with initially a minimum of 2 days per week expected to provide appropriate levels of supervision and guidance to the team.

We envisage that once the new Operations Manager is in post the CEO will be able to spend more of the working week working remotely, subject to the needs of the organisation.

Flexibility with working hours across the week can be accommodated, subject to prior agreement which will not be unreasonably withheld.

Benefits of working at First Step

- Flexible hybrid working.
- 28 days paid annual leave, plus public and bank holidays (pro rata for part-time employees).
- Access to contributory Pension scheme
- Access to learning and development opportunities.
- Paid monthly clinical supervision.

Want to know more?

If you would like to learn more about First Step or have any questions about the role, please contact Mark Evans, Chair of the Board of Trustees via email to arrange a suitable time to call:

mark@firststepleicester.org.uk.

Applying for the Post of CEO.

To apply for the role please complete the application form and equal opportunities form and email to Mark Evans, Chair of the Board of Trustees at First Step mark@firststepleicester.org.uk no later than 12 noon on Monday 27th November 2023.

CEO Job Description and Person Specification

Job Description:	Chief Executive Officer
Pay:	£40,000 FTE (pro rata)
Hours of work:	30 hours per week (0.8 of FTE)
Leave:	168 hours per annum (excluding bank holidays) (0.8 of FTE)
Accountability:	Chair and Board of Trustees
Location:	Hybrid - office based with flexible remote working (Alliance House, 6 Bishop Street, Leicester, LE1 6AF)
Contract:	Subject to a satisfactory Enhanced DBS check, satisfactory references and successful completion of 6-month probationary period.

Purpose of the role:

The Chief Executive Officer (CEO) holds overall responsibility for the organisation and provides strategic leadership for the staff and volunteer team.

Accountable to the Board of Trustees, the CEO will be responsible for driving the organisation forward, developing and sustaining our services in line with our ambitious strategic aims and business plan for diversification and growth.

The CEO is responsible for the organisation's financial sustainability. Accordingly, they will take the lead in identifying and embracing funding opportunities to ensure a diverse range of income streams. The CEO will set the organisation's budget, and ensure that reporting to funders, the Charity Commission and other legal bodies is completed according to professional standards and regulatory requirements.

The CEO is the public face of First Step, instrumental in raising the profile of the organisation locally regionally and nationally, sharing our learning and raising awareness of our unique expertise in supporting male survivors of sexual abuse.

They will take the lead in the development and nurturing of a wide range of partnerships and collaborations, with voluntary and statutory sector partners, commissioners, grant funders and other stakeholders locally, nationally and globally.

The CEO works closely with the Operations Manager, who is responsible for day-to-day operational and service delivery management. Together, the CEO and Operations Manager ensure that our services are of the highest quality and standard, meeting regulatory requirements, alongside our own values, policies, procedures and code of practice.

They will work closely to ensure that human resources are properly managed, developing appropriate policies and procedures to ensure that staff and volunteers alike are supported, empowered and upskilled to meet our service delivery aims.

Strategic Leadership and Governance

- Work with the Board of Trustees to implement and regularly update the organisational and strategic business plan to include specific objectives and planned outcomes.
- In line with our new, ambitious strategic plan, lead in the identification and development of new service delivery opportunities, sustaining and expanding local service delivery, and establishing our new regional and national service offer.
- Attend regular Board of Trustee meetings and report to the Trustees on agreed outcomes to include strategic plan progress, financial and budget status by providing timely reports and information as requested including reporting annually at the AGM.
- Take the lead in producing annual reports, filing annual accounts to deadline and updating the Charity Commission
- Ensure First Step meets its financial, legal, statutory and contractual obligations with key stakeholders.
- Ensure the Board of Trustees are informed of relevant changes in legislation, policy, funding and other key drivers of the charity's work.

Service Management

- In collaboration with the Operations Manager, develop, implement, review and monitor the organisation's policies and procedures in consultation with the Trustees, staff and volunteers.
- Ensure that service delivery is carried out in line with these policies and procedures, reflecting our ethos and values in everything we do.
- In collaboration with the Operations Manager, maintain oversight of safeguarding for staff, volunteers and clients, ensuring appropriate information sharing, internally and externally, and the management of risk.

Financial Management

- Develop and implement the organisation's financial strategy, including income generation and diversification, ensuring sustainable service delivery.
- Proactively seek out and pursue new funding opportunities, taking the lead in bid-writing and new programme development.
- In consultation with the Board of Trustees, develop the organisation's annual and medium term budget.
- Ensure that financial records, and accurate financial accounting practices, are developed and maintained, allowing ready reporting of the organisation's financial position.
- Ensure that systems for monitoring expenditure against budget are in place and maintained, identifying concerns and ensure value for money across the organisation.

Partnership Development

- Maintain a good knowledge of local, regional and national external partners, stakeholders and statutory agencies and their relevant strategies.

- Build, develop and maintain productive partnerships with all external stakeholders at all levels including key funding partners.
- Increase the reach and influence of the Charity across Leicester, Leicestershire and Rutland, the East Midlands region, and nationally, through active participation in, and development of, new networks, partnerships, research projects and collaborations.
- Act as the spokesperson for First Step with local, regional and national media as required.
- Act as an advocate and ambassador for ensuring the voices of male survivors are heard across all forums.

Management of Staff

- Provide effective leadership to First Step's staff team promoting a culture of staff wellbeing, professionalism and teamwork.
- Ensure that staff management is carried out in line with the organisation's policies and procedures, reflecting our ethos and values in everything we do.
- Ensure that appropriate induction and developmental CPD programmes are delivered annually for new and existing volunteers.
- Ensure that all staff and volunteers are consulted and regularly updated on issues, developments and changes to procedure and practice.
- Participate in own training and development as required.

Other responsibilities

- Provide limited cover for reception as required (e.g. one morning or early evening per week, to be agreed with the staff team)
- Conducting any other task that is commensurate with the role according to service delivery requirements.

PERSON SPECIFICATION

Chief Executive Officer

Criteria	Essential	Desirable	Measure
Minimum of at least 5 years' experience in a similar senior management role, or project and/or staff management role	Y		Application
Experience of business strategy development	Y		Application/Interview
Experience of project planning, development and implementation	Y		Application/Interview
Experience of income generation, funding bids and tendering	Y		Application/Interview
Experience of developing policies and procedures	Y		Application/Interview
Experience of attaining, and maintaining, accredited quality standards		Y	Application/Interview
Experience of overseeing service delivery	Y		Application/Interview
Experience of managing staff (including supervision, training and appraisals)	Y		Application/Interview
Experience of developing and monitoring budgets	Y		Application/Interview
Experience of working with statutory and voluntary agencies	Y		Application/Interview
Understanding of legal, financial and regulatory requirements for a charity	Y		Application/Interview
Knowledge of the challenges that male survivors of sexual abuse face, and the factors that lead to effective service delivery for them.		Y	Application/Interview
Knowledge of the counselling profession, processes and ethical framework.		Y	Application/Interview
Knowledge of the sexual abuse survivor support service landscape locally, regionally and/or nationally		Y	Interview
Understanding of good practice in relation to safeguarding.	Y		Interview
Understanding of good practice in relation to data protection and GDPR.	Y		Interview
Understanding of and commitment to equality and diversity issues for staff and clients.	Y		Interview
Strong leadership skills, balancing diplomacy and assertiveness	Y		Interview
High levels of initiative and problem solving capabilities	Y		Interview
Excellent communication skills across a range of formats	Y		Interview
Ability to analyse data and write reports to a variety of audiences.	Y		Application/Interview
Confidence to engage with the media and represent the organisation through a range of channels		Y	Interview
Willingness to work flexibly to fulfil occasional evening and weekend commitments when necessary.	Y		Application/Interview
Willingness to travel to meetings locally, regionally and nationally as required	Y		Application/Interview