Job Description – SEND And You

Chief Executive Officer (CEO)

Organisation: SEND And You
Location: Hybrid – Office and home
Contract: 21 hours per week (negotiable based on circumstances)
Salary: £49,000- £54,000 FTE (dependent on experience)
Reports to: Board of Trustees
Direct Reports: SENDIASS Manager, HR Finance & Facilities Lead, Volunteer & Partnerships Lead

Role Purpose

The Chief Executive Officer (CEO) provides strategic leadership and operational management, ensuring the organisation delivers its mission, maintains financial sustainability, upholds regulatory compliance, and has a positive and lasting impact on the communities it serves. The CEO works closely with the Board of Trustees to shape strategic direction, while empowering staff and volunteers to achieve high-quality delivery.

SEND And You is commissioned to provide the Special Educational Needs and Disability Information, Advice and Support Service (SENDIAS) for Bristol, North Somerset and South Gloucestershire, offering free, confidential and impartial support to children and young people with SEND (0-25) and their families.

Key Responsibilities

A. Strategic Leadership

a. Work with the Trustee Board to develop and implement the charity's strategic plans.
b. Identify opportunities for growth, innovation, and increased impact.
c. Ensure alignment with SEND And You's mission to empower families and young people.
d. Lead, motivate and develop the SAY staff team, ensuring effective internal communication and a supportive team culture.

B. Governance & Compliance

a. Act as the primary link between the Board and the organisation, ensuring Trustees have accurate and timely information.
b. Ensure full compliance with statutory and regulatory requirements, including Charity Commission guidelines, safeguarding, health and safety, and data protection.
c. Support the Board in reviewing governance structures and effectiveness.

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C. Operational & Organisational Management

a. Provide effective leadership to staff and volunteers, fostering an inclusive, values-driven culture.
b. Oversee high-quality programme delivery and ensure projects and commissioned services meet agreed outcomes and contractual requirements.
c. Develop and maintain effective and statutorily compliant policies, systems, and processes.
d. Work with trustee board on enabling a culture of transparency and dialogue between staff and leadership teams.

D. Revenue Generation Strategy

a. Work with trustee board to strengthen the organisation's long-term financial resilience by exploring new income opportunities, including social value, corporate partnerships, and commissioned services.
b. Work with trustees to develop a fundraising strategy, draft grant applications, donor stewardship, and relationship management.
c. Work with staff to understand internal strategies, identify gaps and enable teams to plan for long-term financial sustainability.

E. Financial Leadership

a. Lead financial planning, budgeting, forecasting and risk management.
b. Ensure appropriate financial management systems are in place to meet contract and grant income funding requirements as well SOFA and SORP standards.
c. Oversee financial reporting to commissioners and produce clear, timely financial reports for trustees.

F. External Relationships & Partnership Development

a. Act as the charity's ambassador with partners, funders, commissioners, policymakers, and media.
b. Build strategic partnerships to increase influence, reach, and impact
c. Strengthen partnerships to raise awareness and increase impact.
d. Promote collaborative working in the interests of children and young people with SEND.

G. Impact, Quality & Learning

a. Ensure strong monitoring, evaluation and reporting.
b. Lead continuous improvement and respond to user feedback and sector developments.

H. Safeguarding & Risk Management

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a. Act as the strategic lead for safeguarding (or support the designated safeguarding lead)
b. Ensure risk management systems are in place and regularly reviewed promoting a culture of safety, trust, and accountability.