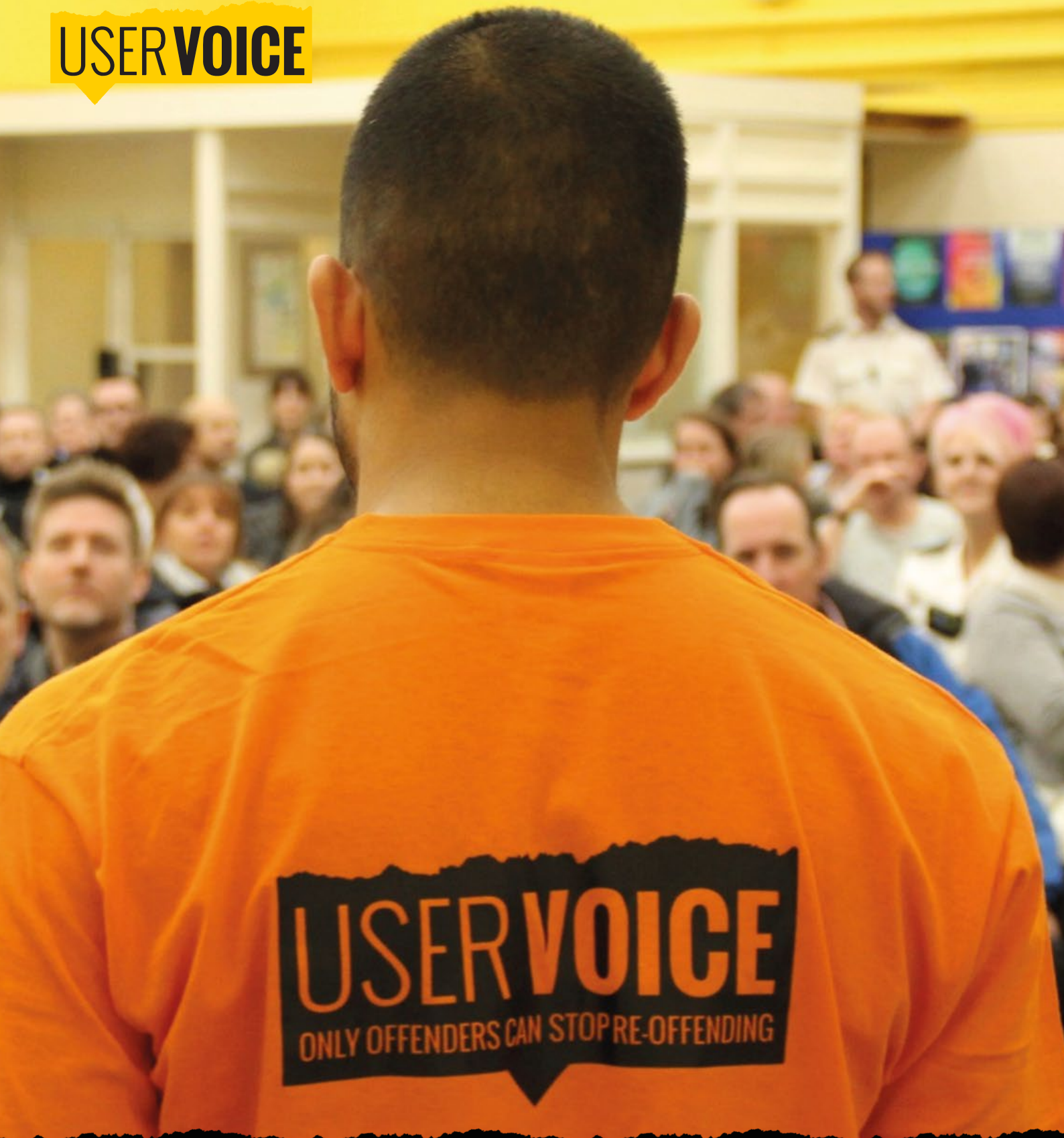


**USER VOICE**



# **USER VOICE**

Chief Executive Officer

Candidate Pack

June 2024



**TALL ROOTS**

## DEAR APPLICANT

Thank you so much for your interest in becoming our next Chief Executive at User Voice. This is a fantastic opportunity to lead an innovative and ambitious charity at a particularly exciting time as we look to build on the remarkable success that we have had for over the last 15 years in providing a voice for the most marginalised in the criminal justice system.

User Voice exists to reduce reoffending and improve rehabilitation by working with those who are often not heard. One of the main ways that we do this is through our council model, which allows those currently in prison, or on licence, to have their say and contribute ideas and solutions to benefit everyone. We know that if people with convictions are motivated to give feedback on their experience of services, it fuels a culture of continuous improvement within the criminal justice system and gives people a sense of purpose.

The past year has been a period of change and reflection for User Voice. We have invested in our central operations and services, and we now have a solid platform for further growth and innovation for the coming years. We are now looking for a values-led individual who matches our ambition and who can lead our amazing organisation into the next phase of its journey.

As Chief Executive, you will have the opportunity to develop a new strategy that seeks to capitalise on the opportunities that are available to us, while ensuring that we have a diverse and sustainable, long-term funding model. When User Voice first began, lived experience was on the periphery of the criminal justice sector. Now, there are numerous organisations that utilise lived experience in their practice. However, they do not do so to the extent that we do. As our new Chief Executive, you must be energised to push User Voice to where it belongs – the forefront of the sector.

We are looking for a leader who has a genuine desire to see real change for individuals, institutions and the criminal justice system as a whole. You will bring sharp strategic thinking and an enterprising mindset, with the ability to spot new opportunities for us to have an even greater impact, combined with an authentic and inspiring management style that brings the whole team with you on that journey. A natural ambassador and external advocate, you will also be enthusiastic about partnerships and able to ensure that User Voice, as a small charity, has a powerful and credible voice externally.

The journey won't always be easy, and so you will need to be resilient; though you will have an excellent team behind you that is rich with lived experience. And you will also be supported by a committed Board of Trustees, who are all passionate about what we do and who have the enthusiasm to be different and step outside our comfort zone.

We would welcome candidates with no previous experience of being a Chief Executive. More important is understanding the value of lived experience, a commitment to the objects of User Voice and a hunger to see meaningful improvements for those in the criminal justice system. We particularly encourage applications from candidates who bring personal lived experience of the criminal justice system.

Best wishes,

**Michael Barnett, Chair of Trustees**



## ABOUT USER VOICE

User Voice is a unique nationwide, ex-offender led charity that facilitates personal and systemic change through lived experience. We enable transformation for individuals and institutions empowering the most marginalised in society, so the system works for all.

We are a values-led organisation. We believe that people and the system can change for the better if given the right environment.

Since being founded in 2009, User Voice has given a voice to over 170,000 people, including nearly 22,000 in over 100 peer research projects, influencing significant change to the system.

We have produced sector leading reports on; [‘SPICE; The Bird Killer’](#), [‘Coping with Covid in Prison’](#) and [‘Neuro...what? Neurodiversity in the Criminal Justice System’](#) and a follow up report on the impact of Neurodiversity [‘Not Stupid, Stupid, or Bad’ – The Voices of Neurodiverse Service Users in the Criminal Justice System’](#).

At the core of User Voice sits lived experience of the justice system. Our work is led and delivered by the three-quarters of our staff who’ve lived through imprisonment and probation. Thanks to our model, over 300 people have gone on to full-time employment after volunteering or working with us.

Our lived experience means we engage empathetically instead of sympathetically. This breaks down barriers and allows us to have the difficult conversations needed to improve the criminal justice system.





*"Every single thing that I have to deal with on a daily basis, my whole entire life, has been from my own way of working out how to move forward with it and learn from my mistakes. I've made a lot of mistakes."*

# JOB DESCRIPTION

**Role:** Chief Executive Officer [CEO]

**Location:** Hybrid, expectation 1-2 days in the London office per week

**Responsible to:** Board of Trustees

**Salary:** Circa £75,000 per annum, depending on experience

**Contract Type:** Permanent, Full Time (35 hours per week)

**Holiday:** 25 days per annum plus public holidays

## DUTIES AND RESPONSIBILITIES

### Leadership

- Further develop the Charity's vision and strategic plan in conjunction with the Board and lead the implementation of the agreed strategy
- Enable a culture that is in line with the ethos and values of User Voice, promoting collaboration, responsibility and ensuring all work is focused on enabling high performance
- Lead and motivate staff and volunteers and foster effective teamwork among all staff
- Define clear objectives, goals, strategies, and measures to support the Board, managers and staff that are focused on both current activities and long-term growth

### Management

- Ensure that User Voice's core operating model and staffing model remains appropriate and relevant
- Oversee frequent reviews to ensure User Voice is on track to deliver existing contracts as well as targets on the longer-term growth strategy
- Ensure processes are effective and efficient, performance is actively managed, and feedback is actively provided
- Lead, support and manage the performance of the senior leadership team

### Governance and Financial

- Drive the fundraising of the Charity to ensure future sustainability and growth
- Ensure the Board (and sub-committees) are regularly updated on performance, policies, strategic development, business development / fundraising, safeguarding and relevant HR issues
- Lead on organisational governance ensuring Trustees meet the legal and regulatory requirements of the Charity Commission and Companies House
- Create a positive working relationship with the Chair
- Oversee the organisation's financial accounts and budgeting

### Communications

- Represent the organisation externally and where possible seek relevant partnerships
- Seek to expand User Voice's presence and public awareness of the organisation's services and impact

### General Responsibilities

- Perform other related functions as may be requested by the Board

## PERSON SPECIFICATION

### ESSENTIAL

- Previous leadership experience, either as a CEO or as part of a wider senior management team, ideally within a charitable organisation.
- Demonstrable experience in strategic planning and development, as well as knowledge of organisational change projects.
- Experience in, or an understanding of, developing a fundraising and business development strategy that delivers year-on-year growth in income from a range of diverse and sustainable sources.
- Understanding of (but not necessarily an expert in) business functions such as finance, HR, operations, research and communications.
- Strong leadership and ambassadorial skills, with the ability to advocate for an organisation and build effective strategic partnerships externally.
- Exceptional management skills, with a track record of building diverse teams and empowering them to be the best that they can be.
- Excellent verbal and written communication skills.
- Aptitude in decision-making and problem-solving.
- Experience in contributing to growing an organisation and increasing the impact that it has.
- Absolute commitment to User Voice's mission, values and approach.

### DESIRABLE

- Lived experience of being in prison or on probation.
- Working knowledge of the criminal justice system with relevant strategic relationships.

## FURTHER INFORMATION

### EQUALITY AND DIVERSITY

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

### DISCLOSURE AND BARRING SERVICE (DBS)

This post is subject to a basic criminal record disclosure check via the Disclosure and Barring Service (DBS) processes. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.



## HOW TO APPLY

Tall Roots is acting as an employment agency partner to User Voice. Applications should be made online at <https://www.tallroots.co.uk/uservoice-ceo> and include:

- a CV
- covering letter (no more than two pages), explaining your motivation for applying for the role, along with how you meet the Person Specification.

The closing date for applications is **Friday 19th July 2024**.

Preliminary interviews with Tall Roots will be held virtually during **w/c 29th July 2024**.

Final interviews will be held in-person at User Voice's offices in London during **w/c 12th August 2024**.

If you have any questions relating to the role or the process, or would like any adjustments made to accommodate your needs, please contact Natalie Sanders or Mark Crowley at Tall Roots by email at [natalie.sanders@tallroots.co.uk](mailto:natalie.sanders@tallroots.co.uk) / [mark.crowley@tallroots.co.uk](mailto:mark.crowley@tallroots.co.uk).





TALL ROOTS

**USER VOICE**

**Tall Roots Search**

**Recruiting exceptional leaders for inspiring organisations**

**71-75 Shelton Street, London, WC2H 9JQ**

**[www.tallroots.co.uk](http://www.tallroots.co.uk)**