**AdvoCard**

**Post: CEO**

**Accountable to Board of Trustees**

**Responsible to: Chair, Board of Trustees**

**Overall Purpose of the post:**

To provide strategic and operational leadership to the organisation, ensuring the delivery of the organisation’s business strategy in order to strengthen and grow our impact for people who use and need our services. The postholder will oversee the day to day delivery of the individual and collective advocacy services to a very high standard, and support senior staff and advocacy partner organisations to make a distinctive contribution whilst bringing collective benefits. The Chief Executive Officer will deliver a strong governance and performance management framework through the Board of Trustees. They will also be proactive and responsive to existing and new commissioning partners who invest in our services.

**Duties and Responsibilities**

**Strategic Management**

* To oversee the development and delivery of a longer-term strategy that supports the aims, values and mission of the organisation, taking into account the needs and aspirations of service users.
* To maintain a high level of knowledge about the emerging policy and practices in the field of advocacy related services in Scotland, and bringing this to bear on the strategic direction of the organisation
* Ensure the availability and delivery of a time-bound business plan that sets out how the organisation and its partners will deliver against the strategic plan on an annual basis and how this will be monitored and evaluated.
* To undertake market and user needs analysis to inform service delivery and evaluate its direct and indirect impact.

**Operational Management**

* To oversee the delivery of commissioned services to a high standard, ensuring compliance with legal and funding conditions.
* Develop and build a highly effective management team, building resilience and high quality and consistent leadership throughout the organisation.
* Ensuring that the organisation is being managed in a manner consistent with all policies and procedures. The postholder will ensure that staff are well supervised and that performance is assessed consistently and fairly, with clear development opportunities for staff and volunteers.
* To be responsible for the financial management of the organisation, proposing clear and detailed annual budgets and monitoring spending against a robust framework.
* To ensure that the organisation has an effective web and social media presence, consistent with the values of the charity.
* To oversee the implementation of methods to engage the service user voice in the development, delivery and evaluation of services.

**Partnership Delivery and Business Development**

* To develop and build effective relationships with statutory and non-statutory partners who can support the charity to meet its objectives.
* To deliver on partnership commitments entered into with the Edinburgh Patients Council, and Edinburgh Carers Council, and review arrangements in accordance with governance structures.
* To identify and pursue funding opportunities through the development of new service propositions, and liaison with a range of new funding organisations in line with the strategic plan.
* To develop arrangements to develop the Advocard brand, its reach and impact, including creating community fundraising opportunities and supporting a growing volunteer base.

**Governance and Performance Management**

* To build effective relationships with the Chair and Board of Trustees, and to ensure that they are supported to observe good governance and have the necessary skills and support that they need to execute their functions.
* Providing high quality reporting to the Board on a range of matters, ensuring effective and clear decision making.
* Ensure that the organisation is managed in accordance with delegated authorities and that there are sound decision-making processes in all areas of the organisation.
* Develop and put in place a range of reporting mechanisms across the organisations to manage both individual and organisation performance, ensuring that reporting to the Board to is suitably appropriate and robust to allow the Board to execute its functions.
* To maintain a comprehensive range of policies and procedures to meet legal, financial, and other obligations, and ensure that these are updated in line with good practice, and that they are well embedded in the organisation culture and practice.

**Training**

You will be expected to participate in training as identified by Board of Trustees in managing your development and your performance. You may also request specific training and AdvoCard will endeavour to meet such requests dependent on available resources.

**Contacts**

* Mental health service users
* Other mental health service providers and professionals
* Funding bodies and commissioners
* Senior managers across Health and Social Care
* Charity regulators and auditors
* Other voluntary and advocacy organisations and their staff
* AdvoCard management committee members, staff and volunteers
* Members of the public

**Employer and Management**

Your employer is the AdvoCard Board of Trustees

**Location and Premises**

The post is usually located in Advocard’s office in Leith Walk, Edinburgh. An office move was anticipated in July 2020 but this has been delayed due to Covid – 19, as most staff are working from home, but premises will be within the city of Edinburgh. Some travel between offices is required in order to carry out your duties.

**Funding**

AdvoCard is funded by the City of Edinburgh Council, Department of Health and Social Care and NHS Lothian through Service Level Agreements and through Scottish Government grant funding.

**Working Hours**

Your working hours are 21 hours. These will generally fall between 9:00 am and 5:00 pm, Monday to Friday but may occasionally vary when requested and/or required given the level of post.

**Disclosure**

This post is subject to an Enhanced Disclosure Scotland check.

**Last updated and approved by the Board of Trustees September 2020**