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**CEO**

**JOB DESCRIPTION**

**POST TITLE:** Chief Executive Officer

**ACCOUNTABLE TO:** Board of Management

**SALARY:** c £40,000 to £45,000 (pro rata)

**HOURS OF WORK:** 28 hours per week to include very occasional evening and weekend duties

**LOCATION**: Dundee with option for flexible homeworking

**About GoodCall**

GoodCallis the first social enterprise in Scotland dedicated to providing mobile telecoms services, tariffs, and hardware as well as expert advice for charities and social enterprises in the UK, saving them time and money so that they can focus on making incredible things happen for their organisation. We are not just another mobile provider - we champion digital inclusion and employ those furthest from the labour market and build their skills for tomorrow’s digital workplace. We believe charities deserve a fairer deal, and the CEO role will ultimately support us to spearhead this mission.

**About the Role**

From supporting vulnerable young people to volunteer management and implementing life-changing projects, we love helping charities make a difference through bespoke mobile solutions. By helping guide the direction of the organisation, you will ensure that the team and our resources are being managed with impact in mind. You will play an essential role in driving growth, connecting with charities, and leading GoodCall to success. Working closely with the board of directors, the CEO will help guide the strategic direction of GoodCall to ensure that we reach as many third sector organisations as possible. The Chief Executive Officer will ultimately support the sustainable growth of the organisation and be an integral part of the team, helping to take our vital work to the next level.

You will engage your outstanding leadership skills and adopt a culture of openness, trust and empowerment. You will also utilise your strong business and financial skills to help our social enterprise flourish and be force for good in the mobile sector. You will support GoodCall’s journey towards a sustainable, business-focused and cost-centred operation.

**Key Responsibilities**

* Driving success and growth of GoodCall by providing strategic guidance and direction,
* Being a champion of the work that GoodCall do and motivating and supporting our team to make an impact for as many charities as possible,
* Managing the day-to-day operations of GoodCall and ensuring that GoodCall is a sustainable and impact-driven social enterprise,
* Developing strong relationships and trust with both internal and external stakeholders.

**Operational Success and Delivering Impact**

* Set clear expectations for team members and develop a set of achievable and clear objectives to drive progress, creating an organisation that will grow and flourish,
* Develop staff to support as many charities as possible by setting clear standards, monitoring and review systems to manage the work of the GoodCall team,
* Providing effective and positive people management, building a culture where staff feel valued, receive recognition and are equipped to do their job through recruitment, supervision and support,
* Ensure the organisation is compliant with relevant policies and procedures, making sure these are up to date and reviewed periodically.
* Supporting the Board ensuring timely and transparent progress against the business plan, changes/developments in the business environment and management of governance and risk

**Building Relationships**

* Being a champion of the work that GoodCall do and motivating and supporting our team to make an impact for as many charities as possible,
* Connecting with charity decision makers to understand their unique needs and nurture prospects to coordinate with the wider team to fill the pipeline,
* Develop and lead on GoodCall’s aim to support employment opportunities for those furthest from the labour market and support the development of a wider employability strategy,
* Building relationships and trust with internal and external stakeholders, third sector organisations and partners in order to advance the organisation’s aims,
* Representing the organisation in thought leadership and in media.

**Finance and Funding**

* Manage the GoodCall’s operational budget to ensure long-term sustainability of the organisation as well as leading on funding and grants strategy
* Spearheading our funding strategy and generating sustainable income through research, design, writing and submitting applications for funding to support our crucial services
* Sourcing new opportunities for growth and finding effective ways we can support charities to get the best value from our services through identifying new sustainable revenue streams that support our social enterprise aims

**CEO KEY ATTRIBUTES**

* An experienced leader who is passionate about the third sector,
* A creative thinker with vision, determination, and ability.
* A desire to contribute to and manage an organisation that delivers real impact,
* Proven experience of determining and successfully executing ambitious plans for growth together with a track record in managing organisational change,
* Experience of senior management and strategic decision making,
* Track record in developing people and guiding a team to success,
* Experience in developing and engaging with a wide range of internal and external stakeholders,
* Innovative, organised, and considered thinking with strong analytical skills,
* Skills in developing systematic financial, managerial and operational procedures,
* Strong ability to facilitate important discussions and work to get the best out of others,
* An expert communicator driven by making an impact.