

## JOB DESCRIPTION



Job Details	
<b>Job Title:</b>	Chief Executive Officer
<b>Responsible to:</b>	Board of Trustees

### Job Purpose

The Chief Executive Officer (CEO) will provide effective leadership to the organisation and will ensure delivery of Revive MS Support's vision, mission, and organisational strategy in line with its core values.

With the ever-changing landscape of health and social care service provision, the CEO will be a dynamic and enthusiastic leader who can spot emerging trends and opportunities and focus on the development of the organisation.

The CEO will be responsible for leading organisational evolution and innovation, adapting quickly to drive future success. They will enhance the charity's reputation and profile across Scotland while maintaining key stakeholder relationships and building new ones, whilst leading by example through strong internal management of a diverse range of people and services.

### Dimensions, Scope and Range

An exciting opportunity exists at Revive MS Support, a Charity which specialises in providing a wide range of clinical support and services to people living with Multiple Sclerosis (MS). It is estimated that more than 16,000 people live with the condition in Scotland.

With an annual budget of circa £1m, the charity provides a broad range of services to those affected by MS. Delivery of these services is from our Centre in Glasgow, but plans are in place to export them nationally using various web-based platforms. This innovative development will allow Revive MS to extend service provision to both clients and carers across Scotland.

These services are delivered by a highly motivated and experienced multi-disciplinary team. At present the staff team numbers 23 (15 FTE)

### About the Organisation

Revive MS Support operates the largest therapy centre in the UK for people with MS, providing a wide range of rehabilitative support, entirely free of charge. Our services directly target the main symptoms of MS and provide holistic care and support for those affected, their families, and carers. This approach is regarded internationally as the optimum model of care and rehabilitation for people with MS.

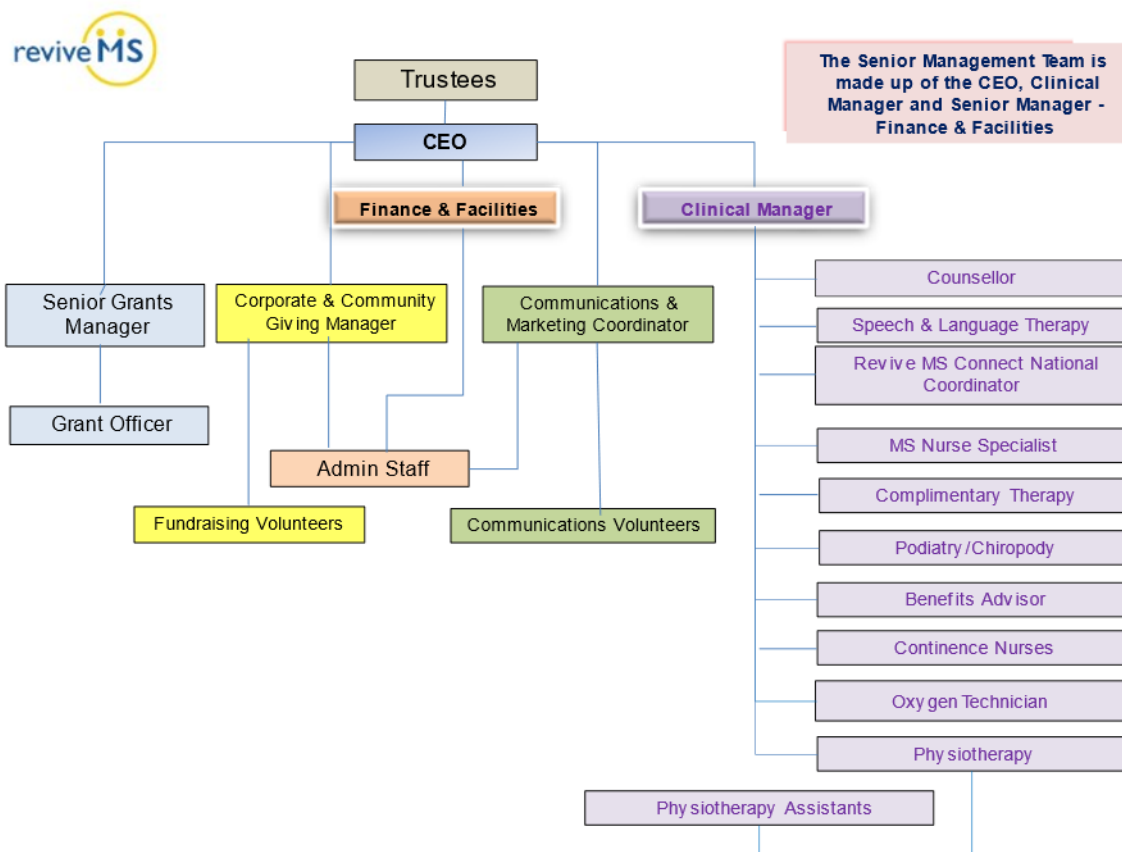
- The Clinical team, led by our Clinical Manager includes a Specialist MS Nurse, Physiotherapists, Physio Assistants, Complementary Therapists, Speech and Language Therapists.
- MS Specialist Nurse support includes: assessment, symptom support, care planning, regular reviews and advocacy.
- The Physiotherapy Team provide 1 to 1 intervention and have, over the years, devised an extensive exercise-based rehabilitation programme with separate classes accommodating people of all levels of disability.
- Groups and classes including: Speech & Language Therapy, Memory Matters, Fatigue

Management, Meditation and Cognitive Behavioural Therapy.

- Prior to the Covid-19 lockdown Revive was involved in significant research projects focused on the causes of MS and on improving the treatment and care of those affected, including most notably the International Microbiome Study (and other studies) with the Anne Rowling Centre for Regenerative Medicine, in Edinburgh.
- Reflecting the holistic approach of the organisation, clients and carers have access to welfare & benefits support from our Welfare and Benefits Officer.
- The clinical staff team work very closely with their colleagues within the NHS, in particular NHS Greater Glasgow & Clyde.
- Partnership working with the likes of the Scottish Government, Neurological Alliance Scotland, The Health & Social Care Alliance and MS Society Scotland.
- Revive is dependent on funding from various trusts and foundations as well as corporate and statutory funding. Supporters include: The Robertson Trust, NHSGG&C, The R. S. Macdonald Charitable Trust, along with a number of pharmaceutical companies.

**Organisational Position**

**Revive MS Support Organisational Chart**



## Main Tasks, Duties and Responsibilities

1. Providing leadership to the organisation to ensure the delivery of all strategic and organisational goals within agreed timescales and budgets.
2. Responsibility for ensuring sound financial management at all times, including overseeing the implementation of an effective income generation strategy and budgets.
3. Responsible along with the Senior Management Team (SMT) for the development and implementation of organisational policy.
4. Promote and support service redesign, innovation, and organisational development to ensure the delivery of high-quality services.
5. Implement staff governance and performance frameworks and appropriate systems and processes to ensure staff are treated fairly and consistently.
6. Manage workforce issues ensuring close collaboration with the SMT.
7. Develop and maintain effective working relationships with colleagues in Health & Social Care Partnerships to improve the delivery of programmes.
8. Lead, manage, motivate, and develop the staff team to ensure they contribute effectively to the achievement of service objectives.
9. Ensure processes are in place to identify risks and implement corrective action as necessary.
10. Identifying emerging trends in the health & social care landscape and developing new opportunities for Revive to provide services.
11. Leading the organisation through change by adapting to the evolving health & social care landscape.
12. Supporting and managing the SMT while providing overall leadership to the whole staff team.
13. Promoting the corporate image of the charity through interpersonal relations with local businesses, organisations, and Health Boards.
14. Networking as the figurehead of the organisation, focusing on raising external awareness of Revive MS Support and in turn increasing the provision of funding through the management of different funding streams.
15. Ensuring the organisation remains responsive to the needs of service users and ensure the effective monitoring and evaluating of services.
16. Lead by example by supporting a working environment where all service users and staff members are valued, treated with respect, and fully equipped to do their job.
17. Responsible for ensuring compliance with the statutory requirements of Companies House and OSCR, including the submission of documentation to the relevant authorities.
18. Liaising with external agencies, statutory bodies, etc. on behalf of the organisation.
19. Attending and participating in local and national working groups representing the organisation and its ethos.
20. Responsible for ensuring a positive and productive relationship with the Scottish Government and local authorities providing clarity on the strategic alignment between Scottish Government strategic outcomes and Revive MS activity.
21. Compose and present compelling information about the organisation to a variety of audiences.
22. Responsibility for all Health & Safety issues and policies.

## Assignment and Review of Work

The post-holder will have a significant degree of autonomy and self-direction in relation to prioritising and managing their workload.

The CEO reports to the Board of Trustees and has an extensive level of autonomy to deliver services within their scope of control against agreed strategy, activity, and budgetary targets. The post holder is the strategic leader for development and delivery of Revive's strategic priorities within their respective service.

Review of Performance is undertaken by the Chair of the Board of Trustees (or representative) and includes individual performance review and achievement against organisational objectives.

### **Systems and Equipment**

The post holder will have keyboard skills and ability to use a range of IT equipment, including but not exclusively:

- Microsoft Office
- Electronic Patient Management Systems
- Internet/Intranet
- Zoom and similar platforms

### **Decisions and Judgements**

The post is directly accountable to the Revive MS Board of Trustees.

The CEO will manage the organisation and its resources and will work largely autonomously.

### **Communications and Relationships**

The post holder will develop working relationships and communicate regularly with a wide range of individuals, clinical and non-clinical, internal and external to Revive MS Support. These will include:

#### **Internal –**

Revive MS Trustees  
Senior Management Team  
Senior clinical and non-clinical staff  
Volunteers

#### **External -**

Trusts & Foundations  
Corporate supporters  
Universities  
Voluntary organisations  
Scottish Government  
Elected representatives – locally and nationally  
NHS Boards  
Members of the public  
Press/Media

### **Physical, Emotional and Environmental Demands of the Job**

This post requires light physical effort. The role is currently largely office based and the post holder will be required to sit and/or stand in restricted positions for long periods of time while working on complex documentation or sitting in meetings.

A high level of prolonged concentration is required when analysing a range of data or resolving

problems that require to be investigated. Operational and people management issues that demand an immediate response may involve frequent interruptions.

The post holder is required to deal with discipline and grievance issues including cases of serious misconduct with the potential for dismissal. There is also a requirement to address performance issues when targets have not been met.

The post holder may be exposed to hostile, aggressive or emotional behaviour when communicating with individuals or groups where the subject matter is highly contentious or when dealing with complainants.

### **Most Challenging Parts of the Job**

Managing a range of staff and services and delivering to agreed targets at a time of significant change, whilst maintaining morale and motivation in the delivery of high-quality services.

### **Knowledge, Training and Experience Required to do the Job**

Educated to degree level or equivalent with a demonstrable track record of success in a senior management position and with significant senior management experience, through which in-depth, professional knowledge over a range of disciplines will have been developed.

A high level of interpersonal, strategic, technical, and person-centred leadership skills.

## **Person Specification**

<b>QUALIFICATIONS / EDUCATION / KNOWLEDGE</b>	
Educated to degree level or relevant professional experience at a senior level.	Essential
Knowledge of work with people with disabilities.	Essential
Knowledge of charity governance, including working with a Board of Trustees and compliance with statutory legislation.	Essential
Relevant professional qualification.	Desirable
Knowledge of the Scottish Government's strategy in relation to the National Action Plan on Neurological Conditions.	Desirable
<b>EXPERIENCE</b>	
Extensive leadership and senior management experience with the ability to influence at all levels, internally and externally.	Essential
Experience in working with multiple agencies, including securing funding and extensive networking.	Essential
Experience developing and leading service delivery.	Essential
Experience in managing finances at a senior level, monitoring budgets and reporting into a Board where relevant.	Essential
Knowledge or experience of working within the third sector	Desirable
<b>KEY CAPABILITIES</b>	
Provide strong leadership with the ability to lead a multi-disciplinary team, recognising the needs and strengths of all team members, and acting accordingly.	Essential
Have the confidence and ability to engage with personnel from a range of statutory and voluntary agencies.	Essential
Demonstrate resilience, emotional awareness and empathy when managing and leading others.	Essential
Demonstrate excellent communication skills to lead by example and influence others.	Essential
Have robust professional boundaries.	Essential