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**CHAI - Community Help and Advice Initiative**

**Job title**: Chief Executive

**Responsible to:** CHAI Board of Directors

**Salary:** £39,808 – £41,640 pro rata

**Location:**CHAI Head Office with option for hybrid working.

**Hours:** 21.27 hours per week – 3 days

**About CHAI:**

CHAI provides free, confidential, high quality impartial advice, information and representation on **welfare rights, employability, debt** and **housing matters** to disadvantaged people who live in Edinburgh and Midlothian.

Our aim is to **alleviate poverty, prevent homelessness and encourage employability**.

Our vision is to ensure that no one in our communities endures hardship. We believe that everyone should have the opportunity to become the best version of themselves.

**Main Purpose of the post:**

We are currently going through a period of growth and change and are seeking to recruit a new Chief Executive who will lead on the strategy, development and implementation of the work we do at CHAI.

Are you enthusiastic and committed to making a meaningful difference for vulnerable people facing hardship in our communities? Do you have the drive, enthusiasm, leadership and management skills to help us sustain and grow our remarkable legacy of community development, advice work and anti-poverty initiatives? If so, we would love to hear from you!

**Key Responsibilities:**

To provide organisational leadership and responsibility for the management and administration of CHAI within the strategic and accountability frameworks laid down by CHAI Senior Management Team and our Board of Directors.

**Leadership**

* Lead, inspire and motivate CHAI SMT, Managers, Staff, Volunteers and Board of Directors, providing clear direction and sound decision-making which will enable everyone to contribute significantly to CHAI’s organisational development.
* Assist CHAI Board members, CHAI SMT, Managers and Staff in maintaining the values, ethos, vision and mission of CHAI.
* Ensure that CHAI’s values, ethos and policies are relevant, fair and consistently implemented.
* Working with the CHAI SMT, Managers and Board of Trustees you will review and develop the CHAI strategy, which sets out how we can achieve our mission and operational goals.
* Ensure our day-to-day work is focused on achieving the priorities set out in our Strategic Plan and establishing the most effective service responses to the needs identified within the communities we service.
* Develop a positive and pro-active ethos within CHAI as an organisation that is consistently working to develop, innovate and improve upon its service delivery performance.
* Develop and maintain a culture and environment that attracts and retains the best staff and volunteers.

**Management:**

* **You will be accountable to the Board of Directors for the proper and effective leadership of CHAI Management, Staff and Volunteers. Working alongside the SMT and Senior Management Team you will -**
* **Be responsible for the operational strategy of CHAI and will ensure that CHAI has the appropriate management structure and systems in place to enable us to fulfil our strategic objectives and to conduct our charitable work efficiently and effectively.**
* **Will ensure** that all management policies and decisions support the agreed vision, mission, values, and strategic priorities of CHAI.
* **Will e**nsure that all business, operational and annual plans needed to underpin the strategic plan are developed, agreed and implemented.
* **P**rovide staff with operational arrangements that ensure clarity of roles, responsibilities and delegations.
* Ensure that the work done to recruit, manage, train, support and develop staff reflects good employment practice and is directed towards achieving CHAI’s objectives.
* Ensure that CHAI is aware of best practice and that we constantly work to achieve this within the constraints laid down by the Board of Directors and resources available.
* Identify appropriate methods for monitoring the performance of CHAI as a charitable organisation and for obtaining feedback on service quality and delivery from grant funders and statutory bodies.
* **Based on above** you will prepare performance reports to the CHAI Board of Directors which will provide strategy, business, operational and annual plans based on the agreed annual budget which will be approved by the Board.

**Finance and Risk**

* **You will have overall financial responsibility for CHAI including the development, oversight and monitoring of an effective financial programme of income generation.**
* **Working with the Finance Manager you will put in** place agreed effective budget-setting, financial planning and delegation processes.
* Working with the Finance Manager you will ensure that the major risks to which CHAI is exposed are highlighted and reviewed regularly by the Board and SMT and that appropriate systems are established to mitigate risk and risk analysis is automatically conducted when taking on new work or proposing new work to the Board.
* Working with the Finance Manager you will ensure there are effective mechanisms in place to provide robust external and internal controls (financial and non-financial).

**External and Internal Relations:**

* **Working with the SMT and Management Team you will ensure** effective and appropriate internal and external communications.
* Develop and maintain a positive public profile and foster excellent relationships with government, statutory, voluntary, private bodies and other external stakeholders.
* Keep abreast with all external developments and opportunities and any changes that may affect CHAI and advise the Board of Directors when to proactively take appropriate action.

**Legal and regulatory compliance:**

* **Working with the Board of Directors and CHAI SMT** ensure that CHAI fulfils all legal, statutory and regulatory responsibilities.
* Working with the CHAI SMT enable and ensure that our Board of Directors fulfil their duties and responsibilities for the proper governance of CHAI and ensure that our Board of Directors receive timely advice and appropriate information on all relevant matters.
* Lead on the responsibilities CHAI has to safeguard those deemed to be vulnerable and to promote the rights of people with protected characteristics.

**Ensuring high-quality governance:**

* **Draw on** the Board’s attention to matters that it should consider and decide.
* Ensure the Board receives all necessary advice, guidance and information on matters relating to current performance in relation to the short- and long-term future of CHAI, regulatory and legal compliance and other appropriate issues; making sure that such advice, guidance and information are timely, honest, balanced and relevant.
* Working in partnership with the SMT and Board of Directors ensure the Board’s delegated authority is recorded in writing and understood fully by CHAI Staff and Volunteers and that all agreed reporting procedures are followed.
* Work closely with the Board of Directors and CHAI SMT ensure that our Board members contain the skills and experience required to govern CHAI appropriately and legally and that the Board has access to relevant external professional advice and expertise.
* Report regularly to the Board of Directors on the performance of CHAI, progress towards the strategic priorities and the achievement of Board policies.
* Submit high-level policy proposals for the approval of the Board or assist the Board in the development of these policies, and be responsible for the efficient and effective achievement of these policies.
* Implement Board decisions.

**Person Specification:**

* **A** commitment to the work we do at CHAI and to helping people achieve their potential.
* Have an empathetic and positive, initiative-taking approach to working with and managing people.
* Good people skills and judgement, which inspire confidence and trust from staff, volunteers, stakeholders and other organisations.
* Evidence of successful staff engagement and development practice.
* Experience of CEO or Management at a strategic level.
* Resourceful, resilient and innovative, with the ability to manage different priorities, understand a wide range of activities and effectively manage a diverse team of professional staff.
* Ability to delegate effectively and to hold people to account.
* A strong history of change, project and crisis management.
* Good history of networking, developing and maintaining external relationships (including central and local government, funders, national and local NGOs and the media).
* An effective communicator orally and in writing, with the ability to articulate our work to a broad range of stakeholders and to negotiate well.
* Experience of budget and financial management.
* Ability to lead or oversee income generation from a wide range of sources including statutory funding, trusts and foundation, trading income and individual giving.
* An entrepreneurial approach - able to use resources effectively and develop innovative ideas and gain buy-in to implement successfully.
* Knowledge of risk management and information security.
* Organised, with excellent time management skills and high levels of self-motivation.
* A commitment to effectively safeguarding people at risk of harm or abuse.

**Desirable:**

* Knowledge of existing networks in Edinburgh and beyond that can support the work of CHAI.
* An understanding or knowledge of the Fundraising landscape.
* An understanding or knowledge of CRM relationship management.

**Other requirements:**

* Flexible with a willingness to work outside of normal working hours, when required.

**Benefits include:**

* **Fantastic work life balance with a 3 day working week.** We recognise that obligations outside of work are important and respect the importance of work-life balance. We offer a range of flexible working opportunities.
* **Hybrid working policy / Office and Home Working**
* **3% Employer contribution and 5% Employee contribution**
* **Simply Health Benefits:** <https://www.simplyhealth.co.uk>

**Annual Leave**

There is a generous holiday allocation: 28 days holiday which includes 4 floating public holidays (2 at Easter and 2 at Christmas) + 4 additional Public Holidays.

The Job Description and Person Specification can be downloaded from our website.

**Application process**

Formal application is by CV and covering letter. You can also arrange an informal chat prior to applying with our Interim CEO / Finance Manager Teresa Sutherland on 07807 414 676 or [teresa.sutherland@chaiedinburgh.org.uk](mailto:teresa.sutherland@chaiedinburgh.org.uk)

**Closing Date:** 31st May 5pm

**Interview date:** to be confirmed