



Job Description

Chief Executive Officer

Title of Post:	Chief Executive Officer
Employer:	Carers of West Lothian (CoWL)
Place of Work:	Sycamore House, Quarrywood Court, Livingston EH54 6AX and working from home as appropriate, as agreed with line manager
Responsible to:	Board of Directors (line managed by Chair or nominated Trustee)
Hours:	Full-time 35 hours per week.
Salary Scale:	£50,000 to £55,000 per annum (dependent on experience and qualifications)

Main Objectives:

Carers of West Lothian (CoWL) is the main third sector organisation in West Lothian providing information, advice and support on a wide range of issues, to unpaid carers of all ages and disabled people (collectively referred to as 'service users').

Our purpose is to work collaboratively to provide support, information, advice and representation to help unpaid carers, young carers and disabled people in West Lothian to achieve positive outcomes.

The Chief Executive Officer will manage the day to day operations of the organisation, providing direction and leadership in the development and implementation of the organisation's purpose, vision and strategic priorities and delivering the annual objectives as agreed by the Board.

Aims and purpose of the post:

1. Develop and maintain effective strategic relationships with key stakeholders including West Lothian Health & Social Care Partnership (WLHSCP), third sector, elected members, the Scottish Government, national infrastructure organisations and external funders.
2. Ensure that robust strategic and operational planning and reporting processes align with our strategic priorities, to produce effective plans for approval by the Board, and that these are translated into comprehensive performance monitoring measures so that staff clearly understand their part in delivering results.
3. Ensure the day to day operations of the organisation are effectively and efficiently

managed and conducted within the framework, resources and timescales agreed by the Board.

4. Secure and manage various funding streams to achieve greater sustainability and expansion of CoWL's services.

Key Tasks / Job Activities:

Strategic and public relationships

- Manage perceptions and ensure effective participation in West Lothian Health & Social Care Partnership, Community Planning structures.
- Facilitate links between CoWL, national carer and disability organisations, the third and private sector, and other organisations on matters affecting service users.
- Promote service users' issues through involvement in various strategic level groups locally and nationally.
- Promote and encourage multi-agency working and partnerships with third sector, private and statutory bodies in the provision of our services.
- Promote CoWL as a focal point in West Lothian for all issues affecting service users and encourage opportunities for service users to make their views heard on local and national policies and decisions that affect them, through groups such as our Carers Voice Group and Disability Steering Group.
- Ensure awareness of current and changing legislation as it impacts service users.
- Ensure a consistently good public image by managing media relations and leading an active and inclusive communications strategy.

Strategic and operational planning

- In consultation with the Board, staff, service users, volunteers and other stakeholders, develop an effective strategy to reflect changing needs and increasing demand, ensuring that CoWL's strategy links with the local policy and strategic context.
- Develop an innovative and imaginative approach to the changing needs and challenges that will arise from the ongoing development of CoWL and its services, and the changing priorities set by the local Health and Social Care Partnership and the Scottish Government.
- Consult with stakeholders to inform development of strategies and ensure effective reporting against strategic priorities and outcomes required by funders of the core contract, project funders and other key stakeholders.
- Advise the Board on strategic developments and opportunities. Produce plans and documents in accordance with the aims and objectives of the organisation.
- Ensure the reports provided by our CRM, Salesforce, effectively report achievement of operational objectives linked to our strategic priorities.
- Support the Board to ensure that the organisation is legally compliant and operating to best practice.
- Consult and liaise with the Board reporting on key aspects relating to the organisation.
- Prepare regular progress reports to the appropriate Committee and Board meetings.
- Advise and work with the Board to develop a strong Governance Framework and in formulating and reviewing policy. Work with the Senior Management Team to

effectively reviews the organisation's procedures.

Management responsibilities

- Overall responsibility for the management and development of CoWL in pursuit of the purpose, vision and strategic priorities of the organisation.
- Manage the delivery and development of the organisation's services.
- Ensure that our key approaches and enablers are regularly reviewed and quality assurance given to the Board to ensure we are aligning with our organisation's purpose.
- Ensure that services are delivered to a high standard and are monitored and evaluated to meet the needs of stakeholders, including service users, partners and funders.
- Identify, assess, review and manage risks using our Risk Register.
- Ensure that the highest standards exist for good health and safety practices within CoWL.
- Carry out the duties of the post with due regard to equalities, diversity and inclusion, the General Data Protection Regulations (GDPR), the Data Protection Act and the Freedom of Information Act.

Financial management

- Review and ensure compliance of accounting requirements through the production of the day to day, monthly, quarterly and annual accounts. Ensure that all financial and non-financial reporting requirements are met on a timely and regular basis.
- Working with the Senior Administrator, set budgets, ensuring effective management of budgets, including control and authorisation of all expenditure and monies relating to projects managed by CoWL as well as monies disbursed by COWL in the form of grants.
- Delegate and monitor project budgets to the senior management team and/or development workers.
- Work with the Senior Administrator and Treasurer, to oversee production of quarterly management accounts.
- Liaise with the Auditor to produce audited accounts for presentation at the AGM.

Funding

- Prepare for and respond to Tenders for the Core Contract with West Lothian Health & Social Care Partnership, through Public Contracts Scotland (PCS)
- Manage the relationship with our West Lothian Health & Social Care Partnership Link Officer, reporting and reviewing the delivery of our Core Contract.
- Plan, prepare and implement the organisation's funding strategy and identify a range of funding sources.
- Work with the Funding Officer to source and prepare major funding applications to a range of funders. Oversee and work with, the Funding Officer in securing all other project funding.
- Work with the Senior Management Team to ensure the effective management of organisational and project budgets. Liaise with and provide reports to funders as required.

Staff management

- Provide leadership, direction and motivation for all staff.
- Ensure that the recruitment, training, wellbeing support and deployment of staff and volunteers is effectively managed and developed.
- Oversee the management of all staff through line managers reporting directly to the CEO.
- Organise and chair regular staff meetings and lead management of internal communications through use of MS Teams.
- Prioritise and manage staff wellbeing through a number of initiatives.

Management of volunteers

- Work with the Volunteer Coordinator to recruit, manage and support volunteers into a variety of volunteer roles to build the volunteer team.
- Work with the Volunteer Coordinator to put in place procedures and structures to meet the requirements of Investing in Volunteers.

Quality management

- COWL is a “Qualified by EFQM” organisation; the CEO should maintain and embed a culture of excellence within the organisation, aligned with the EFQM framework.
- Ensure the learnings from the EFQM assessment in 2023 are actioned to encourage continuous improvement in all aspects of the business.

Working with the Board

- Prepare the agenda, papers and take Minutes and Action Logs at Board and Committee meetings.
- Work with the Chair to ensure compliance with the Governance Framework, reviewing this annually, ensuring annual review of policies by the Board and Committees.
- Organise annual strategy review session with Board and all staff.
- Support board development by ensuring effective induction process for new trustees and ongoing opportunities for board recruitment and training.
- Act as the main point of contact between the Board and staff team, organising opportunities to build a strong team.

Other

- Carers of West Lothian reserves the right to vary or amend the duties and responsibilities of the post at any time according to the needs of the organisation’s business.

Staff Development

There will be a comprehensive induction programme with Carers of West Lothian during the first four weeks in post. Training for further professional development may be provided if appropriate.

Criminal Record Disclosure

The post entails working with vulnerable people. Carers of West Lothian will request a Disclosure Scotland check prior to a formal offer of employment being made.

Conditions of Service:

35 hours per week Monday to Friday between the hours of 9 am to 5 pm – the post holder will be expected to adopt flexible working practices to suit the demands of the post. Evening or weekend work will be required for which time off in lieu will be awarded, in agreement with the line manager.

Annual Holidays:

25 days annual leave per annum. 5 enhanced annual leave days in lieu of public holidays plus 7 public holiday days per year.

Management Accountability:

The post-holder will be accountable to the Board through the Chair (or nominated Board member) and will receive regular supervision and yearly job appraisals. The frequency of the supervision meetings will be monthly, bi-monthly, or quarterly as appropriate, and will take account of length of service, whether any development or change is in process, and individual preference.

Equal Opportunities:

Carers of West Lothian is an Equal Opportunities organisation and are committed to being an Equal Opportunities Employer.

Pension:

Carers of West Lothian will pay a contribution up to 6% of base salary to the pension scheme provided this is matched by the employee contribution. The employee contribution must be a minimum of 3%. You can choose to opt out of this pension scheme by notifying Carers of West Lothian in writing.

Notice of Termination:

Your employment is subject to a probationary period of 6 months during which your contract may be terminated by one week's notice in writing by either side. After the probation period is completed, we will be required to give you or you will be required to give us, 3 months' notice of termination.

Union:

Carers of West Lothian will recognise the right of employees to join an appropriate Trade Union.

Travel:

Some travel within West Lothian and beyond is required. Therefore, the post holder is expected to provide his or her own transport. A current driving licence and insurance covering the use of

the vehicle for work purposes must be held. On occasions when you use your own car the mileage rate agreed by the Board will apply.

Person Specification

Essential skills, knowledge and experience required for the post:

CRITERIA	ESSENTIAL/ DESIRABLE
<p>Qualifications</p> <p>Degree, or significant relevant experience may compensate</p> <p>Business management qualification</p>	<p>Essential</p> <p>Desirable</p>
<p>Proven Experience</p> <p>Significant senior experience in a charity, or commercial organisation</p> <p>Strong leadership style with experience in successfully managing people and communicating organisational change</p> <p>Robust knowledge of charity governance, policies and statutory reporting requirements</p> <p>Significant experience and track record in developing and successfully delivering business plans and strategies</p> <p>Experience of working closely with Boards of Trustees, advising and guiding robust decision making</p> <p>Experience of financial management including forecasting, budget setting and monitoring income and expenditure</p> <p>Experience of risk strategy and management in a charity, not for profit setting</p> <p>Experience of developing a quality assurance scheme in the third sector</p> <p>Experience of representing an organisation at a senior level with key stakeholders including high profile funders</p> <p>Experience of working within, or closely with, third sector organisation and the statutory sector – health, social care and</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Knowledge, skills & abilities</p> <p>Excellent knowledge of the rights of carers and disabled people</p> <p>Excellent knowledge of legislation that impacts on our service</p>	<p>Essential</p> <p>Essential</p>

users	
Excellent communication, interpersonal, support and influencing skills	Essential
Excellent financial skills in preparation and control of budgets	Essential
Excellent organisational skills and ability to prioritise multiple tasks, working independently	Essential
Ability to formulate strategies and policies, and create new approaches in what may be challenging situations	Essential
Project development and management	Essential
Sound understanding of human rights legislation and EDI agenda, tailored to CoWL's diverse stakeholders with proven ability to integrate initiatives strategically for inclusive practices	Desirable
Excellent IT skills with ability to prepare reports in Word, spreadsheets in Excel and Power Point	Essential
Full driving license	Essential
Clean driving license	Desirable
Other attributes	
Strong team player	Essential
Able to work under own initiative	Essential
Confidential, tactful and diplomatic	Essential
Committed to working within the organisation's agreed values	Essential
Demonstrated leadership qualities	Essential