

# JOB DESCRIPTION:

**DEPUTY CHIEF OFFICER**

**Full time: 36.5 hours/week (inclusive of one hour/week volunteering of choice)**

**Salary: £38,000 pa**

**Responsible to:** Chief Officer & Board of Directors/ Board of Trustees

**Position:** Permanent post and is subject to a 6-month probationary period. Evening and weekend working outside of the regular working pattern is expected to fulfil the duties of the role. CTSI operates a TOIL system.

**Normal place of work:** CTSI Office, 27 High Street, Alloa with some hybrid/homeworking.

**Regulation:** Candidate will be required to be a member of the PVG scheme due to supervising staff carrying out regulated work.

**Flexible working:** Consideration of requests for flexibility within this role that could include alternative working patterns, part-time working and job-share.

**Holidays:** 33 days annually, including public holidays (with mandatory shut down period over Christmas and New Year) with an additional uplift of one day a year up to 38 days in total. Other staff benefits include a contributory salary sacrifice pension scheme and life insurance, as well as enhanced family leave policies.

**Job Summary:**

Third Sector Interfaces (TSIs) provide a single point of access for support, advice and engagement for the third sector within local each authority area for charities, voluntary and community groups, social enterprises and community benefit societies/cooperatives and volunteering.

The role of the Deputy Chief Officer (DCO), working with the Chief Officer (CO) of CTSI is to follow the Scottish Government’s (SG) TSI Outcome Framework, contributing to SG’s strategies on the National Performance Framework, Social Enterprise Strategy and Volunteering for All Outcomes Framework. Together with the Board of Directors the DCO and CO will help shape and implement the strategic plan for enhancing the third sector and volunteering in Clackmannanshire. This involves enhancing the sector's voice, promoting collaboration, and ensuring effective partnership engagement. The CO and the DCO will work together and be responsible for reporting on contributory activities and will work with the CTSI Board to ensure that the Board of Trustees formulate and regularly review the organisation’s mission and strategic plan, ensure monitoring of annual plans and targets, and that they contribute to SG’s strategic objectives.

**Background**

Clackmannanshire Third Sector Interface (CTSI) is a ‘single door’ TSI for the local authority area providing support to around 200 third sector member organisations in Clackmannanshire including charities, development trusts, community and voluntary groups, and social enterprises/ community benefit societies.

CTSI is also responsible for promoting volunteering and supporting voluntary leadership. Over the last six years the organisation has delivered strategic plans that align with significant changes and policy direction from Scottish Government including community empowerment, community wealth building, care closer to home and the development of a Wellbeing Economy. CTSI works closely with public sector partners and also the business community to achieve these outcomes.

CTSI has now a new strategic plan – a *Volunteering Approach to a Wellbeing Economy* which will meet the outcomes set out by Scottish Government and the Volunteering for All – National Outcomes Framework and aligns with the new Wellbeing Economy LOIP for Clackmannanshire. The plan aims to achieve our outcomes through a fresh lens which is to continue to support and promote greater volunteering and skill up the voluntary leadership of our local organisations to ensure future resilience and success for the sector. In addition, we continue to promote health through volunteering; tackling inequalities; supporting partnership building and community wealth building and celebrating success, as well as providing a strong voice to the sector.

**Job Outline**

The DCO will:

* provide leadership and management of colleagues, programmes and resources in the implementation of CTSI’s strategic and operational plans.
* provide a strategic leadership role in ensuring strong partnerships with statutory stakeholders and other key stakeholder partners, especially working within community planning structures to promote the value of the third sector in delivering change.
* the DCO will have a key role in driving co-production of service redesign across community planning areas like whole family support, local employability provision and community empowerment and oversee data management and evaluation processes.
* overall responsibility for a small team who provide support and coverage to the membership of CTSI, working at all levels covering areas like new startups, governance and health checks, monitoring, training, funding, and business planning for example.
* strengthen the voice of the local third sector through network building and facilitation, ensuring a unified and influential presence that is respected and receives attention from decision makers.
* work collaboratively with third sector organisations in Clackmannanshire, promoting their collective interests at national and local authority levels.
* represent the interests of the third sector and advocate for the conditions where the third sector can thrive using an evidenced-led approach from data sources and member feedback.
* working with the CO to support the governance and compliance of CTSI, including but not limited to the membership process, health and safety compliance, HR, financial management and compliance with Company and Charity law and the governing document. Prepare policies, papers and reports where required for the Board.
* embed culturally, practically and professionally the organisational values of the TSI; and perhaps most importantly of all, promote an organisation that is learning and improving.
* assist with the financial management and risk management of CTSI and deputise for the CO when required at board meetings and more widely.

**Service delivery:**

The post holder will provide input on a wide range of third sector related issues and must, therefore, understand third sector providers and conditions, ideally within the Clackmannanshire area, their range and unique challenges.

The TSI’s role is complex, supporting people and the general sector as well as member organisations on a day-to-day basis. Supporting across all policy areas and membership groups, the DCO must understand both the local and national context. This will include an understanding of the needs and priorities of the local population, its geography and demographics. An understanding of the infrastructure support to local third sector organisations from both statutory and other third sector agencies is important; including the extent to which the third sector is recognised, valued and involved in planning and delivery of services especially in communities – therefore the strengthening of partnerships is critical.

**Staff Management:**

Help and support team members working within CTSI to ensure they are managed in accordance with the appropriate policies and procedures, employee governance frameworks and the application of health and safety, equal opportunities and non-discriminatory policies and practices. Encourage a culture of positive internal engagement with team members. The DCO will be expected to carry out other duties and activities as may reasonably be required to support colleagues in achieving shared goals, including where required our new work within the Centre for Collaboration in Community Connectedness (C4), in partnership with the University of Stirling and across the four nations.

Work to support a growing team delivering diverse services at times and actively engage in wider staff and team development sessions to achieve that. Ensure arrangements are in place to promote and support the continuing professional and personal development of team members by ensuring that effective performance management systems are in place, which provide development opportunities, enhance performance motivation, and facilitate skill utilisation and flexibility. The vision is to maximise the capability and capacity of all staff.

**Challenges**

The post holder will be required to work with diverse, third sector bodies, differing priorities, different levels of expertise, different governance and accountability arrangements and be able to deal with statutory bodies and their priorities. The post holder will also need to demonstrate determination and highly-developed diplomatic/political relationship management skills due to the complex environment and range of stakeholders involved in some of the work.

**CRITERIA**

**Education and / or professional qualifications**

* Educated to degree level or equivalent relevant experience
* Evidence of continuing, relevant, professional and personal development
* Ideally a Management Qualification

**Experience**

* Senior leadership and management experience within organisations in the public, voluntary or care sectors.
* Experience of partnership working and delivering outcomes with public sector agencies, voluntary and/or private sector and an understanding of community planning. Some experience of financial and risk management is advantageous.
* Experience of communicating complex issues effectively to a wide group of stakeholders, operating effectively within challenges
* Demonstrative track record of leading and delivering successful change or improvement programmes and projects.

**Knowledge, training and skills required to do the job**

* Ability to synthesise national and local policy and translate that in a relevant way for stakeholder action.
* Skills and knowledge of third sector structures and membership needs with willingness to skill up further and support team learning.
* Strong decision making skills with the ability to make decisions and recommendations based on the analysis of options.
* Strong persuasive, influencing and inter-personal skills.
* Able to think and act strategically in the forward planning.
* Leadership skills, including methods of influencing and motivating others to form positive relationships and build partnerships. Able to demonstrate sensitivity, integrity and sound ethical judgment.

**Any additional job-related requirements**

* The jobholder may be required to work flexibly to ensure that business needs are met.
* Hours of work will include evening and weekend working as required. Full driving licence and own transport, appropriately insured.
* Prepared to work with TSI Scotland Network and represent on issues for CTSI, the Network and sector if required.

**Personal Qualities (Competencies) that are essential at recruitment stage:**

* Demonstrates resilience and integrity and lead through challenging circumstances
* Actively promotes and delivers equality of opportunity to team members.
* Fosters good and effective partnership arrangements with a range of partners.
* Values others by delegating responsibility and demonstrating trust within agreed boundaries.
* Creates a culture where innovation and managed risk taking are encouraged.
* Highly developed negotiating skills over a wide range of issues.
* Articulate and perceptive.
* Acts with calmness and resilience under pressure and responds positively to challenge.
* Self-disciplined and able to work to strict deadlines.
* Accountable.
* Achieves Results.

**Person Specification**

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| --- | --- | --- | --- |
|  | Essential | Desirable | Evidenced |
| **Skills, abilities, attitudes** |  |  |  |
| Able to motivate people and networks to achieve goals. | x |  | Interview |
| Highly motivated and emotionally intelligent manager, with senior leadership potential with sound judgement under pressure and strong problem-solving skills. | x |  | Application:  Interview |
| Personal alignment with the vision and values of CTSI and an evidenced commitment to diversity, equality and inclusion in the workplace. | x |  | Interview |
| Excellent communication and interpersonal skills with a broad range of people, using both oral and written skills. | x |  | Application: Interview |
| Excellent organisation and planning skills, for individual and team workload and deadlines. | x |  | Interview |
| Strong skills in digital collaboration tools such as Teams, and Office 365 packages. | x |  | Application |
| **Experience** |  |  |  |
| Experience in leadership and management- preferably within a third sector organisation. | x |  | Application |
| Experience of designing, monitoring and evaluating operational plans that contribute towards long term goals. | x |  | Application: Interview |
| Experience and ability to build effective and influential relationships with key partners, stakeholders and colleagues. | x |  | Application: Interview |
| Significant experience leading, developing and performance managing staff towards individual and shared goals. | x |  | Application: Interview |
| Experienced in managing grants, contracts and service level agreements. |  | x | Application |
| Some experience in working with and managing budgets and financial reporting, including an understanding of charity accounts. | x |  | Application |
| Experience working in shared governance with partners (for example through community planning partnerships, health and social care integration, or partnerships between organisations in the public/ private/ third sector.) |  | x | Application: Interview |
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| **Knowledge and Qualifications** |  |  |  |
| Educated to SCQF Level 9 (Ordinary degree) or equivalent experience. | x |  | Application |
| Management qualification or equivalent professional development. |  | x | Application |
| Knowledge of the third sector landscape including volunteering and social enterprise. | x |  | Application: Interview |
| Knowledge and understanding of local and national policy issues affecting the third sector. | x |  | Application |
| Knowledge of legislation and good practice relevant to charity and company governance, management of staff and facilities. |  | x | Application |