

**CHIEF EXECUTIVE OFFICER**

Dear Applicant,

Thank you for your interest in the position of Chief Executive Officer at Switchboard in Brighton and Hove.

Next year we will be celebrating our 45th year and this landmark makes Switchboard the longest-running LGBT organisation in Brighton and Hove so this an important and exciting time to be joining the charity. Switchboard is in a solid position and we have an effective governance structure in place, a strong vision in place, clearly defined values and a strategy for the future.

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations. Switchboard dedicated staff team run a number of services that offer information and support, befriending and social prescribing for LGBTQ communities and the services include:- our volunteer-run helpline, older people’s project, health and inclusion project, disabled people’s project, Rainbow Dementia Café, trans link project and a trans survivors helpline.

We are now looking to recruit a new CEO to continue to develop the organisation in line with our strategy. We are in challenging times, demands for services are increasing and all forecasts indicate this will continue, public sector funds are continuingly under pressure so need to diversify our income is a must. There are greater pressures for organisations to evidence impact, outcomes and value for money. Our new Chief Executive Officer will embrace these challenges and use their senior leadership skills and strategic vision to lead the organisation forward.

For a relatively small organisation like Switchboard, we are looking for a strong all-rounder who has a broad skill base and is able to manage both strategically and operationally. You would be working with trustees, staff, volunteers, partners and stakeholders to build a resilient and sustainable organisation that is responsive to the needs of our service users and the local LGBTQ community. Key to this would be your fundraising and income generation skills and track record, we have some challenging income generation targets and we need a confident leader to help achieve them.

The successful applicant will have a unique and exciting opportunity to help continue the legacy that Switchboard has on LGBTQ individuals and communities in Brighton and Hove.

If you are interested in applying, **please send a CV, with a covering letter highlighting your skills and experience against the person specification (no more than 3 sides of A4) and completed Equalities and Diversity Monitoring Form to daniel.cheesman@switchboard.org.uk by Monday 4th March 2019 by midday. You should note that CVs received without a covering letter will not be considered.** Please also complete and return the equalities Monitoring Form, and for our information we would be grateful if you could let us know in your covering letter where you heard about this vacancy.

For your information, interviews for this post will be held on Tuesday 12th March 2019

If you would like to speak to further about this role, please contact me at [dawn.draper@switchboard.org.uk](mailto:dawn.draper@switchboard.org.uk)

With best wishes,

Dawn Draper, Chair of Trustees



**Job Description**

Title: Chief Executive Officer

Reports to: Chair of Trustees

Remuneration: Up to £40,000 pa

Hours: 37 hours per week (proposals for substantial part-time hours would be considered)

Based: Brighton

Terms: Permanent position to be confirmed following a six month probationary period.

Annual leave: 25 days plus 8 days bank holidays (plus Christmas closure)

***Please note*** *- although there is some flexibility, the post is mainly office based. The post holder will also be required to work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. including some evening and weekends.*

**Job Purpose**

The CEO is responsible for providing strategic and operational leadership to Switchboard and will play a key role in income generation and delivering the vision, mission, values and strategic plan.

**Job Responsibilities**

1. **Planning and development**
   * With the Trustees develop, implement and monitor the strategic and operational plans.
   * Ensure the development of the organisation, its management, capabilities, infrastructure and services to reflect the strategy, and support the needs of the LGBTQ community we serve.
   * Translate organisational objectives and plans into team and individual work plans with clear, realistic targets.
   * Maintain an awareness of the operating environment, and assess how developments in legislation, social trends and local needs are likely to affect demand from service users and opportunities for service development.
2. **Fundraising** 
   * Develop the organisation's funding base by identifying potential funding opportunities consistent with the aims of the organisation and the operating environment, and apply for funding in accordance with a fundraising strategy as agreed by the Board of Trustees.
   * Negotiate and review all grants and service agreements in consultation with the Board of Trustees, ensuring that existing services are fully funded with timely, effective grant applications.
   * Maintain appropriate relations with funders, fulfilling all reporting requirements and ensuring compliance with contracts.
3. **Service delivery**
   * Develop the provision of high quality services to members of the LGBTQ community that are responsive and built around meeting the needs of service users.
   * Ensure the services operate in ways which make best possible use of the resources available, promoting collaboration and sharing of knowledge, and encouraging the use of new technologies in our delivery.
   * Ensure that each project is effectively managed, staffed, resourced and evaluated.
   * Develop and maintain common practices and systems for supervision, case recording, statistics, follow-up and quality control, to ensure that standards of service delivery are met.
4. **Governance**
   * Arrange and attend meetings of the Board of Trustees, including the annual general meeting and any special general meetings.
   * Advise and support the Board of Trustees on financial, staffing and service delivery issues and all other relevant legislation, e.g. company and charity law, health and safety, employment etc.
   * Report to the Board of Trustees on progress against the business plan and objectives.
   * Prepare and draft the organisation's annual report.
5. **Financial management**
   * Maintain day-to-day financial control of the budget as agreed by the Board of Trustees.
   * Ensure that all finances are properly administered and monitored and that appropriate financial regulations and controls are in place and in use at all times.
   * In conjunction with the Treasurer and Finance sub-committee:
     + - prepare and review detailed budgets for approval by the Board of Trustees.
       - make regular reports to the Board of Trustees on income, expenditure and any variations.
       - Oversee the correct preparation of accounts and financial statements.
   * Ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and any other initiatives.
   * Act as signatory and authorise expenditure up to limits agreed by Board of Trustees.
6. **Staff management**
   * Create a positive working environment in which equality and diversity are respected, dignity at work is upheld and staff are motivated to challenge themselves.
   * Ensure the effective performance management and development of all staff, through regular supervision sessions and the appraisal process.
   * Regularly evaluate staff learning and development needs, ensuring they are met in a timely basis.
   * Manage and review employment policies and procedures, including the recruitment, induction and staff development policies in conjunction with the Board of Trustees.
7. **Public relations and Communications**
   * Promote and protect the aims, principles, policies, interests and reputation of Switchboard both internally and externally, ensuring a positive profile at all times.
   * Ensure any research and campaigns follow appropriate systems and procedures.
   * Develop and oversee appropriate publicity through effective relations with the media and other community organisations, and through public speaking.
   * Develop effective relationships with authorities, agencies, organisations and individuals at local and national levels, including councillors, MPs, MEPs, statutory and non-statutory organisations.
8. **Additional Responsibilities**
   * Ensure there are effective administrative systems and complaints procedures in place.
   * Ensure that the services are adequately accommodated and equipped to ensure effective delivery, ensuring accessibility for all staff, volunteers, visitors and service users.
   * Act as health and safety officer to ensure that health and safety policies and procedures for staff, premises and equipment are agreed and maintained and comply with statutory requirements.
   * Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service.

**PERSON SPECIFICATION**

**CHIEF EXECUTIVE OFFICER**

**Please note:** you must ensure that you address as many of the elements of the person specification in your covering letter as possible, as these will form the basis of the shortlisting.

It is a genuine occupational requirement for this post that the person identifies and LGBTQ.

The successful applicant will be able to demonstrate most, if not all, of the following essential and desirable knowledge, skills and experience.

**Essential**

* Experience of working at a senior management or CEO level.
* Understanding of the voluntary sector and, in particular, knowledge of the environment in which the Switchboard operates.
* Strong leadership experience, including developing people and organisations.
* Strong financial management skills and experience.
* Proven ability to devise and implement strategic development and operational plans.
* Track record of successful income generation, through fundraising, commissioning and marketing activities.
* Proven ability to communicate effectively in person and in writing with individuals and with a wide variety of organisations, and to research and interpret complex information and produce clear verbal and written reports.
* Capability to influence external change and the ability to earn and maintain the trust of those people with whom the Switchboard deals, especially funding bodies, donors and other key stakeholders in the LGBTQ community.
* The ability to commit to and work within the aims, values, principles and policies of the Switchboard.
* Ability to create a positive working environment in which equality and diversity are respected, dignity at work is upheld and staff are empowered and motivated to do their best.
* A good up to date understanding of equality and diversity and its application to service delivery, business development and the recruitment and management of staff and volunteers.
* Understanding of the issues faced by members of the LGBTQ community.
* Understanding of managing ICT and office systems.

**Desirable**

* Track record in project management.
* Understanding of safeguarding issues and polices
* Proven ability and experience in managing change.
* Commitment to continuous professional development.



**ABOUT SWITCHBOARD**

**WHO WE ARE**

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

**Our vision** is for an inclusive and diverse society where all LGBTQ people can realise their own unique potential

**Our mission** as a charity run by and for LGBTQ people working to understand and respond to the needs of all LGBT communities. We do this by;

* **Listening,** to the needs, worries and concerns of individuals,
* **Informing**, individuals of what support is available and making the connections as well as informing policy makers about LGBTQ inequalities
* **Developing**, new services, only when we have established a gap and ideally in partnership with others.

**Our values** are that we are:

* **Supportive**
* **Friendly**
* **Inclusive**
* **Professional**
* **Passionate**

**OUR SERVICES**

**Our current services include:**

* **Helpline:** a supportive, non-judgemental, confidential space run by trained volunteers who listen, inform and support - via a telephone helpline service plus email and web chat support.
* **Trans Survivor’s Switchboard:**  a dedicated helpline supporting trans and/or non-binary people who have experienced sexual violence - the first helpline of its kind in the UK.
* **Older LGBTQ** **Project**: social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
* **Health & Inclusion Project (HIP):** engages the LGBTQ community in health and wellbeing issues, and gives them the opportunity to have a say about the issues that matter to them.
* **LGBTQ Disability Project**: creating safe, confidential spaces across the city for LGBTQ disabled people to meet monthly and socialise. We work with the group to prompt LGBTQ venues to become more disability-aware and inclusive.
* **Rainbow Café:** a regular meet-up for LGBTQ people living with dementia or concerned about memory loss.  Friends, loved ones and carers are welcome.
* **Trans Link Project:** a social prescribing project that aims to link trans and/or non-binary individuals into health and wellbeing activities across the City.

**HISTORY**

Switchboard was set up initially as a helpline and we took our first phone call in 1975. Over the years we have responded to the needs within LGBTQ community in Brighton and Hove and in 2001 become a registered charity. Next year we will be celebrating 45 years.

**STAFF TEAM**

Switchboard currently has a staff team made up of the following posts; the Chief Executive Officer, Engagement Officer (Health and Inclusion), Development Worker (Older People), Development Worker (Disabilities), Trans Link Coordinator, Finance and Admin Officer, Volunteer Coordinator and an Engagement & Communications Officer.

**VOLUNTEER TEAM**

Switchboard has a team of 30 volunteers. The volunteers run the helpline as well as support the running of the many Switchboard projects.

**BOARD OF TRUSTEES**

Switchboard is governed by a Board of Trustees, this consists of 8 elected Trustees, and is currently chaired by Dawn Draper.

More information about Switchboard, our strategy and latest accounts can be found on [www.switchboard.org.uk](http://www.switchboard.org.uk)

**GDPR AND OUR APPLICATION PROCESS**

**DATA YOU SHARE WITH US**

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

**WHO WILL SEE THE DATA**

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

**WILL WE SHARE YOUR DATA?**

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

**WHERE WE FIND CANDIATE DATA**

The only data that we would have about you is anything that you chose to share with us through your application form.

**HOW WILL WE PROCESS YOUR DATA**

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviews to look at. Any data that identifies you would be obmitted from any hard copies printed and all copies would be destroyed after the interview process.

**HOW LONG WILL WE KEEP YOUR DATA**

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

**YOUR RIGHTS**

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

**HOW WE PROTECT YOUR DATA**

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>