



switchboard



connecting you to LGBTQ+ support

Job Pack

**Chief
Executive
Officer**

October 2023



Welcome

Thank you for your interest in becoming our next Chief Executive Officer (CEO). Established in 1975, Switchboard is an LGBTQ+ charity serving a diverse range of communities across Sussex.

While we are best known for our helpline, our 10 award-winning projects & services range from dementia to domestic abuse. Since the pandemic we've grown exponentially. We've seen the transformative impact of our work on the lives of thousands of individuals each year, but there's so much more to do.

We're looking for a new Chief Executive to lead us through another exciting period of growth and consolidation as we support more people across Sussex than ever before. We're looking for an inclusive & adaptable leader who shares our values and matches our ambition to make Sussex the best place in the UK for LGBTQ+ people to live.

If you are experienced at leading and inspiring teams to success, have a strong track record in securing new income streams, & have engaged with a wide range of stakeholders including, of course, communities themselves - we would love to hear from you.

As our new CEO, you will be joining Switchboard at a pivotal time. We have made good progress implementing our 'Joy & Justice' strategy & developed new ways of supporting LGBTQ people holistically. Alongside this, we have grown our income, extended our reach & are supporting more people than ever before. This strategy also has a specific focus on intersectional inclusion - in particular anti-racism and TNBI inclusion.

You will have the opportunity to lead a small, high performing & committed team while also benefitting from working with an experienced Board of Trustees. The willingness to be hands on whilst keeping a strategic outlook will be vital so that we can reach every LGBTQ+ person who needs us today & in the future.

Simon Dowe, Chair of Trustees



Job Description

Job title: Chief Executive

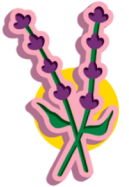
Salary: £50 - 60k per annum FTE **Hours:** 37.5 hours per week

Reports to: Chair of Trustees and Board

As CEO you'll be responsible for implementing Switchboard's vision & strategy by leading & managing the charity's operations. You'll be a public face & spokesperson for the organisation, responsible for strengthening our profile as the leading local voice on issues relating to LGBTQ+ communities. You'll build on our solid financial foundation by developing new funding sources inspired by our mission. Day to day you'll lead & grow our team of 15 staff.

Key Responsibilities:

- Work with the Trustees to deliver & further develop Switchboard's strategic plan
- Continue to ensure the financial health of the organisation while increasing Switchboard's annual turnover, reserves & unrestricted funds substantially by fine-tuning & implementing our fundraising strategy
- Sustain & strengthen Switchboard's position as a leading voice in Sussex & represent Switchboard at events & in the media
- Identify, build & maintain strategic partnerships in the public, private & third sector which will further our work to improve LGBTQ lives in Sussex
- Maintain the high quality of delivery that Switchboard are known for while fostering a culture of trust, innovation and action
- Engage and develop the management team to ensure we are a connected, effective & safe organisation at every level
- Attend, support & answer to the Board of Trustees at quarterly meetings
- Oversee all operational activities and monitoring & reporting to the Board on performance against objectives
- Continue to build trust, credibility & relationships with the communities we serve through consultation, co-design and effective communications



Person Specification

Essential Criteria

Leadership and vision: Leading an organisation at a similar scale & complexity to Switchboard in the private, public or third sector & inspiring the performance of a diverse team

Strategic Planning: Developing and executing a strategic plan that guides Switchboard's sustained performance & increases impact over time

Financial Management: Sound financial management skills & oversight of budget, ensuring funds are used efficiently, & maintaining transparency and accountability

Legal and Regulatory Knowledge: Knowledge & application of the legal and regulatory aspects of the charity sector to ensure good governance, compliance & avoid legal issues

Cultural Competence: An understanding of intersectional inclusion, cultural differences & social justice/equity are essential for serving diverse LGBTQ+ communities & stakeholders

Service delivery and evaluation: Understanding how to design, implement, & evaluate a portfolio of services & initiatives to ensure they are achieving the intended impact

Stakeholder Relationship Management: Building & maintaining relationships with commissioners, funders, volunteers, the board of trustees, & other stakeholders

Crisis Management: Being able to navigate crises & challenges effectively, whether they be financial, reputational, or operational

Fundraising Skills: Ability to oversee the generation of secure sustainable income through various means, including grants, donations, partnerships & trading to ensure sustainable growth & performance

Partnership working: Establishing partnerships & collaborating with other organisations to expand Switchboards reach and impact

Values & Behaviours

A naturally collaborative approach to working

An adaptable & innovative approach to business planning & delivery

A clear commitment to Switchboard's vision, mission & values including anti-racist practice, trans inclusion & trauma-informed working.

A commitment to your own wellbeing, & ability to communicate your support & development needs

Values the balance between commercial service delivery & individual team member needs

ABOUT US

Originally set up as a helpline, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

BOLD

Bereavement, Older People and Dementia (BOLD) primarily serves people over 50 & includes a wide range of meet-ups, workshops, and support.

SOCIAL PRESCRIBING

Our social prescribing provision focuses on practical and holistic 1-to-1 support with a particular focus on TNBI communities and international newcomers to the city.

HEALTH & INCLUSION

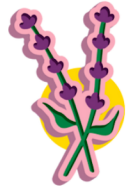
Our health & inclusion (HIP) project ensures we have an ongoing dialogue with communities through research and consultations, while driving systemic change through training, forming specialist partnerships and incubating new solutions.

DOMESTIC ABUSE

Our team of qualified specialist LGBTQ+ Independent Domestic Violence Advisors provide a busy 1 to 1 casework service as well as a range of groups for survivors.

HELPLINE

In its 48th year, our helpline is open 4 nights per week and acts as a single point of access for our many services, a source of valuable insight into the needs of the community, but primarily exists to provide a listening ear to any LGBTQ+ people who need to talk.





FOUNDED IN
1975

WE HAVE
AN INCREDIBLE
HISTORY

RIGHT NOW WE DELIVER

10
VITAL SERVICES

CHANGING LIVES
EVERY DAY

WE SERVE OVER

4000
PEOPLE

ACROSS SUSSEX

EVERY YEAR

DEMAND IS SET TO GROW BY

33%

IN THE NEXT

12 MONTHS

& OUR IMPACT IS UNDENIABLE

OUR BENEFITS



Flexi-time, hybrid & flexible working



29 days of paid leave (FTE) plus bank holidays



Staff Wellbeing Offer: local discounts, flu jabs, eye tests, regular external supervision, an employee assistance programme & a crisis fund.



City centre office location, with refreshments & snacks provided



Staff training budgets & personal growth goals



Regular socials and activities for staff & volunteers



HOW TO APPLY

Please send a CV & covering letter no longer than 2 pages, ensuring you address the essential criteria of the person specification on page 4.

Applications & informal enquiries should be sent by email to **louise@adastrahr.co.uk** with 'Switchboard Application' in the subject line.

The deadline for applications is:
11:59pm on November 19th 2023. We anticipate interviews will be on November 29th.

PLEASE NOTE:

We recognise that people of colour & people of faith are under-represented in our team. We actively encourage applications from people from these groups.

All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders & all LGBTQ sexual orientations.

All employees & ambassadors of Switchboard are expected to represent these values in their work.



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