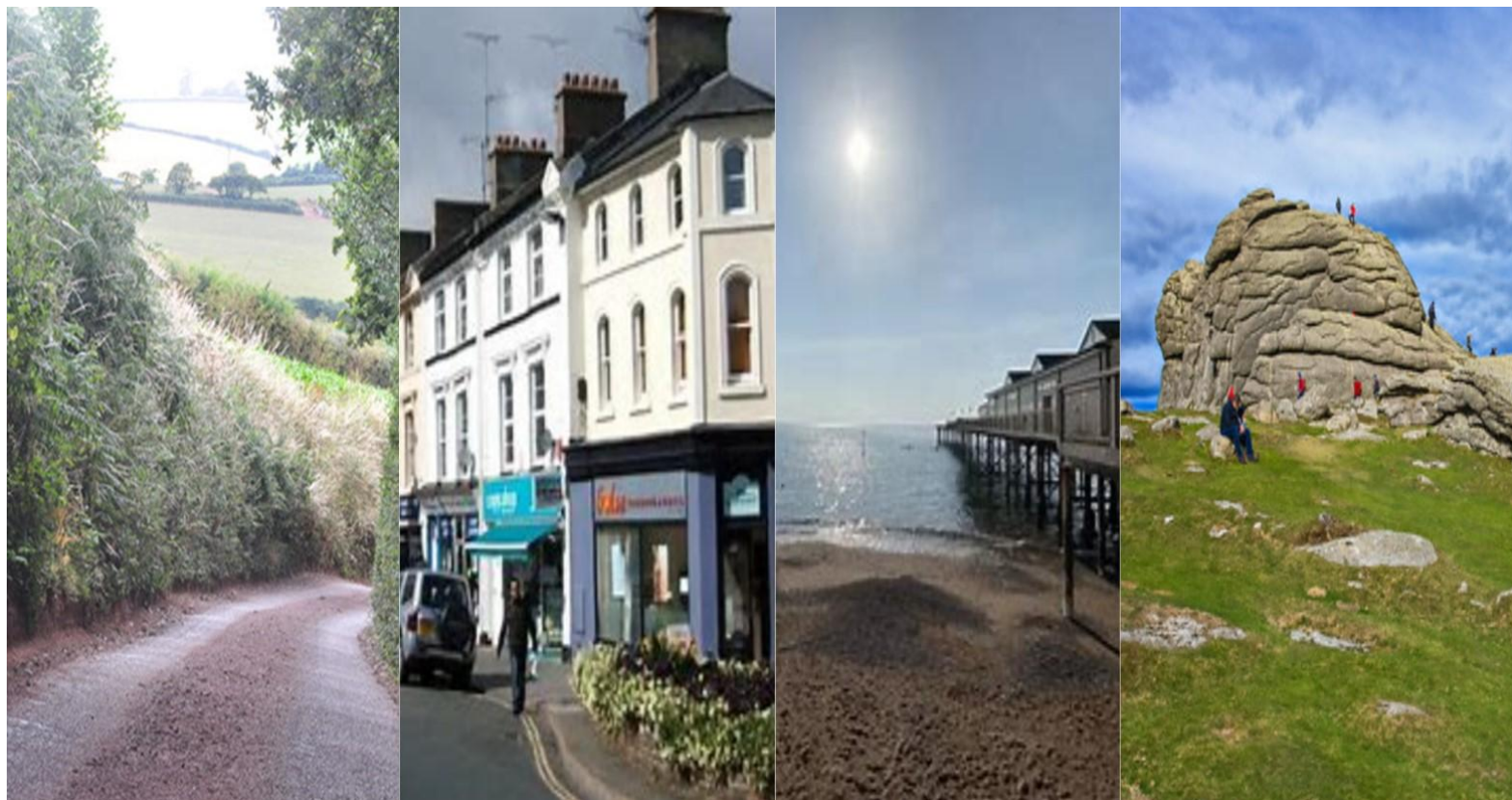




Chief Officer Recruitment Pack



Closing Date for Applications: 2pm, Tuesday 28th January 2025

Interview Date: Wednesday 19th February 2025

Contact: office@teigncvs.org.uk

www.teigncvs.org.uk

Teignbridge Community and Voluntary Services
Sherborne House, Kingsteignton Rd, Newton Abbot TQ12 2PF

Registered Charity No 1142744 Company Ltd by Guarantee No 07596402

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Welcome to Teignbridge CVS

Thank you for your interest in Teignbridge CVS

We are proud to be the infrastructure organisation in Teignbridge for the Voluntary, Community and Social Enterprise Sector (VCSE), providing high-quality services to give the sector stability, support and status to help it prosper.

Our current Chief Officer, Susan Wroe, is retiring in September 2025. We are therefore seeking an inspiring and empowering leader to steer us into our next phase.

This is a wide-ranging role which will require an agile leader, adept in relationship and people management and fearless in the furtherance of the aims and objectives of the VCSE sector in Teignbridge. We have a committed and experienced Board of Trustees who offer support, guidance and challenge to the Chief Officer.

This Recruitment Pack provides you with more information on the services we provide. It also includes the role description, application process and timelines.

If you feel that you are the right person to take us forward, we'd love to hear from you.

Best Wishes

Robert Bradshaw, Chair of Trustees



Who are Teignbridge Community & Voluntary Services (CVS)

Established in 1992 and registered with the Charity Commission as Teignbridge Council for Voluntary Services, we are the local Voluntary Sector infrastructure provider for the District of Teignbridge and, for much of our work, across wider South Devon. In 2011 we incorporated and changed our name to Teignbridge Community and Voluntary Services, shortened to Teignbridge CVS.

At Teignbridge CVS we support local charities, voluntary groups, and social enterprises in Teignbridge and South Devon to be pivotal to the building of strong, vibrant, caring communities. We work to empower local people and communities to come together and take collective action that provide solutions to meet common problems.

We also work with the NHS and Social Care Providers to deliver some projects that join up some of our staff teams with theirs. This provides a better offer of support across all the agencies to benefit some of our residents and patients who find themselves needing a little bit more of a wrap-around service.

We are committed to the strong relationships we have built across both the voluntary sector and wider public sector organisations and partnerships, some of which are listed in this pack; we work closely with our CVS colleagues across Devon in the Devon Voluntary Action (DeVA) partnership. We have a committed, motivated and experienced staff team of 17 governed by a Board of Trustees.



Our Vision

The People of Teignbridge live in, work in, and thrive in communities that are active, healthy, supported, inclusive and where everyone has the opportunity to become involved.

Our Values

Expertise

We place a high value on our expertise and are committed to preserving this, developing it through good working relations with partners and staff and volunteer development and are committed to transferring this knowledge to other voluntary groups.

Focus

We want to make an impact and will be strongly committed to being both effective and providing good quality services.

Adaptability

We value our willingness to change, learn and do things differently, responding to the needs of our customers and partners. We particularly value our commitment to continuously improving what we do.

Inclusiveness

We want all our stakeholders to experience us as a fair organisation that gives equitable treatment to our customers, employees and volunteers. Similarly, we particularly value voluntary activity that creates social inclusion and ends economic disadvantage.

Our Aims

1. To support Teignbridge in becoming the best place it can be to live by recognising and advocating for positive change and improvement.
2. To identify and, working collaboratively, meet delivery gaps to add value and contribute positively to local infrastructure through consistent, good services which achieve the best outcomes for people.
3. To ensure that Teignbridge CVS is thriving, is effective, is resourced and sustainable and meets the needs of our local communities.
4. To support people, groups and services to be responsive and to meet their own aims by supporting them to develop, by connecting them to others and helping them achieve their maximum potential and their voice to be heard.

Our Services and Projects

Leadership and advocacy:

We provide leadership in our community, strengthening our sector's voice and influence on key decision-makers and funders. We support and empower vulnerable and marginalised communities, working towards a more equal society.

Partnerships and collaborations:

We create opportunities for collaborative working by building networks and partnerships between local organisations and strategic partners. Through nurturing these relationships, communities are better equipped in both the development of ongoing projects and in times of crisis.

Capacity building:

We provide practical support to local voluntary and community organisations so that people and communities become more resilient and are able to flourish. We provide training, resources and advice to facilitate community development.

Volunteering:

Volunteering is integral to thriving communities; we encourage and nurture volunteering opportunities, so that people can build connections and work together to drive positive change on things they care about.

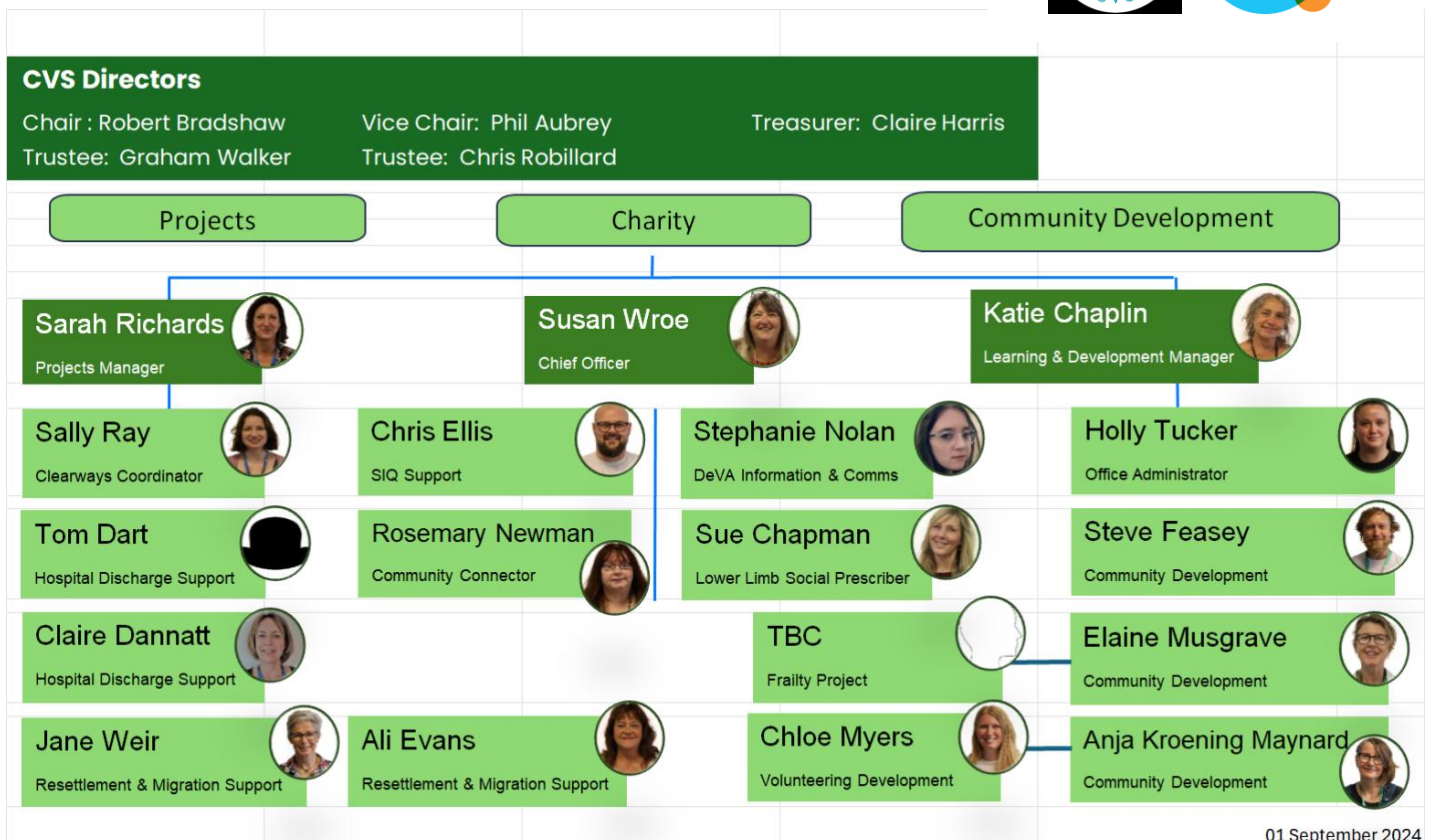
Partnerships and Networks

Partnership working, with public agencies including the NHS, our Local Authorities, our Community Safety Team and Voluntary, Community and Social enterprise (VCSE) organisations (and more) is key to how we work to reduce inequalities and improve the health and wellbeing for the communities of Teignbridge.

An example of the Partnerships that Teignbridge CVS staff teams prioritise include:

- **South Local Care Partnership (LCP);** health and care services with partner organisations improving services to help people and communities in the South locality live better lives.
- **South Population Health Management;** improving physical and mental health outcomes, promoting wellbeing and reducing health inequalities across Torbay and South Devon
- **Healthy Ageing Partnership:** Partnership Board working to improve health and care outcomes of people on frailty pathways.
- **South Devon and Dartmoor Community Safety Partnership;** working together to develop and implement strategies to protect local communities from crime and to help people feel safe, developing local approaches to deal with issues including anti-social behaviour, drug or alcohol abuse, domestic abuse and re-offending.
- **Devon Food Insecurity Hub:** looking at organisational landscape relating to food support and understand how food insecurity is experienced by Devon residents.
- **South Locality Partnership Children and Families;** forum for updating, networking sharing good practice between services and organisations supporting families in South Devon facilitated by Devon Children’s Services Team
- **Devon Voluntary Action;** a partnership of Voluntary Sector Infrastructure providers improving support offer across Devon.

Teignbridge CVS Team



01 September 2024

CHIEF OFFICER VACANCY

Context

Our current Chief Officer of 20 years is retiring at the end of September 2025. We are seeking a new inspiring and empowering Chief Officer to further increase the standing and reach of Teignbridge CVS and steer us into our next phase of development. This is a wide-ranging role which will require someone with a passion for the role of communities, adept in relationship and people management, bold and confident in the furtherance of the aims and objectives of the amazing VCSE in Teignbridge.

And the challenges

Teignbridge has a voluntary sector and community offer that is strong and vibrant, however, they have and will continue to face significant challenges beyond their funding needs.

These challenges include:

- The impact of continued austerity - including further cuts to local government and health budgets impacting service delivery
- The cost-of-living crisis and the impact on people within our communities and groups providing services.
- A primarily rural geography but including coastal towns and a large urban centre.
- The roll-out of more cuts to social security benefits (welfare reform)
- An area of low wage economy
- A recent change in Government and what their priorities might be moving forward.
- Changes and challenges in health and social care and the impact on those challenges to our voluntary sector providers
- The changing demographics for Teignbridge and wider Devon with an increasing older population
- The housing crisis - ensuring enough social and affordable housing for our residents.
- The growth of Newton Abbot and potential infrastructure gaps

Purpose

Provide leadership, direction and overall management to maximise delivery of Teignbridge CVS services, projects and its charitable aims and objectives. Ensure ongoing sustainability, growth and success of Teignbridge CVS.

Responsible to: Teignbridge CVS Chair of Trustees

Aims of the Role

1. To ensure that Teignbridge CVS delivers a broad spectrum of effective support, services and projects in line with its core aims and objectives.
2. To work with Trustees and staff team to develop new approaches to ensure sustainability for Teignbridge CVS including activities which generate income and collaborative working.
3. To ensure the performance and profile of Teignbridge CVS is maintained at the highest level.

Areas of responsibility

1. Strategic Direction and Leadership
2. Performance and Financial Management, Business Continuity
3. People and Culture Management
4. Governance
5. Relationship Management

Strategic Direction and Leadership

1. Lead on strategic development and planning for the organisation, with the Board, ensuring ongoing business development and strategic positioning and shaping of Teignbridge CVS.
2. Identify and secure funding, income and other resources in support of strategic plans, financial targets and sustainability.
3. Collaborate and negotiate with commissioners, funders and other strategic partners across the relevant sectors, nurturing strategic partnerships, championing the VCSE Sector.
4. Represent Teignbridge CVS at a strategic level, making a significant contribution to its development.
5. Ensure strong fiscal management including financial planning, budgeting, reporting and audit in conjunction with the Board.
6. Establish and maintain awareness of external and internal influences on the direction of Teignbridge CVS.
7. Identify opportunities for growth and change and working with the Board of Trustees, review, assess and implement these accordingly.

Performance Management and Business Continuity

1. Lead the staff team on strategic planning and development of Teignbridge CVS. Oversee performance management of services/service delivery, ensuring effective monitoring and evaluation of work, in line with funder/commissioner requirements.
2. Maintain/implement appropriate quality management systems, including risk management, and key business and financial performance indicators.
3. Embed a culture of continuous improvement of services and engendering trust amongst all stakeholders, in line with the Teignbridge CVS aims and objectives.
4. Ensure effective income generation and funding strategies are in place to support Teignbridge CVS objectives and ensure its financial stability.
5. Ensure Risk Management and Business Continuity plans are embedded in the management and governance of Teignbridge CVS, ensuring risks are assessed, managed and reported with appropriate input from the key staff.
6. Lead, direct and manage staff teams to oversee effective delivery of services and projects.

People and Culture

1. Establish and maintain an ethos within Teignbridge CVS which is “people-centred” and features a strong commitment to its values.
2. Take responsibility for ensuring that Teignbridge CVS carries out its legal duties with regard to employment practice and health and safety.
3. Ensure appropriate policies and procedures are in place and are implemented, reviewed and revised to protect the interests of staff, volunteers, users, Board members and others.
4. Support and supervise (directly and indirectly) the work of paid staff and volunteers and ensure that all staff are properly trained and supported in their roles.
5. Ensure a positive people culture within Teignbridge CVS which reflects a commitment to equal opportunities, diversity, inclusion and wellbeing.

Governance

1. Facilitate effective governance, informing, advising and working with and on behalf of, the Board of Trustees.
2. Support and advise the Board of Trustees to enable them to carry out their legal and constitutional responsibilities as a Registered Charity, Company Limited by Guarantee and Employer.
3. Support the Board in their responsibility to ensure robust governance structures are in place for Teignbridge CVS and report to the Board on performance and direction in line with strategic objectives.
4. Enable effective and compliant governance through preparation of Board papers, agenda, reports and minutes in consultation with the Chair.
5. Provide Secretariat to the Board; ensure timely preparation of reports and budgets for Board approval, including annual reports, statutory accounts and statutory returns.
6. Oversee arrangements for Board Meetings.

Relationships, Positioning and Promotion

1. Ensure that the profile and reputation of Teignbridge CVS is maintained and developed through promotional activities and networking, and sustaining well-established links in a variety of arenas and with relevant partner organisations locally and, where relevant, further afield.
2. Promote Teignbridge CVS, its service users and the local VCSE Sector and volunteering to external stakeholders locally and, where relevant, further afield.
3. Establish and maintain awareness and an understanding of local and national policy decisions and agenda, as well as future developments that impact Teignbridge CVS.
4. Build strong and purposeful strategic relationships and alliances that benefit the local voluntary and community sector and the diverse communities they serve.
5. Deliver effective, timely, quality marketing and communications campaigns for Teignbridge CVS aimed at raising its profile and establishing its status as a lead organisation in its field locally.

Person Specification

Essential Experience, Skills and Knowledge

- Minimum 3 years in a senior strategic leadership level role in VCSE or related sector.
- Established experience of financial and risk management – substantial budget management experience and able to analyse risk and take decisions.
- Experience of leading an organisation through change and transformation across multiple functions and diverse stakeholders.
- Ability to grow and re-shape an organisation while retaining quality in core services.
- Experience of working with a range of agencies and in multi-agency settings
- Ability to work across all levels of the organisation.
- Proven track record of delivering bids, income generation and securing funding.
- Experience of working with a Board of Trustees and senior stakeholders on development, implementation and monitoring of the organisation strategy.
- Sound understanding of the VCSE Sector, its challenges and its external environment.
- Good understanding of charity governance and funding.
- Experience of working in a politically and culturally sensitive context, achieving effective partnerships.
- Experience of managing paid staff or volunteers

Desirable Experience, Skills and Knowledge

- A good understanding of the implications of working in a strengths-based way.
- Safeguarding experience.
- Understanding the specific local socio economic and political landscape.
- Evidence of significant continuing professional and personal development.
- Knowledge of the VCSE sector within the local area.
- Experience in media handling.

Personal Qualities

- A role-model who leads by example, with passion, vision and drive.
- Comfortable on a both strategic and operational level
- Skilled and diplomatic communicator.
- Emotional intelligence and initiative.
- Credible, acts with integrity, not afraid to demonstrate values led leadership.
- Politically astute, able to read situations and exercise sound judgement.
- Open, honest, transparent and flexible – willing to question “status quo”.
- Growth mind-set with high self-awareness.
- Change resilience – “positive” in change, calm, rational.
- Natural collaborator, influencer, alliance builder, networking.
- Committed to continuous improvement.
- Generous in sharing knowledge and skills and listening and valuing others’ experience.

Terms and Conditions for the Post

Salary Scale	Currently £38,000 - £40,000 FTE PA
Duration	Permanent
Pension Scheme	Teignbridge CVS provides 5% pension scheme.
Normal Hours of work	32 - 37 hours/week negotiable
Holiday Entitlement	5 weeks, 1 day plus public holidays pro rata for part time staff
Expenses	Expenses for journeys and other eligible activities carried out whilst on CVS Business will be paid in accordance with Teignbridge CVS' rates and within the budget allocated
Responsible to	CVS Trustee Board and Line Managed by CVS Chair of Trustees
Probationary Period	We anticipate a 4-month handover period with our current Chief Officer and a further 6-month probationary period

How to Apply

If the role interests you and you would like to apply please submit an application to us at office@teigncvs.org.uk by **2pm, Tuesday 28th January 2025**. Generic CVs will not be accepted.



Your application should tell us why you are interested in this new role and the skills and experience you are able to bring to the role. You should use Teignbridge CVS Application Form*. Please refer to our Person Specification which outlines the knowledge, skills and experience we consider key to the role.

Please also submit the equal opportunities form and personal details sheet; neither of these forms form a part of the shortlisting process.

Interviews will take place **Wednesday 19th February 2024**.

*Please contact CVS if you need a different format for your application.

An informal chat

Our current Chief Officer Sue Wroe is able to offer a pre-application, informal telephone or Teams call for potential applicants so they can talk through with her the organisation and role and bring the recruitment pack to life. Additionally, our Chair Robert Bradshaw is also able to offer a call. Please contact chiefexec@teigncvs.org.uk so that we can put some time aside.