



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

At 40 years of age, Switchboard is the longest-running LGBT organisation in Brighton and Hove. This is an important and exciting time to join Switchboard – we have an effective governance structure and a strong vision for the future, a dedicated staff team, and an exciting range of projects and services that includes our volunteer-run helpline, a highly valued counselling service, an important and valued older people's project, and a successful and effective Health Inclusion Project.

We are now looking to recruit a new CEO to move the organisation into its next phase of development. We are in challenging times – demands for services are increasing, public sector funds are being cut and there is a need to diversify income. There are greater pressures for organisations to evidence impact 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 and stakeholders to build a resilient and sustainable organisation that is responsive to the needs of our service users and the local LGBT 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 create a lasting legacy for the LGBT communities in Brighton and Hove and to make a real difference to people's lives. If you would like to speak to someone about this role, please contact me on the email address below.

If you are interested in applying, **please send a CV, with a covering letter (no more than 3 sides of A4) to [dawn.draper@switchboard.org.uk](mailto:dawn.draper@switchboard.org.uk) by Monday 14 November 2016 at 10am. 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 Wednesday 7 December 2016, with successful applicants progressing to second interview week on Wednesday 14 December 2016.

With best wishes,

Dermot Scully, Chair of Trustees  
[dermot.scully@switchboard.org.uk](mailto:dermot.scully@switchboard.org.uk)



JOB DESCRIPTION	CHIEF EXECUTIVE OFFICER
Reporting to	Chair of Trustees.
Salary	£35,000 to £40,000 p.a. (negotiable).
Hours of work	37.5 hours per week; proposals for substantial part-time hours will be considered.
Terms	Permanent position to be confirmed following six-month probationary period.

*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 the Brighton & Hove LGBT 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 LGBT 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 LGBT 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 the LGBT 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 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 as LGBT.

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, Director 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 LGBT 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 LGBT community.
- Understanding of managing ICT and office systems.

### **Desirable**

- Track record in project management.
- Proven ability and experience in managing change.
- Commitment to continuous professional development.



## MONITORING FORM – CHIEF EXECUTIVE OFFICER VACANCY

Please complete this form by answering the questions below. This information will assist us in monitoring service users in a confidential manner. This will enable us to gather useful information, target our services effectively, and meet the needs of our service users.

Date	
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### 1) What is your gender?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Genderqueer	<input type="checkbox"/>
Non-Binary	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>		

### 2) Do you identify with the gender you were assigned at birth?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Not all the time	<input type="checkbox"/>
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### 3) What is your ethnic group?

White - British	<input type="checkbox"/>	Asian or British Asian - Indian	<input type="checkbox"/>
White - Irish	<input type="checkbox"/>	Asian or British Asian - Chinese	<input type="checkbox"/>
White - Traveler of Irish Heritage	<input type="checkbox"/>		
White Other (Please specify)	<input type="checkbox"/>	Asian or British Asian – Other (Please specify)	<input type="checkbox"/>
Black or Black British – Caribbean	<input type="checkbox"/>	Mixed (Please specify)	<input type="checkbox"/>
Black or Black British – African	<input type="checkbox"/>		
Black or Black British – Other (Please specify)	<input type="checkbox"/>	Other (Please specify)	<input type="checkbox"/>

### 4) What is your sexual identity?

Lesbian	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Queer	<input type="checkbox"/>
Gay	<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>	Other	<input type="checkbox"/>

### 5) What is your age?

### 6) Do you consider yourself to have a disability?

No	<input type="checkbox"/>	Yes (please specify)	<input type="checkbox"/>	
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The current definition of disability under the disability discrimination act is: 'A person has a disability for the purpose of this act if he has a physical or mental impairment which has a substantial and long term adverse effect on his ability to carry out normal day to day activities.'