

Job Description: Deputy Chief Executive of *Changing Faces*

The role of the Deputy Chief Executive (DCEO)

Changing Faces is presently led by James Partridge, its Chief Executive (CEO), being accountable to its Board of Trustees on all strategic and operational matters. A Management Team of six Heads manages the charity's activities, reporting to and working with the CEO.

The recruitment of a Deputy Chief Executive will coincide with and facilitate the next step-change for the charity with the CEO looking to expand our activity beyond the UK.

The charity's management will provisionally be organised as follows:

Chief Executive	Ultimate responsibility to the Board of Trustees.
Chief Executive's Team	CEO's direct reports, responsible for leadership of teams and collectively ensuring integration and co-ordination of activity across the whole charity
Management Team	Heads of teams, responsible for ensuring agreed objectives of the Strategic Plan are implemented, and ensuring co-ordinated decision-making relating to Programmes of work across the charity

The proposed organisational structure is shown at Annex 1.

Deputy Chief Executive

The Deputy CEO's main responsibilities will be:

- 1. To devise, in conjunction with relevant Heads, the strategic direction and development of the charity's Caring, Catalyst and UK Network activities**
 - a. To develop strategy, and devise, plan and deliver objectives of the Caring and Catalyst Programmes
 - b. To provide line management to Heads of the Adult Service, Children and Young People's Service, Policy and Practice, and UK Network teams.
- 2. To support the CEO in the charity's external influence and activities**
 - a. To deputise for the CEO as required in external relations, policy influence and communications initiatives
 - b. To oversee and promote external relations, policy influence and communications activities which relate to the work of the Caring and Catalyst Programmes
 - c. To work effectively with the Head of Campaigns and Communications on all relevant issues.
- 3. To lead the charity's fundraising in the UK**
 - a. To develop and implement a fundraising strategy to fund the UK activities
 - b. To work closely with the CEO on all major donor relationships
 - c. To engage in networking and other activities to identify and build relationships with existing and potential donors in the UK
 - d. To manage the work of the UK Fundraising team in preparing appropriate and timely funding applications and acknowledgement and reporting to donors
 - e. To oversee public fund-raising activities including events and other initiatives.
- 4. To deputise when the CEO is away or as appropriate on all his responsibilities**

Deputy Chief Executive: Person Specification

We expect the Deputy CEO to be able to demonstrate:

Professional characteristics

Qualifications

Essential

- A degree or professional management qualification
- Evidence of ongoing personal and professional development

Knowledge and experience

Essential

- Proven success of working in senior management in the public, private or voluntary sector, including experience of deputising for a leader
- Significant experience of staff management and supervision, including experience of performance management
- Proven track record of effective engagement in external relations, policy influence and communications with senior players in a range of agencies, Government, health and social services, education and business
- Proven success of working in a strategic environment balancing long-term goals with immediate objectives, and in planning and development of organisations and services and the promotion of continuous improvement
- Proven track record in raising funds, in looking for and evaluating new sources, and the skills in developing and implementing a successful fund-raising strategy
- Working knowledge of Human Resources issues
- Up to date knowledge of issues facing the voluntary sector

Desirable

- Awareness of human rights, equality and inclusion issues as they affect people with disadvantages and disabilities and from minority communities
- Understanding of evaluation and applied research within a professional setting

Personal characteristics

Skills and abilities

Essential

- Ability to influence persuasively and engage effectively with a wide variety of external stakeholders, opinion formers and policy makers
- Flexibility to step into leadership role effectively, and to step back as necessary
- Excellent communication, presentation and interpersonal skills, written and oral, with people at all levels
- Proven capacity to build relationships and motivate people to give or raise money
- Effective team leader and a strong sense of the benefits of effective collaborative working
- Ability to manage and supervise staff, including facilitating personal development plans
- Proven ability to take the initiative and the responsibility for getting things done
- A creative approach to problem solving
- Willingness to travel out of London on a regular basis with occasional evening or weekend work (for which Time Off In Lieu is offered)
- Very proficient computer skills

Values

Essential

- Empathy with, and high level of commitment to, the ethos of *Changing Faces*
- High level of commitment to and understanding of Equal Opportunities and the ability to counter discrimination

Motivation

Desirable

- Personal, family or professional experience of disfigurement
- Ambitious, self-motivated and able to meet demanding timescales

Salary and terms of employment

The role is full-time, based at *Changing Faces*, The Squire Centre, 33-37 University Street, London WC1E 6JN. The remuneration will be competitive and is likely to be in the region of £55,000 - £60,000 per annum.

The employment will be based on: normal hours of work (37 hours basic) based in London, 25 days holiday, a pension contribution on completion of a probationary period of 6 months, and standard sickness and absence conditions.

The Chief Executive

Included for information, the future role of the Chief Executive is as follows:

The CEO will continue to have ultimate responsibility for the effective and sound governance of the whole charity. The CEO's main responsibilities will therefore be:

- 1. To ensure effective and sound governance, financial, personnel and operational management systems are in place**
 - a. To provide sufficient and timely information to the Board to enable it to fulfil its role in overseeing the overall good governance of the charity
 - b. To ensure that decisions of the Board are implemented
 - c. In conjunction with the Chairman, to ensure that there is effective two-way communication with stakeholders
 - d. To ensure the highest standards of corporate and ethical governance are maintained through the effective operation of Board sub-committees and advisory groups
 - e. To ensure effective operational management, personnel management and financial controls are in place and effective
 - f. To line manage the DCEO, Head of Campaigns and Communications, Head of Operational Support and Executive PA
 - g. To delegate parts of his authority at such times and for such periods as he sees fit.
- 2. To oversee the strategic direction and development of the charity's work**
 - a. To ensure that the Trustees have suitable opportunities to discuss and approve proposals for the strategic direction of the charity
 - b. To ensure effective and mutually supportive Chief Executive and Management Teams are in place
 - c. To oversee strategy, planning and delivery of all Programmes and teams
- 3. To lead the charity's external influence and activities**
 - a. To oversee, maintain and develop external relations with all relevant parties
 - b. To oversee policy influence at local, regional and national levels
- 4. To lead the charity's fundraising and project development beyond the UK**
 - a. To identify, build relationships with, apply to and report to existing and potential major donors
 - b. To develop and implement a strategy for funding activity beyond the UK.

ANNEX 1: The provisional new organisational structure

