

We are helping our client Age UK Doncaster to recruit a new...

Chief Executive Officer

- **Salary:** £55,000 - £65,000 depending on your experience
- **Contract:** Permanent
- **Location:** Doncaster (Hybrid)



**Application
deadline:**
6th November
2023

Are you someone who has:

- Experience leading a new contract that has multi-factorial input from other agencies
- Good working knowledge of statutory health & social care services and the role the charity sector plays working alongside these
- An understanding of networks within the charity sector
- An ability to manage the provision of services within budget, securing an organisation's position within a volatile market
- The ability to bring in some change

Who are we?

Age UK Doncaster is the leading local charity working with and for older people in Doncaster to make the most of later life. Our mission is to promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience.

We aim to take the fear out of ageing by empowering and supporting older people in Doncaster to live and age well. We do this by providing support and care in the home, social and wellbeing groups and activities, benefits checks and form-filling as well as general information, advice and signposting.

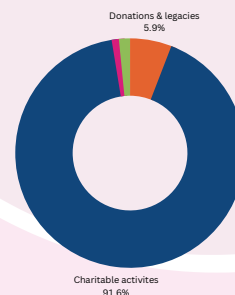
Our services can be found on our website:
<https://www.ageuk.org.uk/doncaster/our-services/>

Helping us deliver our services are our Employees, Volunteers and Trustees. The new CEO will become the new figurehead for Age UK Doncaster.

Our funding primarily comes from Government grants however has diversity as shown below.



7 Trustees
70 Employees
55 Volunteers



Total income includes £678,608 from 2 government contract(s) and £91,985 from 8 government grant(s)

Bhayani HR & Employment Law is an independent, specialist HR & employment law firm. The team helps charities to navigate the minefield of people management from recruitment to termination and are specialists in senior leadership recruitment.

Vision, Mission & Values

Our Vision

Doncaster is a better place to age.

Our Mission

To take the fear out of ageing by empowering and supporting older people in Doncaster to live and age well.

We are courageous

For you, we champion your right to lead a fulfilling life in older age and this underpins everything we do. For us, we embrace the challenge of a changing world, are committed to innovation and are resilient when things don't go our way.



Our Values



We are effective

For you, you can depend on us and that the work we do has the impact it is meant to have.

For us, we deliver quality services based on what works and what's needed.

We are respectful

For you, we see you as an individual, treating you with kindness and listening to your needs.

For us, we celebrate each person's contribution and behave in a supportive manner to one another.

Statement from the Chair of Trustees

Age UK Doncaster has been serving people and place for nearly 50 years in its mission to take the fear out of ageing by empowering and supporting older people to live and age well. As we approach our 50th anniversary year, the trustees are looking to recruit an experienced and values driven leader who epitomises our three values:

- We are courageous
- We are respectful
- We are effective

You will also be someone who can capitalise on recent success with the award of a contract that sees the biggest percentage growth in income for a decade. You will be able to seize this opportunity as leverage for future growth and development and, in particular, lead us to sustainable Real Living Wage accreditation.

The Trustees want Age UK Doncaster to be an exceptional employer of choice to ensure we are in the strongest of positions to be here to empower and support more older people now and in the future to live and age well.

The Trustees have a complementary range of skills and are always available to support the CEO. We are operationally 'hands off' but fully engaged in strategic development, supporting the CEO to develop the direction of the organisation. We also have high standards in terms of governance and financial management and the Board, and Finance and Audit Subcommittee, meet regularly to monitor these areas.

The Board will be looking for a candidate who will value Trustee input but not be afraid to challenge or be challenged. They will be invested in our organisational values and ambitious in taking the organisation forward. Above all they will maintain our high reputation within the local Health and Care community by ensuring our services are excellent and by developing positive networks.

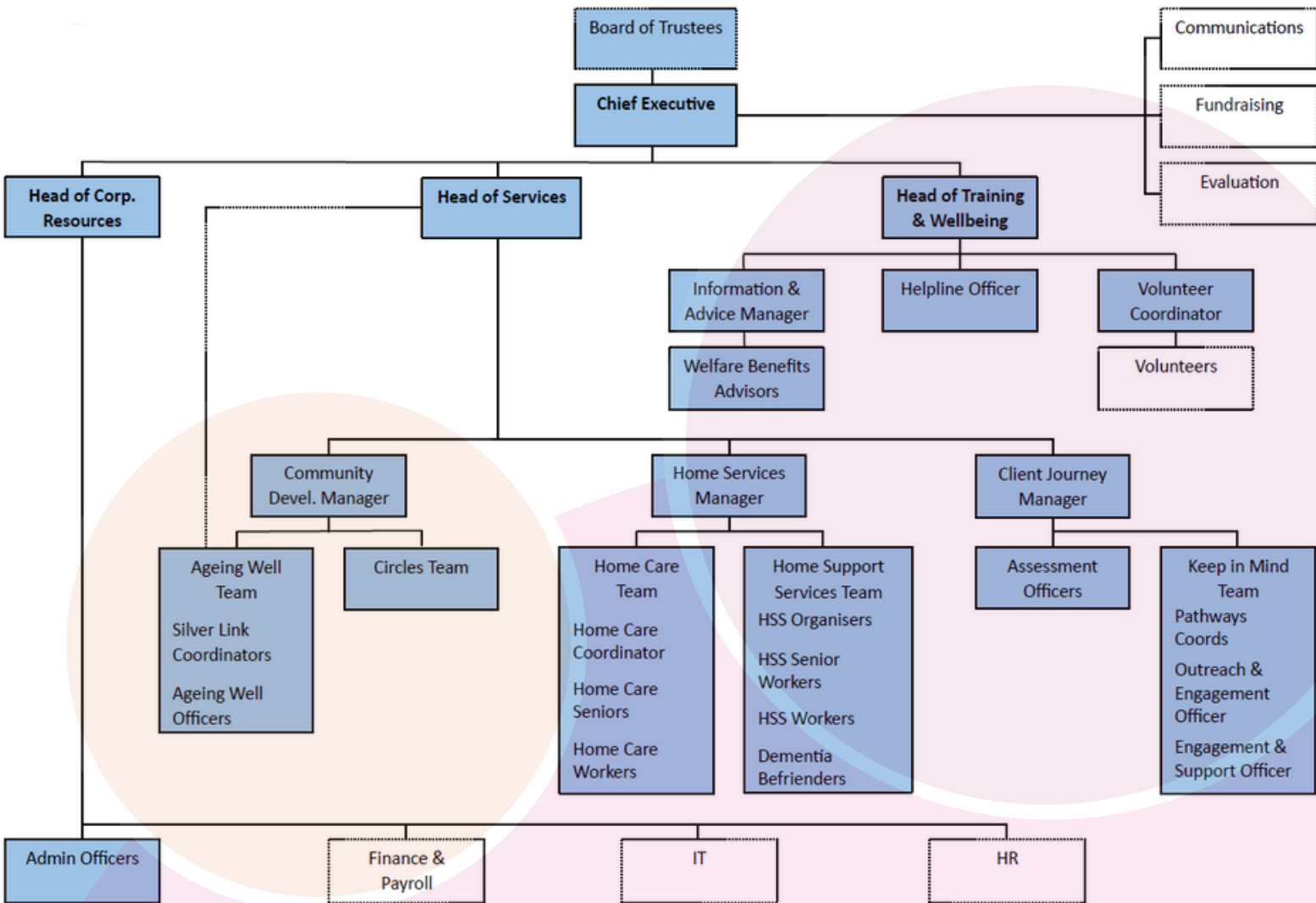
Candidates are welcome to contact me for an informal chat.

Lis Rodgers



Dr Lisbeth Rodgers
Lis.rodgers@ageukdoncaster.org.uk

Organisation Chart



Strategic Plan 2023-2026

Aims and Objectives

1 Working harder for clients and older people by:

- Empowering and supporting more older people.
 - Listening to older people and representing their views.
- Reaching the most marginalised.
 - Extending holistic wellbeing approaches.
- Working with other experts to achieve the best outcomes.

2 Investing in our people and resources by:

- Giving colleagues better ownership and decision-making powers.
- Improving retention and eliminating long-term vacancies.
 - Creating closer working between community and office staff.
- Overhauling systems for collecting information, communications and HR.

Values:

Courageous,
Respectful,
Effective

Mission:

To take the fear out of ageing by empowering and supporting older people in Doncaster to live and age well.

Principles:

Thorough, Inclusive,
Opportunity-seeking

3 Increasing financial security by:

- Growing services.
- Exploiting untapped income streams.
 - Nailing our grants and contract requirements.
 - Capturing impact better and consistently. Telling our stories better.
- Working in partnership to secure joint funding.

4 Ongoing sound governance by:

- Creating manageable KPIs.
- Reviewing KPIs and risk formally.
- Widening the voices we listen to and how we listen to them.
 - Improving the accessibility of financial information.
- Delivering and demonstrating Environmental & Social Governance.

The position

Hours of work: 37 hours per week - the post may involve some evening and weekend work.

Duration: Permanent

Location: Ten Pound Walk, Doncaster, DN4 5HX

Responsible to: The Chair and Board of Trustees

Responsible for: Staff, volunteers, and all resources

Job Purpose

- To provide operational and strategic leadership, in partnership with the Board of Trustees.
- To inform the Board of Trustees to set the strategic direction and jointly create a vision for success that you will communicate to staff, volunteers, and stakeholders.
- To inform and advise the Board of Trustees and implement all agreed decisions.
- To manage and develop AGE UK Doncaster in accordance with its policies, procedures and the decisions of the Board and all relevant legislation.
- To seek out new resources and opportunities to grow and develop the organisation for the benefit of older people in Doncaster.
- Ensure AGE UK Doncaster always complies with its legal obligations as a charitable company and employer.

The position

Key Responsibilities

1. Governance

- To support and advise the Trustee Board and to provide reports and financial information to enable them to fulfil their functions.
- To ensure that internal policies & and procedures are reviewed, updated, and implemented as necessary to meet legal and best practice guidance, making recommendations to the Trustee Board for changes when necessary.
- Undertake the role of Company Secretary, ensuring that AGE UK Doncaster complies with all relevant regulatory and legal requirements, including Companies House and the Charities Commission.
- As the Chief Executive of AGE UK Doncaster, to be Director of Casework and be involved in the strategic direction of this Organisation.

2. Leadership

- To provide strategic leadership to the staff and volunteer team to ensure the organisation meets its charitable objectives through the delivery of a range of high-quality services focusing on the needs of older people in Doncaster.

3. Strategic development, planning and monitoring

- To be responsible for the strategic development of AGE UK Doncaster on behalf of the Board of Trustees taking into consideration relevant internal and external factors and trends from the public, private and voluntary/community sector.

The position

Key Responsibilities

- Provide effective leadership, management, and direction for AGE UK Doncaster to achieve its strategic objectives, reporting regularly to the Board of Directors on progress and on the future developmental opportunities.
- To oversee and develop income generation from a wide range of sources to ensure the organisation is sustainable and can meet its obligations in a fast-changing world.
- To coordinate the business planning process and ensure both corporate and individual objectives are identified.
- To monitor, evaluate and report on performance, taking results into consideration in ongoing strategic and business planning.
- To ensure service improvement by identifying and managing opportunities for change proactively and positively.

4. Finance and resources management

- To ensure the organisation has sufficient human, material, technological and financial resources to deliver on contractual obligations and charitable objectives.
- To be accountable to the Trustee Board for the overall financial management and performance of the charity, including forward planning, budget setting, budget management and investment issues.
- Overall responsibility for the use and upkeep of premises and equipment in line with any leasing, tenancy, or ownership arrangements.

The position

Key Responsibilities

- Overall responsibility for major tender submissions, funding applications and other fundraising activities and for the negotiation of contracts and service level agreements with funders; oversight of routine funding applications and fundraising activities.

5. HR management staff development

- To lead the staff team and to foster good communications and a culture of team working throughout AGE UK Doncaster.
- To ensure effective internal leadership, performance management, recruitment, appraisal, and training for staff and volunteers are all in place, and accessible and enables annual updates to take place.
- To ensure health and safety, safeguarding, data protection legislation and good practices are followed.
- To ensure all staff and volunteers work to achieve the objectives of AGE UK Doncaster's Equality and Diversity Policy, ensuring that in delivery of advice, services and support, there is no discrimination on grounds of age, colour, disability, ethnic origin, gender, marital status, nationality, race, religious belief, or sexual orientation.
- To oversee the recruitment and induction of new staff and to line manage senior staff, including supervision, annual review, and personal development.

6. Business and partnership development

- To identify and develop business opportunities and projects that will contribute to the achievement of the organisation's objectives, focusing particularly on those that will generate unrestricted income.

The position

Key Responsibilities

- To identify and develop strategic partnerships at a senior level and to identify and pursue partnership project opportunities that will contribute towards the achievement of the organisation's objectives.

7. External Relationships

- To maintain an active involvement in and awareness of Age UK's national issues and initiatives.
- Act as an ambassador for AGE UK Doncaster, promoting its work and campaigns to influence key policy makers and to ensure the voices of older people are heard.
- To nurture and maintain effective relationships with external strategic partners, funders, and other stakeholders, representing and promoting AGE UK Doncaster and the needs of older people at a senior level on formal partnerships as appropriate.
- Develop strong working relationships with private, public, and voluntary sector agencies, identifying opportunities for collaborative working to jointly address the needs of health and well-being of older people.
- To represent and promote AGE UK Doncaster at a senior level with key partners, stakeholders, and media organisations in a professional and effective manner.
- To promote and market AGE UK Doncaster and its services to key audiences throughout the Doncaster Metropolitan Borough, making use of a range of marketing methods and media outlets as appropriate.

The position

Key Responsibilities

8. Operational management

- Overall responsibility for the delivery of all services within a culture of professionalism and high quality.
- Ensure that AGE UK Doncaster acts as a resource and effective source of information for older people, their family, and carers as well as for the key agencies working within Doncaster Metropolitan Borough.
- Ensure that policy and service development recommendations reflect learning emerging from consultations with older people along with research, commissioning, grant-making activities and experience at local level.
- Ensure that effective monitoring, evaluation, and reporting systems are in place to achieve full accountability to the Board, funders, and regulators.

9. Other

- To access training and attend seminars/conferences as necessary for personal and organisational development.
- To comply with all AGEUK Doncaster policies and procedures and with relevant legislation.
- To carry out other duties which are consistent with the duties and responsibilities of the position.

The new CEO

Skill, Knowledge and Experience

- Significant senior leadership experience including strategy development and planning, financial and HR management gained from the charity sector
- Experience in developing and reviewing policies, including legislative requirements, safeguarding, health & safety, resourcing, employee relations, and risk management
- Evidence of inspiring leadership, able to demonstrate an entrepreneurial approach including the assessment and evaluation of opportunities
- Able to seek and identify funding opportunities and able to lead or contribute to drafting successful grant funding applications – has a track record of securing funds in a difficult financial climate
- Experience of working with a volunteer Board of Trustees; understanding of charity governance
- Motivates and inspires others to deliver their best; is enabling and empowering
- Has vibrant and current network and networking skills and is used to working collaboratively
- Able to demonstrate financial acumen and manage budgets.
- Leads by example
- An inspiring communicator - verbal, written and media - able to influence and negotiate
- Has a good grip on risk identification and mitigation
- Experience working with Local Authority commissioners would be helpful

- A relevant qualification – e.g. professional degree or equivalent qualification, Senior Management degree or equivalent experience or a management master's degree, e.g. MBA, would be advantageous
- Significant experience in providing leadership and strategic direction in a comparable organisation

Attributes

- Emotional Intelligence
- Values Driven
- Has vision, optimism and positivity
- Is entrepreneurial with a healthy attitude to risk
- A team leader and a team member
- Calm under pressure; is resilient and flexible

What's in it for you?

Pay: £55,000 - £65,000 per annum depending on experience.

Holiday: 35 days annual leave (including bank holidays)

Hours of work: 37 hours per week with occasional attendance at evening and weekend meetings.

The incoming CEO will be afforded the autonomy to be flexible with their hours of work to meet the needs of the Charity.

Report of the Trustees for the year ended 31 March 2023

Review of Operations 2022/23

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Overview

Throughout the year ending 31st March 2021 Age UK Doncaster (AUKD) continued to provide services in line with its charitable objects. In line with our mission to take the fear out of ageing by empowering and supporting older people in Doncaster to live and age well, we increased our reach to work with around 4,200 beneficiaries through over 80,000 contacts across the year.

Strategic Aims

Our four strategic aims remained the same:

- To maintain and create a range of offers which address the needs of older people in Doncaster,
- To have skilled and happy employees and volunteers who are enabled to work effectively,
- To strengthen our position through raising our profile and diversifying income streams,
- To safeguard the charity through effective governance and internal systems.

Report of the Trustees for the year ended 31 March 2023

Service Delivery & Activity

Work in Homes

We continued to provide both Council-commissioned and private homecare in areas spanning the south and central parts of Doncaster. Our Home Support Services team offered lower-level support such as cleaning and shopping for clients across the borough. This team also provided both commissioned and private dementia befriending although our Home from Hospital contract ended in the summer.

Work in Communities

Our Circles project entered its sixth year of supporting older people to achieve their goals and has adapted to provide more flexible support and respond to a national reduction in volunteers. Ageing well sessions continued at our Silver Link Centre for both people with and without a diagnosis of dementia. Additional activities taking place at the Centre included digital literacy, shared reading and maintenance cognitive stimulation therapy.

Additional Work

Following its implementation under Covid restrictions, our Advice Line has become the single point of access for triaging all our services and providing advice and signposting. It complements the more detailed advice delivered by our Information & Advice team which specialises in maximising income through benefits expertise and form-filling. We were able to trial a different form of advice through short-term anticipatory care funding from the ICB which allowed our assessment team to carry out holistic wellbeing MOTs. We provided additional dementia specialist advice as in previous years through funding a post at Doncaster's Admiral Service.

Report of the Trustees for the year ended 31 March 2023

Influencing and partnership

We continue to be embedded as part of the wider Doncaster community in order to help get better outcomes for older residents and to ensure that their voices and needs get taken into consideration. To this end we remained active members of the Health and Social Care Forum, Registered Managers' Forum, Social Isolation Alliance and Doncaster Chamber. Our senior leaders continued to chair the Ageing Well Board and be joint drivers of the Age Friendly agenda with Public Health, and play a part in Team Doncaster partnerships. In the latter part of the year we became members of the Fairness and Wellbeing Commission which will continue into the following year. The employment of a Communications Officer helped to maintain our profile, celebrate our achievements and promote ageing well advice.

Financial Review

Funding

Our three biggest sources of income have remained funding from commissioned services, grants and income from clients. We continued to receive funding from Doncaster City Council and South Yorkshire ICB for our homecare service, Home from Hospital, dementia befriending and the Admiral service. The ICB funded a short anticipatory care project. We secured a second multi-year grant from the National Lottery Community Fund for Circles. Information & Advice received a Council grant as well as entering into its fifth successive year of Henry Smith Charity funding. We also secured a second multi-year grant from Henry Smith to fund our Advice Line and volunteering.

Financial position

The meeting of the Finance and Audit Sub-Committee is held monthly where financial information, cash flow and income/expenditure statements are analysed and discussed and then reported at the Board meeting.

Report of the Trustees for the year ended 31 March 2023

Principal funding sources

Local authority continues to be the principal funding source.

Investment policy and objectives

The investment portfolio is reviewed with the investor annually with the risk profile Low Moderate and objective of income and growth with all investment ethically screened.

Reserves policy

The organisations reserves policy is reviewed and discussed annually at Board level and the level of reserves held are deemed to be sufficient for the activities undertaken. The present level of reserves are adequate to support the continuation of the charities activities now in operation for the short term. Based on the budgeted total of charitable expenditure for the 2021/2022 year the reserves represent approximately six months of ongoing expenditure. The trustees are satisfied that this meets the requirements of its current reserves policy.

Structure, Governance and Management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

An ongoing process which has resulted in new trustees being appointed when required

Report of the Trustees for the year ended 31 March 2023

Organisational structure

The structure has been developed and an organisation chart (organogram) has been developed

Induction and training of new trustees

A full induction process is in place and training takes place in house and through the use of external trainers, new trustees are encouraged to attend external Charity related conferences.

Key management remuneration

Salaries are reviewed annually and are agreed at Board meetings

Reference and administrator details

Registered Company number

03802384 (England and Wales)

Registered Charity number

1077339

Registered office

Ten Pound Walk
Doncaster
South Yorkshire
DN4 5HX

Trustees

C Batty
C Ellingworth
M Green
B R Leach
M J Ovington
Dr L J Rodgers
G M Stafford

Company Secretary

Ms H A Boyce

Auditors

UHY Calvert Smith LLP
Statutory Auditor
Chartered Accountants
Heritage House
Murton Way
Osbaldwick
York
North Yorkshire
YO19 5UW

The application process

To apply for this position or to speak in confidence please email
jay@bhayanilaw.co.uk

The deadline for applications is 6 November 2023.

Your application should include:

- 1. Your CV, detailing your relevant experience.**
- 2. A covering letter of no more than 650 words setting out how you meet the criteria set out in the Person Specification for the position.**

The first stage of the process will involve an initial interview by Microsoft Teams with a member of the Bhayani Law team to assess your competency in the core areas set out in the job description.

Formal interviews are then expected to take place in November. A brief for this will be provided to candidates in due course.