

Job Description

Job Title	Chief Executive Officer
Salary scale	£31,000 - £34,000 FTE pro rata for up to 20 hours (3-5 days) per week annual renewable contract
Location	Flexible and remote working - will be expected to travel to various locations within Surrey with the Family Voice Surrey office based in Leatherhead
Reporting to:	Family Voice Surrey Board of Trustees (Chair for supervision)

Purpose:

The CEO is appointed by the Trustees to develop and lead on the delivery of Family Voice Surrey's (FVS) mission, vision, values, strategy and objectives. ¹FVS, a small, registered charity, is Surrey's Parent Carer Forum.

We know parent carers are the best people to help identify any problems families experience with getting the right support for their children. Our mission is to provide a voice for those parent carers, children and young people in helping to define and shape services to meet their needs. Like all organisations FVS constantly reviews its performance and strives to grow as an organisation, both to better represent families and carers and develop its own staff. The CEO with the support of the Trustee board members is pivotal to this continued development.

Key responsibilities

Strategic Leadership

- Inspires, leads and manages the whole organisation, working closely with the FVS Trustee Board, the FVS team and external partners to develop and translate the charity's strategic plans into operational objectives and projects.
- Ensures that FVS development plans aligns with the mission, vision and values of the organisation. The CEO will ensure the FVS offer remains relevant to its Members.

¹ FVS champions the needs and rights of the families in Surrey with children and young adults up to the age of 25 who have special educational needs, chronic illness, including mental health conditions, or disabilities

- Leads the strategy and annual business plan with the support of the Trustee Board.
- Works with the business team managers to grow and implement a culture of quality and business improvement throughout the charity.
- Acts in accordance with the charity's positive ethos to uphold its reputation at all times. The CEO will also act in accordance with the FVS constitution and related Charity Commission expectations.

Governance

- Is the main point of contact with the Trustee Board and supports them in all aspects of managing the charity's governance.
- Provides regular reports for the Board and other external bodies as and when required, leads on the drafting of the Annual Report and attends board meetings.
- Ensures volunteers and staff understand and fulfil their duties and responsibilities - to represent parent carers, support participation and to champion collaboration and co-production.
- Ensures FVS operates within its Charitable Incorporated Organisation (CIO) objectives.
- Provides a clear strategic direction for the charity.
- Encourages positive change where appropriate and addresses and resolves any conflicts that may arise.
- Regularly reviews major risks and associated opportunities with Trustees and Head of Business and ensures that satisfactory systems are in place to take advantage of opportunities and manage any potential risks, updating and reviewing the risk registers as required.
- Works with the Head of Business to ensure that FVS complies with all relevant legislation, in particular health and safety, HR and GDPR requirements.

Operational Oversight and Management

- Line manages and leads a team of Participation Managers, and the Head of Business, Planning & Development.
- Accountable for overseeing and leading the charity's operations and projects.
- Responsible for ensuring successful operational delivery of the workplan in accordance with the organisation's strategy and the FVS Mission, Vision and Values.
- Manages and delivers projects and provides evidence of impact through relevant reports and metrics.
- Contributes to the development and management of the charity's budget, ensuring that operational decisions are made within the resources and available capacity, both financial and other.

- Supports the Head of Business in the oversight of all financial and resourcing decisions with the drafting and submission of grant applications to ensure the sustainability of the organisation.
- Supports the Head of Business in preparing, placing, managing and reviewing contracts and agreements with other third parties and suppliers.
- Works with the Trustee Board on succession planning.
- Reports agreed outcomes to the LA and other Funders within the agreed timeframe.
- Develops the capacity, skills and knowledge of FVS so that it continues to unite and represent a wide range of parent carers across Surrey.
- Develops and maintains strong working relationships throughout the charity.
- Supports and mentors staff and volunteers (who largely work on a part time basis), promoting effective relationships and contributing to training and development plans.

Relationships and communication

- Ensures that a range of Members voices are heard, understood and represented when leading and managing FVS.
- Facilitates FVS in developing reach, to include a wide range of families who may be traditionally excluded from mainstream services and promote the interests of different parent/carer groups.
- Acts as an ambassador for FVS and its Members and is a spokesperson for the organisation.
- Represents FVS and its Members at external meetings and events and promotes productive conversations on behalf of the charity.
- Leads conversations with Surrey County Council, Health services, other service providers and the voluntary sector on behalf of FVS. This will include providing constructive challenge and the ability to navigate through difficult conversations to get to the heart of problems. The ability to represent a range of views and collaborate effectively with partners in support of families and carers is essential to these conversations.
- Works with the business team to coordinate the charity's internal and external communications (including via social media) and develop the programme of events including the Annual Event and AGM, newsletters, parent carer events and refresh the FVS website.

Person Specification

As part of your written application, you will need to demonstrate and provide evidence of the following criteria. Please include voluntary, unpaid and paid work where appropriate.¹

	Expected	Desirable
Experience of working in, leading and managing a small team, [ideally within a charity, public sector or third sector organisation] with excellent all-round business leadership skills.	✓	
Knowledge and understanding of the SEND sector within Surrey and issues affecting it.	✓	
Experience of managing projects/teams/services delivered by mixed groups of staff and working flexibly with them.	✓	
Confidence to speak up in meetings and to deliver conferences and events. The ability to communicate effectively with a wide range of people in a variety of situations.	✓	
Ability to develop innovative and creative solutions in problem-solving.	✓	
Ability to manage your own time and prioritise tasks and to raise issues or seek help where appropriate.	✓	
Strong interpersonal skills and experience of working with others at all levels. This will include the ability to deal with challenging personal issues, requiring discretion and the proper level of concern.	✓	
Excellent written and oral communication skills and appropriate Microsoft Office programs and social media skills.	✓	

¹ FVS is committed to diversity and inclusion and aims to foster an environment where everyone has the opportunity to reach their full potential, be heard and valued. We embrace flexible working.

Experience of strong empathy with those who are parent carers.	✓	
Commitment to fostering a culture of fairness, consultation and transparency within the organisation.	✓	
Experience of the legal and regulatory obligations for small charities		✓
Lived experience of working with children and young people; particularly those with special educational needs, chronic illness, including mental health conditions, or disabilities.		✓
A successful track record in charity/third sector fund raising and grant applications.		✓
Working knowledge of bookkeeping/accounting, risk assessment and the other regulatory requirements for running small organisations.		✓