



## **Job Description - Chief Officer**

The aim of Ottery Help Scheme is to mobilise and unite the goodwill of our community, offering support to local residents where it is needed most in times of illness, difficulty or life-changing circumstances. We are looking for an experienced and perceptive leader to steer the organisation through its present development and provide a sound foundation for the future.

|                         |   |
|-------------------------|---|
| <b>Salary:</b>          | <b>£25,000 - £27,000</b>  |
| <b>Location:</b>        | <b>Help Scheme Office, The Station, Mill Street, Ottery St Mary</b> |
| <b>Hours:</b>           | <b>37.5 hours</b>   |
| <b>Reports to:</b>      | <b>Ottery Help Scheme Management Committee and Trustees</b>         |
| <b>Supervises:</b>      | <b>Co-ordinator, Assistant Co-ordinator, Home Services staff</b>    |
| <b>Responsible for:</b> | <b>Volunteers</b>   |

### **Purpose of the Role**

The Chief Officer is responsible to the Trustee Board, representing, promoting and supporting the charity, whilst ensuring the smooth running of all aspects of operations and future development. At a time of change and development the Chief Officer will need to work flexibly to ably assist the organisation to develop and grow as the need for additional services are required in the wake of changes in Public Health and Social Services.

### **SCOPE**

The Chief Officer reports to the Trustee Board and is responsible for all Operations of the Help Scheme, including line management of staff and support for volunteer staff.

### **Key Activities**

#### **Line Management and Support**

1. Line management to include appraisal and supervision of the Co-ordinator, Assistant Co-ordinator and Home Services staff
2. Recruitment, vetting, induction, support and encouragement of volunteer staff overseeing that requests for help are appropriately matched

3. Organising training for all staff and volunteers to ensure that they are up-to-date with current best practice in all service areas

### **Operational**

4. As necessary, hands-on co-ordination of the day-to-day business of OHS to include liaison with clients, staff and volunteers by phone, home visits, running support groups, co-ordinating the use of the minibus, keeping records of activities on the Database
5. Ongoing analysis and development of all service areas to ensure best service delivery and financial sustainability of charity
6. Financial Management in association with the Treasurer and Assistant Treasurer; including cash handling, overseeing expenditure and income against budget, and running PAYE
7. Effective development and operation of the CRM database to record all confidential data and activities of client base and volunteer staff
8. Ongoing development, review and dissemination of operational Policies and Procedures to comply with legal and Charity Commission requirements
9. In conjunction with the Secretary of the Trustees supply returns in line with Charity Commission and Companies House requirements
10. Office Management – ensuring that IT and telephone systems are working effectively, purchasing of office stationery, ensuring telephone cover during office hours
11. Ensure that website is kept up to date reflecting correct information and current news
12. Strategic operational planning to ensure that key objectives of the Business Plan are met, so that the organisation can respond flexibly to changing service needs

### **Marketing, Public Relations and Fund Raising**

13. Identifying funding avenues, making grant applications, working with sponsors and assisting and supporting fund raising events in the community.
14. Maintaining the high-standing of the Charity within the community through effective Public Relations, public speaking and talks, publicity through local media
15. Maintaining the website, Social Media channels and written pamphlets, effectively marketing the organisation, and raising our profile
16. Networking with Third Sector and Health and Social Care Professionals with attendance at various meetings e.g. quarterly Car Forums are a necessary part of the role

### **General**

The post holder must comply with standard employee Health and Safety at Work responsibilities

In execution of many of the above responsibilities, the Chief Officer will need to travel in the area and thus must have ready use of a car

To best serve the community, Ottery Help Scheme must be flexible, responding to current need and available funding. Thus it will be necessary from time to time to review this Job Description and those of other staff members to ensure that they reflect current circumstances and incorporate any necessary change. Joint discussions between Managing Trustees and employees will inform such a review with the aim of reaching mutual agreement, the Managing Trustees reserving the right to insist on changes if necessary.