

CHIEF EXECUTIVE OFFICER RECRUITMENT PACK August 2022



The Chilterns MS Centre

At the Chilterns MS Centre we believe that people living with multiple sclerosis (MS) deserve to lead healthier and happier lives. Our mission is to help them achieve this by empowering them to manage their symptoms through long-term physical, practical and emotional support.

We support over 560 people from our purpose-built Centre nestling in the Chiltern Hills just outside Wendover, Buckinghamshire.

Our members describe us as their 'lifeline' as the type of support we offer is not available to them on the NHS.

The Centre is moving into a new phase, extending support and therapies to a far wider range of neurological conditions including Parkinson's Disease and Stroke. Utilising the facilities and staff expertise to a wider reach of beneficiaries is a key foundation of the Centre's strategy to build long-term resilience, and boost the positive impact for those affected by the challenges of neurological conditions.

The Role

In this is an exciting time, we are seeking a dynamic CEO to lead the organisation into this new chapter. This period of growth will need the CEO to confidently navigate the charity into new areas, exercise a broad range of management and leadership skills and crucially to guide and balance growth in income and investment in additional resources.

The Centre's Board of Trustees has governance oversight, and the CEO must manage the interface between the leadership team and the Trustees. A collaborative style coupled with a proactive operational can-do attitude are prerequisites.

Moving into a 'multi-condition' organisation, as the Centre's figurehead, you will be working in co-operation with the leadership team and especially the Head of Fundraising and Head of Integrated Clinical Services. You will promote the virtues of the Centre to our local and regional communities, businesses and key stakeholders; helping to build long-term strategic relationships to secure both operational and income security.



Key Information

Hours:	Approx. 30 to 37.5 hours per week
Pay:	FTE Salary: £60k to £65k
Contract:	Permanent
Location:	Wendover, Buckinghamshire
Reports to:	Chair/Vice Chair of the Board of Trustees
Line Manages:	Head of Integrated Clinical Services, Head of Fundraising, Facilities Manager, Finance Manager
Internal Relationships:	Trustees, Leadership Team, members (patients) and carers
External Relationships:	Supporters, donors, trusts and foundations, companies, clubs and other organisations

Job Purpose

- Work with the Board of Trustees to develop strategy to ensure the ongoing sustainability, growth and success of Chilterns MS Centre
- Provide clear leadership for the operational delivery of the 'multi-condition strategy', and associated rebranding projects.
- Act as strong figurehead and voice for the charity, lead the promotion and development of CMSC's work, raising the charity's profile and maximise its reach
- Translate strategy into actionable goals, implement organisation-wide goal setting, performance management, and annual operating planning
- Ensure sound finance and effective governance and delivery of the charity's services
- To provide executive leadership for the charity's trading subsidiary, Oakwood Wellbeing Ltd (OWL).

Job Summary

- Seek out, develop and nurture beneficial partnerships with supporters, donors, other charities and all relevant authorities/organisations and individuals to facilitate the implementation of its strategic objectives
- Lead the development and implementation of strategic goals, objectives and financial plans to meet both the short-term and long-term aspirations of the charity
- Ensure that CMSC has appropriate systems, resources and procedures in place to deliver its strategy
- Give strong strategic and operational leadership inspiring, motivating and developing staff to maximise their contribution to the charity
- Manage the charity effectively, ensuring that its financial security, asset management and risk appraisal is maintained and enhanced
- Take overall responsibility for achieving, monitoring and reporting on performance against targets in all areas of the charity's activities, taking appropriate action as required
- Engage with supporters and stakeholders to increase awareness about the work of CMSC

How to Apply

The closing date for applications is Sunday 28 August.

Applicants should provide a full CV together with a covering letter explaining how their experience and expertise is relevant to this role. Please send these to the Vice Chair of Trustees at LizTubb@chilternsmcentre.org

If successful we will contact you to arrange a date for a first round interview to be held in person at the Chilterns MS Centre, with second round interviews the following week.

If you would like an informal discussion about the role, please email a request for a call to the Vice Chair of Trustees at LizTubb@chilternsmcentre.org

Key Tasks

Governance

- Foster good working relationships and ensure systems and structures are in place for the Board of Trustees to fulfil its statutory responsibilities and exercise effective control of the charity's affairs
- Advise the Board in all aspects of leading the charity, including short-term and long-term strategic planning for the financial welfare of the charity, human resources management, fundraising, communication/public relations
- Work with the Board to ensure the charity operates within statutory and corporate approved frameworks, requirements and guidelines at all times
- Assure all legal and regulatory documents are filed

Leadership

- Provide leadership to the charity and to take responsibility for the effective delivery of all functions
- Develop a culture which motivates all staff and embeds the CMSC values into everything they do
- Encourage and maintain a working environment which attracts, retains and motivates good quality staff and volunteers with the right skills to deliver organisational strategy
- Oversee all aspects of the management of delivering high quality services to the CMSC beneficiaries and the management and welfare of staff
- Lead key strategic projects including those bringing significant change for the charity, ensuring that risks and threats are robustly managed
- Promote the charity so as to ensure a positive external image and highly motivated workforce
- Manage direct reports, carry out individual annual reviews and, through coaching, guidance and support, ensure the personal development and support needs of staff are met

Health & Safety and Facilities Management

- Take all measures to ensure the safety of staff, members, volunteers, supporters and visitors to CMSC in accordance with the charity's Health and Safety policy
- Ensure the building meets the needs of the staff and beneficiaries

Service Delivery and Impact

Supporting the Head of Integrated Clinical Services to:

- Deliver the strategies for services to beneficiaries through a period of organic growth and expansion into new conditions
- Balance the often competing dynamics of member's clinical needs, resource capacity, cost of therapies, impact of therapies and external funding for therapies
- Establish partnerships with organisations where collaboration brings mutual benefits

Financial Management and Performance

- Accountable to the Board of Trustees for the overall financial health of CMSC
- Report to the Board on progress against key strategic objectives, providing information and answering for organisational performance
- Oversee budgets, expenditure and management accounts ensuring that income and expenditure is within business plan targets
- CEO to provide close management support to the finance manager. This includes monthly reviews of management accounts, cash flow projections, and oversight of periodic forecasting and the annual budget process
- Identify and put in place an effective risk management strategy and framework for the charity to support business plan objectives and robust financial and strategic management
- Procure competitive bids for services and goods with appropriate financial agreements whilst ensuring transparency within the limits of the post holder's authorisation

Person Specification

Experience	
Significant senior management experience in a charity or commercial organisation	Essential
Strong leadership style with experience in successfully managing and communicating organisational change	Essential
Robust knowledge of charity governance, policies and statutory requirements	Essential
Significant experience and track record in developing and successfully delivering business plans and strategies	Essential
Experience of working closely with Boards of Trustees/Directors, advising and guiding robust decision-making	Essential
Experience of risk strategy and management in a charity, not-for-profit or commercial setting	Essential
Experience of representing an organisation at a senior level with key stakeholders	Essential
Experience of financial accounting and financial management including reviewing management accounts, preparation of statutory accounts, forecasting, budget setting and monitoring income and expenditure	Desirable

Knowledge	
IT literate with experience of Word, Excel, PowerPoint, Outlook, databases and other programmes	Essential
Knowledge and understanding of multiple sclerosis and/or other neurological conditions	Desirable
Skills	
Excellent communicator in formal and informal communications, written and spoken, to the individual and to large groups of people	Essential
Able to develop financial strategy and implement financial operational action plans	Essential
Approachable, creative, 'can-do' attitude	Essential
Able to build excellent rapport, negotiate effectively with and generate major support among people from diverse backgrounds and at all levels	Essential
Excellent judgement and good decision-making skills	Essential
Excellent organisational skills and ability to prioritise multiple tasks	Essential
Personal qualities / other	
Demonstrate passion and enthusiasm for the vision of the charity and lead and empower others to achieve organisational goals	Essential
A strategic, entrepreneurial and innovative thinker, able to formulate and implement strategies on behalf of the Board of Trustees	Essential
Ability to work autonomously and as an effective member of a team with a hands-on approach	Essential
Consistently display the highest standards in personal and professional integrity and a strong sense of ethics	Essential
Flexible and adaptable to a variety of tasks	Essential
Ability to prioritise effectively and remain calm and focused in times of organisational pressure	Essential



"I plucked up the courage to go to the Centre just a few months after my diagnosis. It was an absolute relief to talk to people that actually understood MS and it has made a huge difference to my life. With their help and support I am no longer so fearful of the future." - Catherine

"I had to make changes to stay at work. It got to the point that I did need support, despite me being a bit stubborn about it! The Centre helped me think about the changes I might need, prepare for the discussions with my manager, and through regular physio, keep me strong enough to work to." - Matt



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