



APPOINTMENT OF CHIEF EXECUTIVE OFFICER

Candidate Information Pack June 2021

Summary: Chief Executive Officer Appointment

Our generous terms and conditions include the following:

Commencement: As soon as possible

Salary: £50,000 rising to £54,000 per annum

Contract Type: Permanent full-time executive appointment

Annual Leave: 5 working weeks plus 12 public holidays

Place of Work: Loughborough based but
operational throughout as required

Pension Contribution: Generous company pension scheme

Further Benefits: Employees Assistance Programme

Closing Date for Applications: 18 June 2021



*"Individuals like myself, especially with addiction, you feel easily judged, but the staff at The Bridge were different. It felt almost like family."
- Darren, formerly homeless*

Welcome and Introduction from the Chair

As Chair of the Board of The Bridge (East Midlands), I'd like to thank you for your interest in the role of Chief Executive Officer and explain more about our organisation.

Our CO, Peter Davey, had outstanding success as our leader for over 20 years. Since his departure, however, a new role has become available. As a result, we now have a new opportunity for someone to join our exciting and well-respected organisation.

At The Bridge, we pride ourselves on providing sustainable housing support, advice, and solutions for homeless and vulnerable people in the Leicestershire, Leicester City, and Rutland areas.

We have a dynamic set of committed trustees on our Board, from a diverse range of backgrounds. Together, they offer a vast range of knowledge and experience that supports the CEO and helps develop strategy.

Furthermore, our Senior Management Team is supported by a talented and committed team of staff and volunteers. Working in close partnership, they have helped The Bridge provide a range of award-winning services to some of the most disadvantaged people in our region. Such a track record means we enjoy a well-deserved reputation for providing excellence and innovative services to our clients.

We provide direct services for vulnerable families and individuals who need our help because of a wide range of needs. Of course, recent circumstances have driven us to provide a broad selection of services online. But we will be returning to our face-to-face provisions as soon as possible, with services that include (but aren't limited to) advice to landlords, advice on homelessness, housing advice, talk2 sort, advice on homeless...

Continued...

... offenders, Moneywise Plus, Single Access Point and many more that are related.

We also offer training and development programs for other agencies. This is through our trading company The Bridge (trading) East Midlands Ltd. The Bridge has faced many challenges over the last year, mostly arising from Covid-19. But we're committed to maintaining the highest possible standards and investing in innovation.

Consequently, we've achieved hugely positive outcomes, both for our service users and our staff and volunteer teams.

This candidate information pack will give you access to lots of information about our history. Furthermore, it will help you know more about our service users, our people, and provide insights about our ambition for the future.

Of course, you'll also get a description of the qualities and skills we require in our next CEO.

At The Bridge, we aim to work together. Doing so means we can offer services and support that are of the highest quality. But it also helps us value creative contributions from a committed and well-organised team with a diverse range of experiences and complementary skill sets.

The position of CEO is a challenging but exciting role with enormous potential. Should you be successful, we hope you'll grow and develop with the organisation to extend both the reach and the quality of our services.

If you think you are the person we are looking for, please let us know. We will be delighted to hear from you.

Jay Webb



About The Bridge (East Midlands)

Our Vision:

Resilient, compassionate communities where individuals thrive in safe and secure homes.

Our Mission:

To develop sustainable housing solutions for individuals and communities through partnership, empowerment and good practice.

Our Values:



Respect:

Acknowledging every individual's worth, needs, beliefs and their right to make their own choices.



Quality:

Delivering excellence; providing a high standard of services with a person centred approach.



Partnership:

Creating trusting and positive relationships which enhance service delivery for the benefit of the community.



Empowerment:

Encouraging clients and staff to develop their existing knowledge, building confidence and increasing opportunities.



Positivity:

An optimistic attitude and approach, focusing on finding innovative solutions for all.

Job Description

Role Description:

The role of the Chief Executive Officer at The Bridge is to lead the organisation forward whilst delivering the strategic vision of the organisation and sustaining the values, ethos, and service quality to which it is committed.

Accountable to:

The Chair and Members of the Board of Trustees.

Overall Purpose:

Responsible for the strategic leadership, management, and development of The Bridge. This includes strategy, policy, personnel, and budgetary control; giving leadership to planning future developments and the reshaping and diversifying of services; fundraising/income generation; partnership working; liaison with local authorities, voluntary organisations and all relevant Government Departments and agencies.



*"My SAP Worker continued to support me even once I had moved out. The SAP team are always there."
- Shannon, Single Access Point*

Key Duties & Responsibilities

1. Advocacy and communication

- Establish and maintain strong strategic networks and partnerships
- Ensure effective links are maintained and developed with relevant Government Departments and agencies, local authorities, voluntary organisations, and the voluntary supporters of The Bridge and generally promote its work to maintain a high public profile.
- Advise the Board on the formulation and implementation of plans, programmes, and policies to keep the organisation abreast of current developments in professional practice, legislation, and service opportunities.

2. Strategic delivery and operational management

- To adhere always to the objectives of the organisation's mission statement and ethos. In particular, to secure and sustain a practical commitment to equal opportunity and diversity.
- Ensure that all aspects of the work of The Bridge are kept under review through systematic monitoring and evaluation of key areas of performance, e.g. finance, safeguarding, social work practice and feed this information back through regular reports to the Board.
- Ensure the organisation provides high quality services, meets all contractual obligations, and upholds best safeguarding practices.

Key Duties & Responsibilities Continued...

- Ensure that The Bridge fair and effective employment policies and practices, including the recruitment, retention, training, and development of its staff in the promotion of its overall objectives.
- Ensure the maintenance and good order of the organisation's buildings and their contents and the safety and well-being of the users of the organisation's premises, consistent with the requirements of current Health and Safety legislation.
- Promote and maintain policies and practices that ensure that staff, supporters, and service users are enabled to participate meaningfully in the formulation of policies and practice to meet the changing needs of individuals, families, and those without a home.
- Undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Board in consultation with the post holder.

3. Organisational leadership

- Lead and manage the Strategic Management Team to deliver the organisation's strategy. Provide strategic leadership based on sound professional and managerial principles, consistent with humanitarian values and statutory requirements, ensuring that the purposes and objectives of The Bridge are met and that the long-term sustainability and financial viability of the organisation is maintained.

Key Duties & Responsibilities Continued...

4. Other tasks

- Liaise and co-operate with medical and legal advisers, DBS, health and education authorities, government departments, social services offices, inspectors, auditors and external suppliers and contractors, as required.
- At all times during employment, conform to the security measures of the Data Protection Act 1998, the General Data Protection Regulation (GDPR) 2018 and to the safety of self and others in relation to the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Fire Safety Order 2005.
- At all times during employment fully support and demonstrate the organisation's values in relation to equal opportunities and diversity, as outlined in our Equal Opportunities Statement.

*"It gives you that empowerment:
nobody is perfect but
you are doing ok.
I feel like I'm able to do this
on my own now."
- Anna, talk²sort*



Person Specification

Our next CEO will be an inspiring, collaborative, dynamic and creative leader. There is no essential requirement for the successful candidate to be a person with a professional background in homeless and vulnerable social care, though candidates should be able to demonstrate that they have relevant experience and a capacity to work and lead effectively within the culture and principles of a homeless organisation.

The next CEO should bring a proven track record of strategic leadership and skills plus experience in all or most of the seven key areas:

1. Strategic management
2. Leadership and management
3. Business development and organic change
4. Corporate governance and accountability
5. Finance
6. Service delivery
7. Specialist knowledge



Experience, skills and knowledge (in each area):

1. Strategic Management

- A strong strategist able to work with trustees to define a clear direction for the charity experience of planning, delivering and agreeing strategy.
- Proven capacity to foster innovation (including use of technology).

Person Specification Continued...

2. Leadership and Management

- Leadership experience gained at a senior level.
- Experience of leading, motivating and inspiring people.
- Ability to clearly articulate expectations and delegate effectively.
- Creating and facilitating an organisation and teams of staff that will initiate and deliver quality services that are responsive and reflective of changing needs.
- Building good relationships with staff within the organisation, but also across organisational boundaries, with a view to benefitting the growth and development of The Bridge.

3. Business development and organic change

- Experience of leading successful strategic change programmes.
- Able to forge and nurture new and existing partnerships and collaborative interpersonal relationships with a wide range of organisations and stakeholders both inside and outside the charity sector.
- Ability to spot new business opportunities to take the charity forwards towards its longer-term vision and strategy.
- Proven commercial ability and business insight.
- Experience in designing organisational capacity and capability whilst maximising the opportunities of technology.
- Interpreting and acting upon the political and policy opportunities that will bring benefit to children and families.

4. Corporate governance and accountability

- Experience of working with boards and committees.
- Ability to assess and mitigate risk.

Person Specification Continued...

- Ensure the organisation discharges its constitutional and legal obligations by appropriately supporting the board of Trustees and its sub-committees.
- Ability to provide timely, coherent and relevant information to the Trustees on progress against objectives.
- Ensure statutory requirements of relevant legislation are adhered to.

5. Finance

- Ability to analyse and comprehend a wide range of financial Information relevant to the organisation.
- Financial expertise, including knowledge of budget preparation and control.

6. Service delivery

- Proven record of delivering services to achieve best possible outcomes.
- Proven experience of change management which achieves improvement in service delivery.
- Ability to plan work to ensure goals can be achieved, considering the resources required and ensuring adequate systems are in place to meet departmental priorities.

7. Specialist knowledge

- Knowledge of the voluntary sector.
- Knowledge of the practice and provision of services for homeless and vulnerable people.
- Understanding of social work principles and practice.
- Understanding of the current political, social and economic contexts for the provision of services to vulnerable and homeless individuals and families.
- Knowledge of digital regeneration.
- Knowledge of Charity Law.
- Recent experience of Ofsted or regulatory inspection.

The Application Process

To express an interest in this role and to be considered please submit the following via email to:

clare.fillingham@thebridge-eastmidlands.org.uk

together with the following information:

- A completed application form, available on The Bridge website with a detailed and up to date CV.
- A suitability statement, as detailed in the personal specification, that addresses the essential skills and competences and outlines your motivation for applying (no longer than three A4 pages).
- Two referees (full names and contact details) who we would contact only after an offer of appointment has been made, subject to references.
- Equal Opportunities monitoring form (this is for monitoring purposes only and will not be treated as part of your application).
- Details of your availability on the dates provided in the indicative timetable below.

Closing date for applications: 18 June 2021

Expected shortlist announcement: 28 June 2021

First stage process, submission of a short 3-minute video entitled “How I will re-energise the team and lead the organisation out of lockdown”, and psychometric tests via our external providers and an in-person interview with The Bridge Recruitment Board: 9 July 2021

Second stage process, in-person interview with the Recruitment Board: 16 July 2021

Location: Loughborough but operational throughout as required

The Application Process

It may be possible to arrange an alternative date, but this cannot be guaranteed. Note that expenses incurred by candidates during the recruitment process will not be reimbursed except in exceptional circumstances and only when agreed in advance.

If you have any queries about any aspect of the appointment process, need additional information or wish to have an informal and confidential discussion, then please contact contact: **clare.fillingham@thebridge-eastmidlands.org.uk**.

The Bridge will respect the privacy of any initial approach or expression of interest in this role, whether formal or informal. As part of our recruitment process, The Bridge will collect and process personal data relating to job applicants. We will only ask you to provide information which we believe is necessary for the application and recruitment process. You are under no statutory or contractual obligation to provide data during the recruitment process. However, if you do not provide sufficient information, we may not be able to process your application properly, or at all. Also, we may not be able to meet our legal obligations towards you regarding reasonable adjustments.

Information you provide will be shared with those parties involved in the full recruitment process and will be stored and held in line with our Data Retention Policy. By submitting an application form and CV for this post, you consent to the use of your personal data as outlined above.



The bridge™

38 Leicester Road, Loughborough, LE11 2AG

Tel: 01509 260500



Web: www.thebridge-eastmidlands.org.uk

Charity No: 1050596

Company No: 03114996

92%

**of client homelessness
prevented or relieved
2020-21**



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