Deputy Chief Executive Officer - Job Description

Responsible to: The Chief Executive Officer
Line Managed by: The Chief Executive Officer

Responsible for:
- Operational Leadership and Strategy Implementation. Day to Day HR Management.
- Policy & Procedural Development & Adherence.
- Day-to-day Governance.

Introduction:

The Deputy Chief Executive Officer has the role of providing support to the Chief Executive Officer (CEO) in ensuring that Westway Community Transport (Westway CT) and its trading subsidiary, Westway CT Trading Ltd (WCTT) achieve their business and social objectives, in an environment that promotes staff and volunteer commitment to the overall organisational vision, mission and strategy, whilst maintaining legal and regulatory compliance across all areas.

The post holder will be expected to work closely with the executive and management teams, overseeing and providing day to day guidance to the latter.

The post holder will have overarching day-to-day responsibility for Operational Development & Service Delivery and their supporting functions to include HR, Policy & Procedures and Governance.

Main Duties and Responsibilities:

- To assist the CEO in the fulfilment of Westway CT's stated aims and objectives.
- To assist the CEO in ensuring the organisation fulfils its legal, statutory and regulatory responsibilities.
- To work with the CEO and senior staff in the preparation of strategic business plans and annual budgets for approval by the Management Committee.
- To work with the CEO and senior staff to ensure that the organisation operates within the annual budget and delivers the organisation's business plan in line with key indicator targets.
- To assist the CEO in ensuring that the organisation's staff and volunteers understand and are focused on achieving its stated mission and aims.
- To take responsibility for the day-to-day management of senior staff and maintain operational oversight across the organisation.
- To take responsibility for all day to day Human Resource functions
- To undertake day-to-day responsibility for the development, maintenance and adherence to a defined suite of policies and procedures across the organisation.
- To work with the CEO and Finance Manager in maintaining the overall probity of the organisation's finances and ensuring that staff work within prescribed financial controls.
- To take the day to day lead in private and public-sector bodies contract tendering, management, KPI and financial reviews.
- To assist the CEO and senior staff in maintaining a sustainable income flow from self-generated opportunities and social enterprise 'spin-offs, as well as seeking
donations or grants from individuals, corporate bodies, legacies and trust donations etc.

- To adhere to and promote Westway CT’s Equal Opportunities Policy both within employment practices and in any external liaison with outside organisations and individuals.
- To manage the day to day constitutional requirements of the organisation, maintain trustee records and to service Board, Committee and Subcommittee meetings.
- To contribute to the Board, Committee and Subcommittee meeting reports and discussions.
- To work with the CEO and staff in the establishment and delivery of mechanisms for listening to the views of users and volunteers when measuring performance and developing and improving services.
- To attend regular work review meetings with the CEO and undertake any training required to maintain the skills and knowledge necessary for the post.
- To represent the organisation at audits, service review meetings, external events and promotional opportunities.
- To participate in and contribute to the voluntary sector and CT networks as required.
- To undertake any other duties as reasonably required.

**Conditions of Service – Deputy CEO**

**Salary:**
Starting salary: £47,000 to £52,000 depending on skills and experience. The annual cost of living awards are reviewed at the start of each financial year, and performance reviews are undertaken annually on the anniversary of the start of the contract.

**Hours:**
35 hours per week, with additional hours as required by the nature and duty of post, usually Monday to Friday. Some evening work and occasional work at weekends will also be required - time off in lieu will be taken where agreed overtime had been worked.

**Holidays:**
25 days per annum in addition to statutory and public holidays. Leave to be taken in agreement with the CEO.

**Line Management:**
The post holder is accountable to the CEO.

**Training:**
Where required you will be expected to undertake agreed training.

**Probation Period:**
The appointment is subject to a probationary period of 6 months, during which, the period of notice from the post holder to WCT will be four weeks and WCT’s period of notice to the post holder will be one week. Following confirmation in the post, the period of notice will be 12 weeks either way.
Deputy Chief Executive Officer - Person Specification

This person specification details the abilities, experience & skills that are deemed to be essential for any person to carry out the tasks in the detailed job description. We are seeking a person for this post who has the experience, abilities and skills in the following areas and can demonstrate them in their application.

Shortlisting for the post will be carried out on the basis of candidates demonstrating how, from their experience, they meet the requirements listed below.

Qualifications

A high standard of education is expected. Professional qualifications in any of the following: Health and Safety Management, Human Resources, Passenger Transport CPC, Health/Social Care or Community Development, would be an advantage.

Relevant experience

The successful candidate will have had experience in a senior managerial position and be able to demonstrate a proven ability to proactively contribute to the development and delivery of strategic plans and initiatives while providing day to day operational oversight, leadership and staff support. This role requires a good understanding of, as well as an ability, to effectively communicate and sensitively apply best practice HR and Policy principles.

Experience of working in the Voluntary Sector would be helpful but not essential.

Management & Development Experience and understanding of:

- Employment law and HR best practice, to include personnel record keeping and staff development
- Staff management – including team building, recruiting, leading & supporting staff
- Working successfully with a Senior Management structure
- Managing projects/contracts which deliver community or business services
- Ability to lead and manage a team successfully with a focus on both development and delegation
- Managing and monitoring staff performance to meet organisational objectives and delivery of quality services
- Principles of effective leadership, strategic planning and change management
- Relationship building and collaborative partnership working within the voluntary/public or private sectors

Marketing, Promotion & Publicity The ability to demonstrate:

- Fundraising, bidding for contracts and income generation capabilities
- A willingness and capability to proactively contribute to funding or business opportunity development
- The skills to promote, present and publicise the USP of Westway CT

Financial Management Experience and understanding of:

- Costing services and budget management
- Reporting on financial performance in specific areas
- Operating within prescribed financial control systems
- Principles around income generation and diversification of income streams

**Organisation Management** *Experience and understanding of:*

- Serving on or servicing a Board or Management Committee of Governors, Directors or Trustees
- Initiating policy and committee papers and servicing committees
- Overseeing the efficient running and administration of a project/organisation
- Implementation of Health & Safety, Safeguarding and Data Protection policies

**Transport & Related Issues** *Either knowledge & understanding of the following or a committed interest in acquiring them:*

- Problems faced by marginalised/disadvantaged people in society and how they can be helped
- Transport needs and mobility issues encountered by individuals and groups
- Legal and safety principles of passenger transport provision
- User-focused customer care principles

**General** *The following skills, abilities & requirements:*

- Self-reliance, initiative, leadership and a commitment to implementing Equal Opportunities.
- A ‘can do’ attitude and ability to motivate others
- A natural negotiator with the ability to influence at all levels
- An understanding of and commitment to achieving social objectives within a business model
- Self-servicing in administrative matters, including personal computer systems.
- Excellent communication skills in person, on the telephone and in writing
- The holder of a CIPD certificate or equivalent would be an advantage
- Responsibility for drawing up and ensuring continuous improvement on staff and volunteer handbooks and organisational policies and procedures
- Knowledge of Sage and Microsoft Office 365 software package.
- This role will be subject to a full enhanced DBS Check