

Person Specification

The Chief Executive Officer will have:

Essential requirements

1. The proven ability to lead an organisation, including the ability to operate over multiple sites; prioritise work; identify and develop ideas and opportunities; delegate effectively; handle pressure; manage risk and take day-to-day decisions on the running of an organisation.
2. The proven ability to devise, implement and monitor the delivery of strategic service development, change management and resource plans against agreed targets, in a way that maintains quality standards, effectively manages risk and actively engages the staff and volunteer team.
3. Demonstrable track record of financial management, budgetary control and successful income generation (e.g. writing bids, commissioning & marketing) and the ability to manage a budget.
4. Excellent inter-personal & communication skills, with the proven ability to:
 - develop and maintain effective working relationships
 - demonstrate the capability to influence change and earn the trust of stakeholders
 - communicate effectively in person and in writing with individuals and with a wide variety of organisations, producing clear oral and written reports, marketing and campaign material.
5. An understanding of the strategic and policy environment in which the advice service operates and experience of delivering a service to quality standards.
6. A good up to date understanding of equality and diversity and their application to service delivery, business development and the recruitment and management of staff and volunteers.
7. A proven ability in people management, including the ability to recruit, develop, manage and motivate staff and volunteers and to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
8. The ability to commit to and work within the aims, principles and policies of the CAB service, including its twin aim of campaigning for change on the big issues that affect people's lives.

Desirable

9. Track record of managing ICT in a business environment, including the ability to: use ICT packages; undertake ICT business planning; develop and maintain management information systems and procedures; and manage supplier relationships.

The role requires a willingness to travel throughout the district and to attend some evening meetings (e.g. council meetings in respect of grant applications) and potentially weekend events to promote the service.