CEO Recruitment Pack May 2025

**Introduction from the Chair**

Thank you for your interest in the position of Chief Executive Officer (CEO) of Carers Support. I hope that you find the accompanying information helpful.

Carers Support has been supporting unpaid carers in Bristol and South Gloucestershire for over 25 years. The organisation is held in high regard by carers, funders and partners and has an average income of £1.3m over the last 4 years.

We are now looking for a dynamic inspirational leader with excellent communication skills who can work effectively with the Board of Trustees and staff team to take the organisation forward. Knowledge of, and an empathy for, the needs of unpaid carers would, whilst not essential, be helpful. You will be joining us at a time when there are many challenges facing third sector organisations such as ours regarding funding against a backdrop of an ever-greater call on our services.

This is an exciting opportunity for someone to build on the excellent work of the organisation. Unpaid carers are increasingly shouldering more of the work due to cuts in social care. We are looking for someone who will support and champion the rights of carers, work effectively with funders and partners and ensure that the voices of unpaid carers are heard loud and clear.

The organisation is in good health, has a professional, committed and enthusiastic team (both paid and unpaid) and is in a good position for a new CEO to come in and continue to take the organisation forward to ensure Carers Support is ready for the challenges ahead.

We are looking for someone who is keen to lead and isn’t afraid to roll up their sleeves and get stuck in sometimes. If you’re passionate about unpaid carers, approachable and ready to take on exciting challenges, we want to hear from you.

**Mary Whittington**

*Chair of the Trustees, Carers Support (Bristol & South Gloucestershire)*

Profile of Carers Support

**Our Vision:**

*“A better life for carers of all ages where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations”.*

**Our Mission:**

* *We will support carers’ emotional, physical and financial health and wellbeing, building their resilience and confidence.*
* *We will listen to and amplify carers’ voices, enabling them to have a strong and independent influence on policy and services.*
* *We will support carers to be free from inappropriate levels of care and able to live a life of their own.*
* *We will raise awareness of carers and the issues they face, leading to communities and organisations where carers feel recognised, welcome and supported.*

**Our Values:**

* ***Co-producing****– We will be led by carers’ needs involving them in service planning and development and encouraging other organisations to do the same.*
* ***Learning****– We will constantly review and refine our services, developing and sharing good practice.*
* ***Collaborative and connected****– We will be collaborative in our approach to supporting carers, working closely with partner organisations and communities to provide holistic, sustainable support.*
* ***Empowering****– We will be enabling in our approach to supporting carers, building resilience and confidence, empowering them to achieve their own goals.*
* ***Valuing people****– We will treat staff, volunteers and those we work with, with respect and kindness, valuing diversity and the contribution they make.*

For more than 25 years Carers Support has been providing innovative and creative support solutions to unpaid adult and young carers across both Bristol and South Gloucestershire Local Authorities. Over this period the organisation has built up an excellent reputation locally, regionally and nationally. Carers Support is held up as an exemplar of good practice recognised as the “go to” organisation for carers, funders and partners in the area.

The average annual income of the organisation over the last 4 years is £1.3m with a staff team of 57 in number (39 Full Time Equivalent), and 75 volunteers.

About the Role

**Job title:** Chief Executive Officer

**Salary Band** £50,000 - £55,000

**Benefits** 27 days annual leave entitlement plus 8 public holidays per annum.

Staff pension scheme with Carers Support matched contribution up to 5%

**Hours** 37.5 hours per week

You may be required to work additional hours (and reasonably flexibly) where the needs of the business require.

**Contract** Fulltime, permanent

**Locations** The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

**Responsible to:** The Chair and Board of Trustees

**Responsible for:** Finance Manager, Adult Carers Services Manager, Fundraising Manager, Young Carers Service Manager, Business Support Manager, Engagement and Involvement Lead

We encourage applicants from a range of backgrounds and encourage diversity throughout our recruitment process.

More about the role

Reporting to, and working closely with, the Chair of the Board of Trustees, the CEO will provide leadership, direction and management of Carers Support to ensure the charity delivers its strategic aims and objectives.

The CEO will have overall responsibility for the operation of the organisation and for supporting our dynamic team to be all they can be, bringing people together and keeping them motivated.

The CEO will also focus on developing strong, trusted and long-lasting relationships with our stakeholders at all levels.

The day-to-day responsibilities of the CEO will vary due to the wide range of projects, issues and tasks that may arise.

They will be responsible for making corporate decisions, managing overall operations and will be accountable to the Carers Support Trustees at all times.

Main Responsibilities

The following is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the CEO will carry out. The postholder may be required to undertake other duties appropriate to the level of the role.

**Strategic development and representation**

* Provide dynamic leadership, direction and innovation to Carers Support*.*
* Spearhead new strategic initiatives, in conjunction with the Senior Management Team in order to enable the organisation to achieve its aims and objectives.
* Co-ordinate the business planning and continuity process.
* Agree with and report to the Trustees Key Performance Indicators.
* Manage existing and develop new strategic relationships across two urban and rural local authority areas and the BNSSG Integrated Care System.
* Work with and support the Board of Trustees and make recommendations on policy and strategic development.
* Work with the Chair to enable the Board to fulfil its functions and to ensure that Trustees receive appropriate support and information on all relevant governance matters.
* Oversee carer engagement and involvement work for the organisation locally, regionally and nationally to ensure that carers’ voices are heard at all levels and that Carers Support campaigns for improved rights and support services
* Publicise and promote the work of the organisation, overseeing publicity and marketing, attending meetings and events, working with the media, and giving talks and presentations as required ensuring that the organisation is presented in a professional manner to its members and stakeholders.
* Represent the organisation on formal partnerships and Boards as appropriate.

**HR Management**

* Take overall responsibility for all management issues including Human Resource matters.
* Lead the staff team within the policy framework, agreed by the Board of Trustees, fostering good communications throughout the organisation.
* Ensure that an effective system is in place for the recruitment, induction. management, training and development of staff and volunteers.
* Ensure that all staff and volunteers work within the aims and objectives, key values, and policy framework of the organisation.
* Ensure that internal policies and procedures are reviewed and updated as necessary.

**Finance and Resources Management**

* Be accountable to the Board of Trustees for the overall financial management and performance of the organisation, including forward planning, negotiating contracts, and management of budgets.
* Negotiate contracts and service level agreements with funders, and be responsible for fundraising.
* Be accountable for use and upkeep of premises and equipment.

**Accountability**

* Be responsible for effective support for the Board of Trustees and its sub-committees, and to report on the progress and other matters relevant to the Board’s responsibilities.
* Ensure the organisation fulfils its legal, statutory and regulatory duties
* Have an oversight for quality standards ensuring the organisation achieves externally accredited quality marks and maintains systems for regularly reviewing and assessing quality

**Sustainability and Quality**

* Continue to develop and diversify the organisation’s funding base and income streams.
* Ensure that the organisation is carer led in its governance and that all legal and statutory requirements are met
* Develop robust quality assurance systems in order to make best use of evidence gathered from monitoring to inform future service development and delivery

Personal qualities

**Experience and Knowledge**

**Key Areas: the successful candidate will have many, if not all, of the following;**

* Experience of management at a senior level, within a large or small Private, Public or Third Sector organisation
* Financial management experience, including setting and monitoring of substantial budgets and interpreting financial reports
* Demonstrable leadership skills to motivate, develop, delegate and lead staff and volunteers.
* Track record of attracting and developing new business opportunities
* Experience in overseeing successful tenders and fundraising bids
* Experience of monitoring and evaluating projects and services, including responding to the differing requirements of funding bodies, contractors and service users
* Experience of policy and strategy development.
* Experience of negotiating at a senior level and across sectors
* Experience of achieving and implementing quality standards
* Good understanding of the views and needs of carers and the current legislative framework relating to them.
* An understanding of good practice in service user involvement in policy, planning and representation work
* Excellent understanding of Employment and Equalities Legislation
* Experience of lobbying and influencing policy makers

**Desirable**

* Knowledge of community care, health and children’s services structures and provision.
* Experience of working with carers and or service users
* Understanding of the legal duties of charities
* Experience of media work
* Education to an appropriate level and evidence of continuing professional development in a relevant subject or discipline
* Experience of the third sector in a paid or unpaid capacity

**Skills**

**Key Ares: the successful candidate will have many, if not all, of the following;**

* Excellent written, verbal communication and presentation skills
* Ability to conceptualise and think strategically
* Financial literacy
* Excellent IT skills
* Business and commercial acumen
* Ability to establish good working partnerships with Trustees, staff, volunteers, external agencies and funders
* Empathetic and an excellent listener
* Self-motivated and resilient
* Resourceful, innovative and creative

**Attributes**

**Key Ares: the successful candidate will have many, if not all, of the following;**

* Strong emotional intelligence, enabling the development of effective relationships at all levels.
* Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
* Commitment to equal opportunities and diversity in practice

How to apply

Please email your completed application form with a covering letter explaining your suitability for the role, ensuring you are responding to the person qualities detailed in this job description.

The application process will take into account your experience, as well as considering work history and education. We recognise that not everyone will have had access to the same opportunities and we are committed to acknowledging this in our recruitment and celebrating applicants from a range of backgrounds.

Email your application to recruitment@carersbsg.org.uk **by midnight on Sunday 29th June 2025**.

**The provisional dates for interviews are week commencing 14th July 2025. Invited candidates will be take part in a Q&A with staff and service users, as well as an interview panel.**

For an informal and confidential conversation about the role please email our Chair of Trustees, Mary, [chair@carersbsg.org.uk](mailto:chair@carersbsg.org.uk), to arrange a mutually convenient time for a phone call.