

Dear Candidate,

Thank you for your interest in our new post of Deputy Chief Executive. Given that this is a new role and is very important for the Association of Chairs (AoC) and for me, I wanted to personally introduce it to you.

**About the AoC:**

This post has been created in recognition that the AoC is at a pivotal stage in our development. Formed just 5 years ago, the AoC is a unique membership body, supporting Chairs and Vice Chairs of charities and non-profit organisations in England and Wales. Chairing a non-profit organisation is a responsible, demanding and highly rewarding role and the AoC champions effective chairing for the benefit of the communities each charity serves. Our members are usually volunteers.

We offer our members a unique peer network, specialist events, a practical e-newsletter, customised briefings and other resources. Tailored information, analysis and insight is at the heart of these products and informed by our own research. We currently hold more than 30 events a year at different locations around England and Wales. All this is delivered by our highly committed staff team of four (soon to be five) who are based in London’s Hatton Garden and our dedicated trustees and volunteers.

We are proud of the impact that we have achieved since our launch. With 630 members and nearly 700 signed up to our Beacon programme for smaller charities, we have firmly established our position as the support for and voice of Chairs. Our members tell us that we help them find the motivation and practical ideas to overcome a range of challenges, and to feel less alone. Here’s some feedback from our members

*‘AoC made all the difference! I got to grips with difficulties on the board and worked out how to build my relationship with the Director.‘*

*‘It was such a relief to find other Chairs and talk honestly and openly with them about the role, the frustrations and exchange information and tips.’*

*‘I regret that I didn’t discover this organisation when I first became Chair- it would have been incredibly helpful.’*

We already have a strong following, with many highly committed members, supporters and partners. We know though, that with our members in highly responsible and important roles, that there is much more that we can and need to be doing and we have developed ambitious plans to develop our offer and engage many more of the 167k non-profit Chairs in England and Wales. We are excited by the opportunities that lie ahead.

**About the role:**

You will have a key role in grasping these opportunities, with a core element of this role being to develop and implement our new membership strategy, and develop our partnerships.

This is a fantastic developmental role for you if you have a passion for social actionandare keen to progress in the non-profit sector and make your mark at the highest level. Working in a small organisation within a fast paced environment, you will have a broad development role which is central to progressing AoC’s strategy. Specifically, you will lead the development of our membership offer, nurture impact from our partnerships and ensure performance and compliance. You will also work alongside me on our planning and budgeting and act as my deputy. As this role is so intertwined with my own and at the heart of the AoC and the voluntary sector, you will gain broad insights, skills and networks. It will be a unique environment for personal development and a strong platform for a career professional.

**About you:**

In return, we are looking for someone who is committed and has outstanding qualities of resourcefulness, resilience and a keenness to engage in the full breadth of the AoC’s work. You will be highly skilled in building strong relationships and in working in partnership to turn ideas into reality through innovation and change. You will be focussed yet flexible and strong on delivering a wide ranging and demanding portfolio. You will be an innovative self-starter, comfortable working on your own initiative, as well as being a collaborative and supportive team player. To deliver on all this you will, of course, need to be highly organised.

Given the broad and developmental nature of this role, you will need to love learning and to support your personal growth, we offer you a mentor.

If this is you, and you are excited by this role, I am keen to hear from you. Come and join this special organisation andmake your mark. The details on the role and application process are attached.

Rosalind Oakley

Chief Executive

Association of Chairs

Deputy Chief Executive

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| Reports to: | Chief Executive |
| Managing: | Partner agencies, suppliers, volunteers and related funders |
| Salary: | c. £40,000 depending on experience |
| Hours: | 37.5 hours per week, Monday to Friday |
| Holidays: | Full-time staff are entitled to 25 days’ paid leave, plus public holidays during each completed leave year. |
| Location: | London |
| Duration: | Permanent |

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Job purpose

**Lead membership development, performance and compliance**

**Identify, support and develop opportunities and key partnerships**

**Working with the Chief Executive, develop and monitor the AoC’s organisational plans and budgets in line with AoC’s strategic plans**

**Actively support and deputise for the Chief Executive**

Responsibilities

This job description outlines the key areas of responsibility. As this post is both new and a development role, it is anticipated that these responsibilities will evolve over time as needs change.

**Membership development**

The post holder will have responsibility for the development of AoC’s membership offer in order to expand AoC’s membership and ensure continued high levels of satisfaction, engagement and retention.

* Review AoC’s membership offer and related processes
* Develop and test the offers for our different membership propositions, including consultation with our members
* Create, implement and refine the membership products and processes, looking for innovative solutions to priority needs
* Manage the suppliers of the membership products, to ensure that they are delivered on time and to the required quality
* Develop and implement plans to build member communities
* Work with our Marketing and Communications Manager to launch our new membership packages
* Ensure ongoing monitoring and evaluation

**Business and partnership development**

Alongside the Chief Executive, you will have a key role in our business development including nurturing and delivering AoC’s partnerships.

* Secure, build and maintain AoC’s national, local and corporate partnerships in support of AoC’s strategy, cultivating strong relationships and increased commitment
* Create and deliver on opportunities for working with prospective partners
* Carefully undertake the stewardship of key partnerships, building strong relationships with strategically important and high value partners
* Develop trusted supplier and partner networks
* Represent AoC at events and meetings
* Identify and plan new projects, including funding proposals where appropriate

**Planning, performance and budgeting**

Working with the Chief Executive, the post holder will have a key role in AoC’s planning, performance management and budgeting.

* Working with the Chief Executive, develop the annual business plan, targets and budgets for achieving AoC’s strategic objectives and then, once agreed, monitor and report on progress
* Lead on the monitoring and reporting against AoC’s performance framework

**Governance, compliance and operations**

You will have responsibility for compliance, with a key role in AoC’s governance and operations. You will work closely with AoC’s Hon Company Secretary and Treasurer and with AoC’s administrator on operational matters**.**

* Lead on the AoC’s statutory compliance and annual returns, ensuring compliance with the Charity Commission, Fundraising Regulator, health and safety, GDPR, and other regulatory requirements
* Lead on negotiating, monitoring and managing AoC’s partnership and membership related contracts
* Ensure that the AoC submits timely reporting and meets compliance requirements with supporter organisations
* Lead on updating, monitoring and reporting on the AoC’s operational risk register
* Recruit, lead and manage AoC volunteers to support the delivery of this role
* Help ensure we have the necessary infrastructure for our growing operations
* Lead on the internal development of, documentation and adherence to key business policies and processes

**Deputy Chief Executive**

* Work with Chief Executive and colleagues to provide leadership to the AoC as a whole.
* Proactively support and deputise for the Chief Executive as required
* Bring a strategic perspective to the work of AoC understanding external factors and trends that will influence the role

**Additional responsibilities**

* Work proactively to promote AoC’s equality and diversity policies in respect to both service delivery and employment
* Cover and support for colleagues when necessary
* Other such duties as shall reasonably be required as part of a small, collaborative staff team

Person specification

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| **Qualifications** | **Essential**: Degree in a relevant field or equivalent experience  **Desirable**: Business qualification |
| **Experience** | **Essential**   * Minimum of 2 years’ experience in a relevant business development position, with a strong track record of achieving corporate priorities through partnership working and through delivering change and innovation   **Desirable**   * Successful management of contracts, including negotiation * Organisational business planning and performance * Experience of membership organisations |
| **Skills/ Abilities** | **Essential**   * Ability to deliver on a broad and demanding work portfolio, meeting deadlines and demonstrating flexibility to shifting priorities * Highly effective personal planning and organisational skills, with an exceptional attention to detail * Innovative self-starter with resourcefulness and ability to work on own initiative * Strong analytical and problem solving skills, with ability to find creative and innovative solutions, make effective decisions and deliver change * Ability to lead, plan, execute and monitor organisational and project plans * Numeracy, with the ability to set and monitor budgets * Highly competent at building strong collaborative relationships, skilfully navigating different agendas to deliver on opportunities and resolve issues positively * Work collaboratively, harmoniously and flexibly in a small team * Ability to engage different audiences confidently/effectively and produce high quality reports and presentations * Ability to skilfully negotiate contracts * Enthusiasm for engaging in the full breadth of the AoC’s work * Well-developed IT skills – Microsoft Office, Outlook, Word, Excel and Powerpoint |
| **Knowledge/ Understanding** | **Essential**   * Understanding successful organisational / project planning, budgeting and performance management * Understanding of and interest in the charitable sector more broadly   **Desirable**   * Understanding of charity governance |
| **Disposition** | **Essential**   * Passion for social action and the role of the voluntary sector * Calm, confident and positive * Flexible, loyal, hardworking and resilient * Personable * Reliable * Thirst for personal learning and development * Generosity of spirit |
| **Other** | **Essential**   * Ability to undertake travel within England and Wales * Willing to work outside core hours on an occasional basis |

Benefits

* Key developmental role in a well-respected and well-networked charity.
* Options for flexible working.
* Training and development opportunities including a mentor
* London location with excellent transport links
* Pension we make a 4% contribution (non contractual) to your pension

**How to apply**

To apply, please to send the following documents *to* [*info@associationofchairs.org.uk*](mailto:info@associationofchairs.org.uk) *by* ***Monday 4 February at 9.00am****:*

* CV giving details of relevant achievements in recent posts, as well as your relevant professional qualifications
* covering letter that summarises your interest in this post and succinctly provides evidence of your ability to meet the criteria outlined in the person specification. Please ensure that your letter includes details of your latest salary and notice period.

Longlisted candidates will be invited to a phone interview with our Chief Executive on ***February 15th or 18th***

Shortlisted candidates will be invited to a face to face interview on ***Wednesday 6th March***. A final interview will be held on ***Monday 11 March***.

Do visit our website [www.associationofchairs.org.uk](http://www.associationofchairs.org.uk) and our social media @AssocofChairs

If you have any initial questions relating to this post, you are invited to contact our consultant, Sue Browning on [susanbrowning323@gmail.com](mailto:susanbrowning323@gmail.com%20) or 07534 885747.

No agencies please.