

JOB DESCRIPTION & PERSON SPECIFICATION

Chief Executive



JOB DESCRIPTION

Reports to: The Board of Trustees via the Chair

Direct Reports: Director of Operations
Director of Fundraising
Director of Communications
Director of People and Transformation

Head of Development
Head of Finance
Executive Assistant

Main purpose of post

Inspired by our vision and our values, the Chief Executive of Refuge will be an inspirational, inclusive and respectful leader who empowers us to provide high-quality services for survivors of domestic abuse; protect victims by advocating for a strong criminal justice response to perpetrators; and prevent future violence through education, training and awareness-raising.

Our CEO is accountable, via the Chair, to the Board of Trustees for the overall strategic leadership, development and management of Refuge and, working with the senior leadership team, for achieving all our key objectives.

Principal responsibilities

The Chief Executive is required to carry out a range of duties as required by the Board and commensurate with the role. These include:

Strategic leadership

- Develop an ambitious and achievable strategic vision for Refuge and work in collaboration with our trustees, employees, volunteers and other stakeholders to make it happen;
- Uphold and embody the key values of our organisation, placing service users at the heart of everything we do;
- Ensure that the charity's operational plans and activities are aligned to our strategic aims, and that we achieve the targets we set out in our business strategy.

Governance

- Ensure that Refuge meets all its constitutional, regulatory and legal obligations;
- Present and report to the Board on the charity's performance, ensuring that appropriate processes monitor progress against strategic objectives;
- Lead and motivate volunteers, employees and board members, providing strong and effective direction for the charity;
- Work with the senior team to ensure effective risk management throughout Refuge and provide effective reporting and mitigations to the Board.

External relationships

- Act as Refuge's chief spokesperson, ensuring that our objectives are communicated effectively, and that our profile and reputation are enhanced;
- Maintain, promote and foster strong and effective relations with government, statutory and voluntary bodies, and with other relevant organisations; and ensure that Refuge is an influential organisation with a strong presence on relevant international, national and local bodies;
- Ensure that Refuge is a recognised source of reliable, evidence-based, high-quality information.

JOB DESCRIPTION & PERSON SPECIFICATION

Chief Executive



Organisational management

- Ensure that Refuge is a diverse, inclusive and fair organisation, and a fantastic place to work and volunteer;
- Continuously develop and manage the charity, strengthening and investing in internal systems and staff to ensure our long-lasting success;
- Provide leadership to the Executive Team in which individual roles are clearly defined, but where a collective responsibility for key decisions and policies is also fostered so the team provides strong and effective direction to the charity.

Income generation

- Find and develop income opportunities to ensure Refuge has the resources required to fulfil its mission;
- Oversee the development of robust funding propositions and partnerships;
- Ensure that fundraising and marketing strategies for the charity are developed and delivered, working to set targets.

Financial management

- Maintain an overview of the charity's financial position and develop its long-term financial strategy;
- Work with the Head of Finance to prepare and gain approval for Refuge's annual budget;
- Monitor performance against plans to safeguard the overall financial health of Refuge and all its subsidiaries.

Delivery of charitable activity

- Ensure all client services are effectively planned, developed and delivered to a high quality, creating long term positive impact for users;
- Ensure that influencing and policy work is aligned with strategy, is evidence based and achieves greatest impact;
- Ensure that there is a strong user voice in all activities.

The duties laid down in this job description may change as necessary following appraisal, and in consultation between the post-holder and the Chair of the Board.

JOB DESCRIPTION & PERSON SPECIFICATION

Chief Executive



PERSON SPECIFICATION

We are seeking an exceptional, empathetic leader; who can help us celebrate and build on our strengths and successes; and who can lead continued innovation in how we develop and deliver Refuge's services.

The successful candidate will be able to demonstrate the following experience, knowledge, abilities and personal qualities:

Experience

- Experience of leading, managing and influencing at board or senior leadership level, and of ensuring organisational effectiveness – particularly through a period of external volatility, change and development;
- Expertise in business strategy development and delivery, and in fundraising and income diversification – possibly in the charity sector;
- A track record of negotiating and influencing with a wide range of internal and external stakeholders – from government, parliamentarians and funders through to service users, employees and volunteers;
- Expertise in directly and indirectly developing, inspiring and building diverse, inclusive and high-performing teams.

Knowledge

- Familiarity with the violence against women and girls sector, the domestic abuse sector, or with a comparably dynamic and complex sector;
- Sound understanding of and commitment to equality, diversity and inclusion, and to the principles of feminism;
- Strong understanding of organisational governance, financial management and risk management;
- Understands how to work in partnership with a strong Board.

Abilities

- Instinctively builds strong networks, influences policy agendas, and creates partnerships that deliver meaningful change;
- Communicates and speaks with charisma and clarity; confidently delivers messages to a wide range of audiences and builds a sense of passion and engagement;
- Fosters positive working relationships in a constructive and consultative way;
- Able to drive high performance, acknowledging success and providing challenge.

Personal qualities

- Committed to upholding Refuge's values with integrity and resilience;
- A natural diplomat, actively creating sustainable partnerships with diverse partners across different sectors;
- Excellent drive and enthusiasm.

The staff at Refuge were asked what they would value in a new CEO and their responses included:

- Shares Refuge values
- Inclusive and personable
- Accountable
- Forward thinking and creative
- Good communicator
- Appreciates staff and treats us all as a team
- Honest and transparent
- Excellent communicator
- Approachable