



**CEO**

**Candidate Information Pack**

**March 2024**

# Welcome from our Chair

Dear Candidate

I am delighted that you are interested in the position of Chief Executive Officer with Age UK Sutton. I hope that you find the information in this pack helps you to learn more about our organisation and what we are looking for in our next leader.

Age UK's vision is an Age Friendly Sutton, where older people know that they belong, and feel supported and valued. We have a highly experienced, cohesive and dedicated team who are passionate about ensuring that older people's voices are heard and that they are included in the design of services. A culture of learning and improvement has been embedded across our teams of staff and volunteers and great teamwork is evident throughout the charity.

Older people in Sutton, as elsewhere, are facing a range of challenges; including social isolation, poverty and digital exclusion. It is a challenging time for the charity sector too and we are seeking a compassionate leader who can navigate and lead change with confidence. The ideal candidate will operate strategically to secure our future sustainability and be willing to work alongside staff to tackle day to day operational issues. Local partnerships are increasingly important and we have a growing reputation for leadership on older people's issues. The ability to build on our strong relationships with both providers and commissioners will be critical.

Supported by a highly experienced and diverse Board of Trustees, our new Chief Executive will help us to make a positive difference for older people in our borough and set the direction for achieving a sustainable future.

If you believe you bring the skills and experience we need, we would love to hear from you.

Jan Samuel, Chair



## About us

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.4m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with 30 staff, some part-time, and a cohort of over 40 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 70 volunteers in a growing team.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional, and person-centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's ethos and culture.

We strive to provide a supportive working environment for staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer-friendly workplace.

For further information about our work, please see our Impact Report [Age UK Sutton | Annual Reports](#),

## Our values

### Our values

Our values live at the heart of Age UK Sutton. They form part of our culture, shaping who we are as an organisation, and how we work as staff and volunteers.

- We are compassionate
- We are generous
- We are honest
- We are resourceful
- We are respectful
- We are united

### Diversity and equality

Age UK Sutton celebrates the diverse cultures, communities and environments that make up our society and the multitude of dimensions that characterise our diversity. We recognise that certain groups may face discrimination on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation and other unjustified reasons.

We believe that a strong, independent voluntary and community sector is crucial to helping people and communities to tackle disadvantage and discrimination. As a leading organisation within the third sector in Sutton we recognise that we have a key role to play in upholding equality and diversity.

Age UK Sutton is committed to the principle of equity of opportunity for all of its service users, staff, volunteers and trustees and to implementing non-discriminatory practices.

You can read more about Age UK Sutton's commitments in our [Equity and Diversity Policy](#).



# Recruiting a CEO

In recent years, Age UK Sutton has undergone steady growth and transformation. We have a solid foundation, enjoy a positive culture where our values are central to all that we do and have consistently great feedback from our staff satisfaction surveys. We continue to provide a range of valuable services for older people, including support for people with dementia or mental health challenges, and our Help at Home Social Enterprise, which provides much-needed support for people to remain at home as well as generating earned income. We've established a solid reputation for high-quality value-for-money service delivery with local commissioners, and our voluntary income fundraising is underway with significant scope for development.

Our CEO left in mid 2023 to pursue the next stage of her career and we employed an interim CEO to enable a phase of reflection and consolidation. We are now poised to embark on the next chapter of our journey and, as we prepare for this exciting next phase, we are seeking an ambitious, confident and visionary CEO to play a pivotal role in developing, building and delivering our strategy to ensure a sustainable future.

Our ideal candidate is someone who embodies inspiring and authentic leadership, demonstrating a passion for maintaining and nurturing a positive, compassionate, and inclusive organisational culture and learning environment. We are searching for an individual who is equally confident and adept at the strategic and the operational, as well as skilled at influencing and developing external partnerships and able to establish the organisation's credibility as a potential lead commissioner. Equally important is the ability to exercise tight financial management of our limited resources, identify new sustainable income streams and ensure our long-term financial security. The successful candidate will need to be measured, flexible, able to pivot when necessary, maintain focus amidst significant plate-spinning and have a good sense of humour!

As the CEO, you will be working with a dedicated and experienced support network that includes the Chair, the wider Board of Trustees, our committed and highly skilled Senior Management Team and other staff members, and volunteers. Together, we share a steadfast commitment to advancing the mission of Age UK Sutton and making a lasting impact on the wellbeing of our older community.

If you are a visionary leader ready to contribute to the next phase of our journey, we would be delighted to receive your application.



# Role description: CEO

## Key Information

<b>Location</b>	Sutton Gate, 1 Carshalton Road, Sutton SM1 4LE Flexible working possible with a minimum of three days in the office/a four-day week would be considered for the right candidate
<b>Contract</b>	Full-time (37.5 hrs/week), permanent
<b>Salary</b>	£60,000 - £70,000 per annum
<b>Annual leave</b>	25 days annual leave

### Overarching roles and responsibilities

The key purposes and elements of the Chief Executive role are:

- Supporting the Board in delivering its charitable objectives efficiently and effectively, complying with all its legal and regulatory obligations and maintaining high standards of corporate governance;
- Working with the Board to shape the organisational strategy and to oversee its delivery, ensuring the success and sustainability of AUKS as both a charity and a business;
- Maximising efficient use of all AUKS' human, financial and other resources;
- Ensuring the range of services offered by AUKS is appropriately matched to the needs of local older people and sufficiently funded;
- Building strategic partnerships and managing AUKS' external relationships both locally and nationally.
- Be a champion for equity, diversity and inclusion, understanding the demographics and specific needs of local older people, and promoting diversity and inclusion within the workplace.

### Specific duties

The following is not an exhaustive list but identifies the most significant duties which link to the responsibilities described above.

**Working with the Chair and Board of trustees:**

- Provision of timely and appropriate advice, information and recommendations to the Board on risks, and issues requiring Board decision or awareness;
- Contributing to the Board's strategic thinking, especially by reference to knowledge of local issues and developments;
- Delivering the defined outcomes of the Business Plan, which operationalises the Board's strategic aims;
- Supporting the Board on governance issues including trustee recruitment/induction and reviews of its own performance;
- Ensuring AUKS compliance with all legal and regulatory requirements at Board and operational level.

**Resource management:**

- Leadership, organisation/deployment, motivation and recruitment of staff and volunteer teams for maximum effectiveness, including working with the senior leadership team to ensure internal resources are utilised, and services are delivered, to their maximum potential;
- Oversight of AUKS' financial viability including maintenance of high-quality financial information systems, controls and procedures;
- Maintaining effective strategies and processes to maximise income generation and diversify its sources.

**AUKS Services:**

- Ensuring AUKS monitors the changing needs of its clients and that the services it offers are matched to those needs, reflect equity, diversity and inclusion, and are consistent with the Board's strategy;
- Maintaining effective systems which ensure high quality in both delivery of services and measurement of their outputs and outcomes, and ensuring compliance with all necessary quality standards;
- Facilitating a culture of continuous improvement where all staff are encouraged to identify opportunities to improve services and their delivery, through innovation and new partnerships.



### **External relationships:**

- Maintaining and managing productive relationships with Age UK, neighbouring Age UKs, related charities, London Borough of Sutton, NHS and other delivery partners;
- Promoting AUKS to relevant local and national organisations to help increase its reach, to ensure that the voices of older people in the borough are heard, including taking leadership roles where this increases influence;
- Seeking opportunities for new relationships and collaborative working opportunities which can help deliver services, provide income or reinforce AUKS' reputation and profile.

### **Continuous Professional Development**

- Engage in continuous professional development to enhance skills and develop best practices.
- Keep abreast of developments in the field of mental health, public funding and policies, diversity and inclusion, and the voluntary sector as a whole.
- Maintain a high-quality standard at all times in accordance with our vision, mission and values.

### **Person specification**

Essential experience, qualifications and attributes for the post are demonstrable ability to:

- Inspire, lead and motivate people towards the achievement of excellence;
- Be values-driven and compassionate
- Think strategically and translate strategy into measurable objectives underpinned by robust measurement systems;
- Recognise needs and opportunities in the development of services;
- Manage day-to-day operations to a firm budget with effective systems of financial management, control and reporting;
- Employ detailed knowledge of the charity sector and related funding issues including identifying and developing new sources of voluntary income;
- Manage organisational change and restructuring effectively and sensitively, including introducing new services / closing down services, staff redeployment and TUPE
- Work effectively with external partners, stakeholders and a governing Board;
- An affinity for older people and championing their needs.

It would also be highly desirable for candidates to have:

- Knowledge of NHS and local authority / public sector context, and implications for commissioned services
- Commercial acumen, developing and marketing paid-for services
- An understanding of the implications of digital developments for older people.



## How to apply

[Eastside People](#) is supporting [Age UK Sutton](#) in the recruitment for this role. [Please click here](#) to apply by submitting your CV and a cover letter, which should address the points in the Person Specification.

Please note that we will focus on your demonstrable experience and potential in the above areas and do not expect candidates to have experience in all responsibilities outlined in the Job Description. If you would like a call to discuss the role in more detail, please email Lucinda Shaw at our recruitment partners [Eastside People](#) to arrange a convenient time at [lucinda@eastsidepeople.org](mailto:lucinda@eastsidepeople.org). Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability, and potential. Please contact us if you require any assistance or adjustments so that we can help with making the application process work for you.

**The closing date for applications is 9am on Thursday 18 April 2024.** An informal discussion with a number of stakeholders will take place on 6 or 7 May, and interviews will take place later that week or week beginning 13 May 2024.



# Eastside People

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