



Caring in Bristol

**Candidate Information Pack
Chief Executive Officer**



In this candidate information pack you will find further information on our search for a Chief Executive Officer, together with details on the application process with Moon Executive Search.

Contents

Welcome from the Chair	3
Message from the Senior Leadership Team.....	4
About.....	5
Our Values.....	6
Our Services.....	7
Youth Services	7
Community-Led Services	7
Building a community-led movement for change in Bristol.....	7
Role Description	8
Key responsibilities.....	9
Person Specification.....	12
How to apply.....	14
Appendix 1: Caring in Bristol Staffing Structure.....	15

Caring in Bristol is a Registered Charity (No. 1151645) and
Company Limited by Guarantee (No: 08419424)

Welcome from the Chair

Caring in Bristol started life as Caring at Christmas in 1987 to fill a substantial gap in provision for people experiencing homelessness over Christmas and New Year. This project rapidly grew in size and scope and in 2013 we changed our name to Caring in Bristol to reflect our aspiration to make a bigger contribution in the city all year round.

I have been Chair of Caring in Bristol for five and a half years and it has been a stimulating and very rewarding experience. The charity has grown significantly in staff numbers, income and expertise. We have a talented and fully involved board of trustees who bring a wide range of skills and depth of experience.

Our staff are committed and capable and work hard for those experiencing or at risk of homelessness in Bristol. We are financially in a sound position and are currently revisiting our strategy to ensure the organisation stays relevant and resilient.

The Chief Executive Officer will provide leadership for the Charity and will be responsible for leading, developing and implementing what we do – they will be a pivotal figure in shaping the future of Bristol and its approach to homelessness. We know that everyone has strengths and weaknesses – no one will be able to tick all our requirements, but we are aspirational, we see this as a key moment for homelessness in Bristol and for our charity.

So, this a great team to join as Chief Executive Officer and to lead in meeting our mission in challenging times. Is this the role for you?

Nigel Harradine
Chair of Trustees



A message from the Senior Leadership Team

Caring in Bristol is at a pivotal moment in its history. More people than ever are accessing our services. We have a strong, committed, and capable staff who care deeply about our aim to end homelessness in Bristol. Volunteers and supporters are central to our work, as are our partners within the city – other service providers, local businesses and community groups.

We are currently developing a new robust, forward-looking strategy in order to plan our services, tailor fundraising accordingly and bring others along on our journey.

We believe the culture of our organisation is special – agile, person-centred, and bold. We're looking for a leader who embodies these qualities, someone who can support and challenge our team, who can advocate for our work and build meaningful relationships both internally and externally.

This is an exciting, dynamic charity of which we are extremely proud to be a part. We look forward to welcoming a new Chief Executive who can rise to challenges, think strategically, and keep the end goal in mind.

To give you a better feel and understanding of our charity, have a look at this short video featuring some of our amazing staff <https://brs.tl/WeCare> and also our website which shows some of our media work - <https://caringinbristol.co.uk/cib-in-the-media/>

Claire, Emma, Helen, Jenny and Mel
Senior Leadership Team

"[My Worker] really pulled me out of a sticky situation. It was really really helpful."

Anna (19) said: "When I was going through an eviction, [My Worker] helped me so much. She supported me to attend court and spoke to lawyers on my behalf. I wouldn't have been able to do that on my own. Any appointments I have, she prompts me to make sure I'm there and you're there for the aftermath!"*

Project Z clients

About

Caring in Bristol is a local charity with a vision of a city empowered to solve homelessness. We provide year-round support to adults and young people who are currently experiencing, or at risk of, homelessness. Powered by an ever-expanding group of community partners, commercial supporters and over 500 volunteers annually, we have the resources to make a positive impact for those people experiencing homelessness across the city.

Bristol is being impacted by an acute housing crisis. Property prices and rents are some of the highest in the country, social housing is in short supply, and thousands are placed in temporary accommodation across the city with young people one of the most adversely affected groups. The cost-of-living crisis is pushing people who were already struggling to maintain a tenancy to the brink of homelessness. Housing support services in the city are stretched beyond capacity and can be inaccessible to a lot of people who need them.

Since the pandemic changed the landscape in the sector, Caring in Bristol has trialled and developed new early-intervention approaches working with those at highest risk of homelessness. These are now incorporated into the core of our work, alongside our annual Christmas project and our innovative youth services. We plan to adapt, consolidate and expand this work across Bristol to build a movement for change that will directly support people experiencing homelessness or who are vulnerably housed.

We are highly ambitious and have significantly expanded our reach over the last three years to fund the work we're passionate about in our city. We firmly believe we can have a substantial impact on homelessness in Bristol and create models that can influence the sector at a national level.



Our Values

These are important to us, they are not just a series of words, they are what we believe, how we behave and the way we work.

PEOPLE FIRST - We value human relationships, the strengths people have, and are committed to supporting positive change and development in everyone. We will take positive risks with people. The wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. We value communication and mutual support amongst all our staff and volunteers.

COLLABORATION - We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of the impact of our work. We actively build partnerships which will improve the support services we can offer.

FOCUS ON THE END GOAL - We work with our beneficiaries to achieve their ambitions and to identify and meet needs that would otherwise go unaddressed.



Our Services

Youth Services

- We have expanded our successful one-to-one relationship-based support for young people experiencing multiple barriers to reach their full potential. This includes support to secure or maintain housing, advocacy, and signposting into other specialist services, and empowering our clients to gain skills and confidence to navigate complex statutory systems independently.
- Opening in Spring 2024, Caring in Bristol is building innovative new short-term accommodation to provide young people facing homelessness with somewhere free and safe to sleep 365 days a year. A community-led breathing space for young people to stay for up to 3 months, with wrap-around support from our existing youth services to secure move-on options and build confidence.
- We enrich these two core youth services with a growing list of youth-led participation including: peer support groups, food club, group activities including arts & crafts, music, social excursions and a Youth Board.

Community-Led Services

- Two successful food clubs in South Bristol, addressing food poverty and social isolation alongside housing insecurity, whilst building trusting relationships to open up new conversations about further support needs and referrals.
- Our early-intervention caseworkers work to prevent homelessness with one-to-one housing advice and targeted support sessions to sustain or secure tenancies and build knowledge and independence.
- Our original project, Caring at Christmas, provides food, entertainment and support over the festive period – Christmas 2023 saw 543 individuals using the service at the Trinity Centre, with meals and gift hampers delivered to dozens of other vulnerable people across the city, all supported by over 400 volunteers and our partners from the city's hospitality industry.
- We create the definitive written resource on homelessness services in the city – the "Caring Handbook" – distributing thousands of copies each year to help people gain access to support in a crisis.

Building a community-led movement for change in Bristol

- All our services work in collaboration with other sector organisations to open up access to support for our clients on issues such as debt management, energy saving, and other needs identified by our beneficiaries.
- We work to raise awareness and spread knowledge about housing insecurity in Bristol, including breaking down perceptions of homelessness.
- Increasingly, we work with research partners to build data on the outcomes and impact of our work, as well as the wider picture in the city and identify possible interventions to address gaps in the city's existing provisions.
- Our programme of co-production in East and South Bristol enables us to hear from communities about the barriers they are experiencing and work together to identify suitable interventions.

"I used to get so many letters, I didn't know what they were for, but when I came to you I could understand everything".

Early Doors client

Role Description

Job Title:	Chief Executive Officer
Location:	3 Pritchard Street, Bristol BS2 8RH
Responsible to:	Chair of Board of Trustees
Contract:	Permanent
Hours:	37.5 hours per week (option for 30 hours may be considered)
Salary:	circa £60,000
Benefits:	33 days annual leave (inclusive of bank holidays) 5% workplace contributory pension Additional long service leave from year 3 Option to purchase additional leave Cycle to Work Scheme Training and development opportunities

We offer, and value, flexible working but will expect the successful candidate to spend most of their working week in the office.

As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.



About the role

Our new Chief Executive will be responsible for providing inspiring leadership, helping develop Caring in Bristol's strategic and operational plans and ensuring they are implemented effectively. They will be an ambassador for the charity, playing a lead role in partnership and business development, and acting as an effective campaigner and advocate for our work and for our beneficiaries.

The post is responsible for the overall operational management of the day-to-day running of the Charity and is delegated this duty by the Board of Trustees, which establishes the accountability frameworks, and which will include being accountable to staff and our beneficiaries.



Key responsibilities

Staff Management

- Provide leadership, line management, support, supervision, and appraisals for the Senior Leadership Team.
- Ensure all staff have their on-going training needs identified and met enabling their individual personal development.
- Inspire staff, volunteers, partners and supporters, encouraging them to be engaged to deliver the aims and objectives in our strategy.
- Alongside the Trustees and senior leadership team, ensure the approach taken in our work meets the values of the Charity and that these values are understood, demonstrated, and embedded in the culture and activities of the Charity.
- Oversee the Charity's HR processes, ensuring it recruits, supports, and retains high quality staff.

Strategic Development

- Play a key leadership role in the development and implementation of the organisation's strategy and any associated plans, ensuring the staff team are fully involved and engaged in the process.
- Actively seek opportunities to fulfil the Charity's strategic aims and objectives.
- Report to the Board of Trustees ensuring that the responsibilities they have delegated are being discharged properly and performance is met.
- Introduce effective monitoring, evaluation, and impact measurement processes, and ensure consultation processes are in place so that our beneficiaries and stakeholders are actively engaged in the development of our work.
- Be responsive to the changing environment around homelessness and related areas, so that strategic decisions can be made to identify opportunities for sustainable growth and improving organisational resilience.

Income Generation & Communications

- Oversee the development and implementation of the Charity's income generation and communications strategies.
- Provide support and resources to enable the fundraising team to achieve annual targets in line with strategic priorities.
- Actively seek opportunities to grow and build income streams to improve financial sustainability and organisational resilience.
- Ensure all the Charity's fundraising activities comply with the Code of Fundraising Practice.
- Raise the profile and protect the reputation of Caring in Bristol, acting as a spokesperson and representing the Charity externally with statutory, business and charity partners, funders, citywide forums, and the media.

Financial Management

- Work with the Board of Trustees and Head of Finance to develop a realistic and achievable organisational budget and oversee financial management and control.
- Report to the Finance Committee on the financial position of the Charity, including the provision of management accounts to the Board and to work with the Head of Finance and the Finance Committee to produce end-of-year accounts.
- Provide accessible and transparent financial reports for the Board of Trustees and other stakeholders as and when required.
- Oversee quarterly monitoring and monthly reporting processes to evaluate performance against budget, review risks and issues and agree corrective actions with Senior Leadership Team and Board of Trustees.

Compliance and Infrastructure

- Ensure the Charity meets and exceeds all requirements in terms of legislation, health and safety regulations, Charity Commission guidance, safeguarding protocols, General Data Protection Regulations (GDPR) and any other relevant regulatory frameworks.
- Oversee all organisational contracts with third party suppliers.
- Implement a process to review and update all organisational policies and procedures at an appropriate frequency.
- Establish a review process to ensure that the organisation's infrastructure is appropriate and flexible, is adequately budgeted for and resourced.
- Ensure the standards and agreements that we and other partners/funders have established are met.

- Implement robust quality assurance processes for all relevant areas of the organisation's activity and oversee continuous improvement processes.

Other Responsibilities

- Champion an organisational culture which has equity, diversity and inclusion at its core, that is measurable, accountable, and achieves change.
- Actively seek and foster collaboration with other charities, relevant statutory bodies, corporate organisations, and other stakeholders to enhance the effectiveness and impact of the work of Caring in Bristol in addressing homelessness in Bristol.
- Continually improve their own knowledge and skills in the field of homelessness, charitable leadership, and strategic management.
- Follow organisational policies and procedures and observe the organisation's Code of Conduct.



"I saw [Caring at Christmas] on the TV and I was really proud that I'm part of something amazing. I tell everyone I know how important it is. You know, that we take care of each other when things get hard. It's wrong to ignore people's needs, isn't it? Look at how everyone is making it such a lovely place to be. It's how it could be all the time if everyone really cared for each other".

Caring at Christmas guest

PERSON SPECIFICATION

What we're looking for

Experience

You are a creative, strategic and visionary leader and thinker. You will have innovative ideas and be resourceful in bringing them to fruition. You will be a problem solver who understands the bigger picture. You will be able to demonstrate this through your experiences:

- Proven record of achievement in a senior leadership position within a charity, or other not-for-profit organisation, including strategic and business planning experience.
- Extensive experience of managing, motivating, and developing a values-driven staff team with an inclusive, consultative, and empowering approach.
- Successful experience of managing business development, fundraising, commissioning, and contract negotiation functions.
- Financial management experience including budgeting and delivery of cost and income targets.
- Experience of working with a voluntary Board of Trustees.
- Have solid experience of delivering and measuring outcomes and social impact.
- Experience of successfully leading organisational and cultural change.



Skills and Knowledge

You are an excellent communicator, organiser and influencer. You listen and tailor your approach to create rapport and influence. You are rigorous, analytic and financially capable. Your skills and knowledge include:

- Creating and 'selling' a strategic vision and the resulting business and organisational development plans.
- Inspirational and confident leadership and management skills with the ability to motivate individuals and teams to achieve positive outcomes.
- Excellent interpersonal skills and ability to persuade and influence, both face-to-face and in writing.
- Strong financial skills, including the ability to work with others to set budgets, manage financial performance, and oversee an annual budget of up to £1.5 million.
- Knowledge of the importance of safeguarding when working with potentially vulnerable people, ideally with some experience of managing safeguarding concerns.

Personal Attributes

You have strong values that drive you. You want this role because you have a passion for social justice and to change Bristol for the better. Your personal values and capabilities will include:

- A strong affinity with the mission, objectives, and values of Caring in Bristol.
- A drive to make a difference for vulnerable people and those experiencing or at risk of homelessness.
- Being positive, pro-active, flexible, and dynamic with a confidence and resilience to thrive in a changing and challenging environment.
- An active commitment equity, diversity and inclusion.
- Demonstrates emotional and cultural intelligence.
- Committed to best practice with a focus on continuous improvement.

"If only they [the Council] knew the struggles I'm going through at the moment. So, charity help such as yourselves are a godsend right now... again, thanks for the kind and friendly words and the weekly food".

Bristol Goods member

"The support I had from [My worker] and the team was like no other. They reminded me that I wasn't alone in what felt like a deep hole I couldn't get out of. I could speak about all my problems without any judgement...I was able to build confidence and belief in myself that there is a light at the end of all my worries".

Young client of Early Doors service

Recruitment Process

How to apply

Moon Executive Search has been appointed as chosen Search Partner to Caring in Bristol and will manage the recruitment process.

NB: ALL DIRECT APPLICATIONS WILL BE FORWARDED TO MOON EXECUTIVE SEARCH

To apply, please send a copy of your latest CV together with a supporting statement (no more than two sides of A4) explaining your motivations for applying for the role, how your skills, knowledge and experience match the role outline and what you can additionally bring to the role.

To ensure fairness to all Candidates, any decision to shortlist you for initial telephone screening will be based solely on the information that you supply on your CV and supporting statement.

Therefore, it is important you give as much information as possible regarding why you wish to apply and what you think makes you a suitable applicant.

COMPLETED APPLICATIONS SHOULD BE SENT BY EMAIL TO:

RECRUIT@MOONEXECSEARCH.COM

FAO: GEMMA WILKS, QUOTING REF: MC2425

CLOSING DATE FOR APPLICATIONS: MIDNIGHT 15TH MARCH 2024.

INTERVIEWS LIKELY TO BE MID/END OF APRIL

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

Preliminary interviews will be with Moon Executive Search virtually.

First and second interviews for shortlisted candidates with Caring in Bristol will involve a series of interviews and tasks with the trustees, staff team, volunteers and our beneficiaries.

Caring in Bristol has retained Moon Executive Search to manage this campaign and are therefore unable to accept CVs from third party agencies. All CVs and expression of interest received will be forwarded directly to Moon Executive Search for consideration.

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, or other category protected by law. We especially welcome applications from people with lived experience of homelessness or housing insecurity.

Caring in Bristol is committed to safeguarding and protecting the people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have policies and procedures in place which promote safeguarding and a safe working environment.

On behalf of Caring in Bristol, Moon Executive Search would like to thank you for your initial interest in their Chief Executive Officer vacancy.



APPENDIX 1:
Caring in Bristol Staffing Structure

