

# Hearing Help Essex

## Chief Executive Officer Maternity Cover

## Appointment Brief Summer 2020



# About Hearing Help Essex

## Our Mission

A quarter of a million people in Essex have some degree of hearing loss, nationally that amounts to one in six of the population. Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring by providing a range of services.

## Our Achievements

Founded in Chelmsford in 1990, Hearing Help Essex initially formed to create a local drop-in session for people to receive practical help with their NHS Hearing Aids. As the years rolled on, more Volunteers were recruited, and more sessions were added. Fast-forward to 2020, and we now have 54 Volunteers running up to 28 drop-in sessions each month, supporting over 4,000 individuals each year. In 2017, Hearing Help Essex were awarded two grants from Essex County Council to provide an information, advice, and guidance service combined with reducing isolation service. These projects continue to be hugely successful, and we support over 2,500 individuals each year through these services.

In 2019, these achievements were recognised by Her Majesty Queen Elizabeth II, and we were presented with The Queen's Award for Voluntary Service, the highest award for a voluntary group in the United Kingdom.

As of July 2020, face-to-face service delivery has resumed with a new COVID-19 protocol. Our information, advice, and guidance services have been delivered throughout the pandemic, as our mission to support vulnerable people became even more critical as people were asked to self-isolate and shield.

## Our Team and Governance

Hearing Help Essex is led by a Board of five Trustees. Our Board draws on a wide range of expertise with experience of the charitable and private sectors.

We have 8 paid staff, 7 of whom are part-time: the Chief Executive, 2 Service coordinators, 1 Data and Finance coordinator, 3 Outreach workers, and 1 office-based information and equipment specialist.

The current CEO, Sophie Ede, plans to go on maternity leave at Christmas and return no sooner than September 2021. Therefore the Charity are looking for an experienced Charity Leader to fulfil the role for a period of at least 9 months from December 2020, to allow for handover. There may be scope for a future senior role at Hearing Help Essex, subject to strategic priorities and new funding.

## About the role

### Job Title: Chief Executive Officer (Maternity Cover)

#### Role Purpose

- ◆ To inspire, lead and develop the staff and volunteer team
- ◆ To maintain the public profile and reputation of Hearing Help Essex with all stakeholders, partners and media.
- ◆ To strengthen the charity's resilience through new and diverse sources of income.
- ◆ To deliver the charity's strategy (already set).

**Salary:** £28,000 - £34,000 PA (depending on experience)

**Hours:** Full time (hours negotiable for the right candidate)

**Location:** Office based in Moulsham Street, Chelmsford, although there will be times when travel across the County is required.

**Contract:** Maternity cover, 9 month fixed term contract with potential extension to 12 months. Start date early December 2020 to allow for handover with current CEO.

#### How to apply

Send a CV with a covering letter no longer than 3 sides of A4, setting out how you meet the person specification, to [sophie.ede@hearinghelpessex.org.uk](mailto:sophie.ede@hearinghelpessex.org.uk).

If you would like an informal conversation about the role prior to applying please call 01245 496347 and ask to speak to Sophie Ede.

Deadline for applications is Midday on Friday 11th September 2020. Applications will be acknowledged. Interviews will be held in early October.

## **Job Description**

### **Strategy and Service Delivery**

- ◆ With the Board and Staff, deliver the organisation's strategic and operational plans, and lead with their successful implementation.
- ◆ Manage the completion of our resumption of services from COVID and our response to any second spike. Oversee the development of services to ensure they continue to meet our Service Users needs.
- ◆ Expand and maintain key strategic partnerships for the delivery of impactful services.
- ◆ Ensure Volunteers receive appropriate training, both initial and ongoing.

### **Leadership and Governance**

- ◆ Provide inspiring and effective leadership and management to the staff and volunteer team, working with them to develop and deliver the charity's activities.
- ◆ Support the Board providing them with relevant and timely information.
- ◆ Uphold Hearing Help Essex's values and commitment to human rights and equality, and ensure everyone is valued and equipped to do their job.

### **Influencing and External Relations**

- ◆ Champion excellent hearing care and support across the County.
- ◆ Work with the team to strengthen the charity's profile and relationships to advance our mission.
- ◆ Ensure Hearing Help Essex is well represented in the published press, at events, and be able to deliver talks to local groups, and act as a media spokesperson when required.
- ◆ Produce a 6 monthly newsletter and oversee the Friendship Scheme.

### **Funding and Fundraising**

- ◆ Make statutory and grant-making trust applications in line with our funding plan for the year.
- ◆ Complete monitoring and reporting on current grants.
- ◆ Manage overall budgets and resources for the Charity as a whole.
- ◆ Manage the organisation's financial controls, and ensure the administration of records, procedures, and banking is up to date.

### **Other Duties**

- ◆ All such other duties as required, from time to time, commensurate with the level of the post.

# Person Specification

## Experience and Skills

- ◆ Implementing strategic plans to capitalise on opportunities to increase the reach and impact of a small organisation.
- ◆ A track record growing an organisation's influence, operations, and impact, ideally in the charity sector.
- ◆ Experience of income generation and fundraising from a range of sources.
- ◆ Effective financial management and governance expertise.
- ◆ Excellent engagement and presentation skills, with the ability to build confidence across a wide range of stakeholders with different perspectives.
- ◆ A track record of leading and managing cohesive teams to deliver a range of services.
- ◆ Fostering a positive organisational and workplace culture and nurturing staff to achieve their potential.
- ◆ Strong media and communications skills.
- ◆ Highly competent in all Microsoft Office applications.

## Knowledge

- ◆ Knowledge of the challenges associated with hearing loss.
- ◆ Knowledge of charitable policies, practices, and legal duties, including financial, safeguarding, and governance.
- ◆ Appreciation of issues faced by small charities, including funding challenges and opportunities.

## Personal Qualities

- ◆ Commitment to our mission and values.
- ◆ Efficient, reliable, and collaborative working style.
- ◆ Confident and authentic communicator with high levels of emotional intelligence.
- ◆ Inspiring and credible leader who motivates the team to achieve their objectives.
- ◆ Self-motivating and able to work independently.
- ◆ An aptitude to deal with unexpected issues when they might arise.
- ◆ A willingness to occasionally work outside of normal hours.

Applicants must have a full driving license and access to a car insured for business purposes.