

We are recruiting.

**CHIEF  
EXECUTIVE  
OFFICER**



**Carers deserve to be identified valued and celebrated for what they do and it is our purpose to support them.**



## **CHIEF EXECUTIVE OFFICER**

**Closing date:** 5pm Wednesday 17th April 2024

**Interviews:** Week commencing 22nd April 2024

**Location:** Kingston upon Thames with some hybrid working

**Working hours:** Full time (36 hours per week which may include some evening/weekend duties)

**Salary:** circa £57,000

**Pension:** 4% matched

**Holiday entitlement:** 25 days per annum plus statutory holidays

**Responsible to:** Board of Trustees

### **About Kingston Carers' Network (KCN):**

Kingston Carers' Network (KCN) is a local registered charity, providing independent information, advice, advocacy and support to people who care for someone living in the Royal Borough of Kingston upon Thames. We support over 3,600 adult carers and nearly 800 young carers.

We are also committed to ensuring that carers have a stronger voice, and so we offer a range of opportunities for carers to have a say in the way health, social care and carers' services are run in the borough.

We represent our carers' views across the borough to ensure that local decision-makers fully consider the needs of carers.



# OUR VISION, MISSION AND VALUES

## KCN's vision is to improve the lives of unpaid carers in Kingston.

Our mission is to support all carers by delivering a comprehensive and holistic range of services to reflect diverse and individual needs. We are carer led and will ensure carers are respected, valued, and recognised as experts in the care of the person they support.

These services include: information, advice and advocacy, emotional support and counselling, one-to-one mentoring, wellbeing programmes, peer support groups and respite activities. We seek to increase both identification of carers and recognition of the enormous value they provide.

### KCN's Key Values

**Independence.** We are not part of a wider agency, statutory service or 'government' body;

**A customised, needs-based approach.** We treat all carers as individuals, within their specific caring contexts;

**Advocacy.** We speak up – and speak out – on behalf of carers;

**Perseverance.** We do not give up until carers' needs have been addressed;

**Quality of service.** We offer the uncompromising expertise that only a specialist carer service can provide.



# HEAR FROM OUR CARERS

My Daddy cannot see  
So he can easily be stung by a bee  
I like to help him do small things  
Like stopping the bus and reading him the  
book Fing  
Even though being blind is not fair  
It makes me happy to show him that I care

*Young carer, aged 5*

I continue to support my daughter. She herself has become a carer for her boyfriend who has become part of our family. I now have a dual role, I care for and peer support my daughter as a mental health survivor and I also use my carer experience to mentor her in her caring role.

It makes me very proud that I can pass on the kindness and understanding that helped me to support her look after someone else. It's not just that KCN improved my life as a carer. I would say KCN saved my life and enabled me to save the lives of my daughter, her boyfriend and our whole family. I feel so grateful and passionate about this that I have become an advocate for mental health survivors, their carers and neurodivergent people in crisis so that I can reflect back something of what I received.

# PURPOSE OF THE ROLE

As Chief Executive you'll be an influential and inspirational leader, responsible for developing and implementing strategies to further the organisation's mission and vision. The new CEO will be a strategic thinker and have a passion for making a positive difference to the lives of unpaid carers.

You'll be a public face and spokesperson for the organisation, responsible for strengthening our profile as the leading voice for unpaid carers within the Royal Borough of Kingston upon Thames.

You'll help to build on our solid financial foundation by developing and nurturing new funding sources and building new partnerships to ensure we achieve our mission. Day to day you'll lead and grow our team of 20 staff.

## WHAT YOU'LL BE DOING

### Leadership & Advocacy

- Act as strategic lead for carers across the borough and be a passionate and effective advocate for unpaid carers.
- Provide effective leadership to ensure a well-supported, motivated and enthusiastic staff team, instilling a culture of professionalism, diversity and inclusion.
- Seek out, develop and maintain effective working relationships with statutory and voluntary organisations to ensure that the voices of carers are heard.
- Be responsible for the publicity of the organisation and for responding to enquiries from the press.
- Identify strategic risks, issues and opportunities and take responsibility for initiating and leading associated changes.
- Lead the promotion and development of KCN's work, raising the charity's profile and maximising its reach.
- Take on responsibility for promoting and raising awareness of carers' issues within Kingston upon Thames, by working with carers, young carers, statutory and voluntary agencies and the independent sector.
- Increase KCN's annual income through a diversified and sustainable fundraising strategy.
- Facilitate the development of a high standard of services to adult and young carers and ensure services are monitored and evaluated to meet our funders' requirements.

### Strategy & Business Development

- Work with the Trustees to deliver and further develop KCN's five-year strategic plan.



## Operations & Financial Control

- Oversee all operational functions including administration, finance, fundraising, marketing, communications and IT, and monitoring and reporting to the Board on performance against objectives.
- Maintain effective financial management and control systems; ensure delivery within budgets and to performance targets and oversee production of management accounts, statutory accounts and annual reports.
- Ensure that the charity complies with best practice in all areas of operation including Health and Social Care, Dementia Care, Life Story Work, Health and Safety.
- Be responsible for the provision of information and support services to all carers accessing our services.
- Liaise with the Board to ensure that the charity's overall governance structure, policies and procedures are appropriate and effective, taking remedial measures and implementing changes as necessary.
- Ensure that the charity complies with best practice and conforms to all relevant legislation, including Charity Law, Employment Law, Dementia Care and Health and Safety at Work.

## Governance & Compliance

- Liaise with the Board to ensure that the charity's overall governance structure, policies and procedures are appropriate and effective, taking remedial measures and implementing changes as necessary.

# WHAT YOU'LL NEED TO DEMONSTRATE

## Personal Qualities

KCN is seeking a candidate who is:

- Able to demonstrate commitment to the mission and values of KCN.
- Caring, tactful and diplomatic with outstanding interpersonal skills.
- A highly organised, collegiate and constructive team player.
- An articulate and effective communicator.
- Able to 'muck in' and prioritise different tasks, working to tight deadlines.
- Able to demonstrate the highest standards of personal integrity, empathy and discretion.

- A strong commitment to the principles of diversity, equity and inclusion.

### **Qualifications & Experience**

- Is educated to degree level or equivalent professional qualification.
- Has a proven record of achievement in a senior position within a charity/not for profit organisation over at least three years.
- Has experience of managing, motivating and developing staff.
- The ability to think strategically and develop innovative strategies
- The ability to manage multiple projects and meet deadlines
- Has experience of business planning, business development and fundraising.
- Has financial management skills including budgeting, risk management and delivery of cost and income targets.

### **Skills and Knowledge**

- An understanding of the issues and challenges that unpaid carers face.
- An understanding of the range of activities undertaken by charities, voluntary organisations, and other non-profits and also more broadly about the opportunities presented by wider partnership (for example, through local authorities and local businesses).
- A skilled communicator (in all media) with experience of influencing and engaging a wide range of audiences.
- Ability to pursue the mission and objectives of KCN with demonstrable passion, drive and commitment.

# WHAT WE CAN OFFER YOU

## **Community**

- Staff away days
- In person social activities

## **Family**

- Our policies include compassionate, dependents, carers and bereavement leave that support the lives of staff who have additional commitments.
- Many of our staff and trustees have experience of caring and we are a carer friendly organisation.

## **Holidays**

- 25 days annual leave per annum plus statutory holidays – pro-rata.
- Bonus Christmas Leave
- Annual leave allowance runs from 1st April to 31st March.

## **Flexible working**

- We operate flexible working practices which include working from home, varying start and end times of the working day and compressed hours.
- Staff are expected to record their working hours on a timesheet and will accrue time off in lieu for any hours worked over their contracted hours.

## **Pay and pension**

- You'll be eligible and auto-enrolled into a pension scheme with Scottish Widows. We offer a 4% matched pension contribution after successful completion of three month probationary period.

## **Learning and development**

- A key part of our strategy is to continue to develop and enhance the knowledge and learning experience of our staff.
- Staff have regular supervision which can include a personal support plan. The wellbeing of staff is paramount.

## **Travel Expenses**

- Reimbursement of travel expenses on public transport incurred in the performance of official duties, or a mileage allowance for staff members using their own cars.



# KEY POLICIES

## **Confidentiality**

Employees are bound by the KCN Confidentiality and Data Protection Policy, and are required to observe all the relevant provisions regarding the recording and / or disclosure of information on anyone they may be supporting.

## **Vulnerable Adults and Child Protection Policies**

Employees are bound by the Child Protection Policy and Procedures, and the Protection of Vulnerable Adults Policy and Procedures, including attending relevant training.

## **Data Protection**

Employees are required to observe the provisions of the Data Protection Act 2018 and any subsequent revisions.

## **Equality and Diversity**

KCN is committed to providing services without discrimination to those who are entitled to them, regardless of race, colour, gender, sexual orientation or age, and its workers are expected to strive to conform to this goal.

## **Health And Safety**

Employees are expected to contribute to Health and Safety in the workplace by taking all requisite actions to minimise risks.

# HOW TO APPLY

Download an application form from [www.kingstoncarers.org.uk](http://www.kingstoncarers.org.uk). Return completed application forms to [admin@kingstoncarers.org.uk](mailto:admin@kingstoncarers.org.uk).

All applications received will be acknowledged but we are unable to notify applicants that are not invited to interview.

**Please note that this post is subject to an Enhanced DBS check.**