Chief Executive Officer

Job Description

Employer: Age UK Gateshead
Accountable to: Board of Trustees, through the Chair
Responsible for: Senior Leadership Team
Organisational scope: Age UK Gateshead and its subsidiary, Living Well North

Purpose of the Role

The Chief Executive Officer is the most senior employee of Age UK Gateshead and is responsible for the overall leadership, management, performance and development of Age UK Gateshead and its subsidiary.

Working with the Board of Trustees, the CEO will ensure the organisation achieves its charitable purpose, delivers its strategic objectives and remains financially sustainable, well governed, compliant and responsive to the communities it serves.

The CEO holds overall executive accountability for organisational performance, people, finances, services, safeguarding, risk, regulatory compliance, income generation, partnerships and organisational development.

The role includes strategic oversight of Age UK Gateshead's subsidiary, Living Well North, including its financial and operational performance and regulated care provision.

The CEO will ensure appropriate management structures, systems and delegated responsibilities are in place throughout the organisation, while retaining overall executive accountability to the Board.

At the heart of the role is responsibility for ensuring Age UK Gateshead continues to understand and respond to the needs of the people and communities it exists to support.

It's simply about people.

Strategic Leadership

The Chief Executive will work with the Board of Trustees to develop and deliver the strategic direction of Age UK Gateshead and its subsidiary.

The CEO will:

- Translate strategic priorities into clear organisational objectives and plans.
- Maintain oversight of organisational performance against agreed priorities.
- Identify and respond to opportunities, risks and changes within the external environment.
- Lead organisational development, transformation and change.
- Ensure growth and development are aligned with charitable purpose, community need and financial sustainability.
- Maintain an effective organisational structure capable of delivering current and future priorities.
- Promote innovation, continuous improvement and evidence-based decision-making.
- Ensure appropriate arrangements exist for executive leadership and delegated authority during periods of absence.

Governance and Board Accountability

The Chief Executive is the principal executive adviser to the Board of Trustees and is accountable for ensuring the Board has appropriate information and assurance to fulfil its responsibilities.

The CEO will:

- Provide accurate, timely and balanced information to the Board.
- Implement decisions and strategic direction agreed by Trustees.
- Operate within the authority delegated by the Board.
- Maintain clear and appropriate delegated authority throughout the organisation.

- Ensure effective governance arrangements operate across Age UK Gateshead and its subsidiary.
- Ensure compliance with governing documents and applicable legal and regulatory requirements.
- Maintain effective organisational risk management and assurance arrangements.
- Escalate significant financial, operational, safeguarding, regulatory and reputational matters appropriately.
- Ensure serious incidents are identified, escalated and reported to the Board and relevant regulatory or statutory bodies where required.
- Support the Chair and Trustees in maintaining effective organisational governance.

Financial Management and Sustainability

The Chief Executive holds overall executive responsibility for the financial health and sustainability of Age UK Gateshead and its subsidiary.

The CEO will:

- Oversee organisational budgets, forecasts and longer-term financial planning.
- Ensure robust financial controls and reporting arrangements are maintained.
- Monitor organisational and service-level financial performance.
- Ensure Trustees receive appropriate financial information and assurance.
- Maintain oversight of cash flow, reserves, liabilities and financial risk.
- Ensure services and activities are appropriately costed and financially understood.
- Address sustained deficits and areas of financial underperformance.
- Ensure effective use of organisational resources and value for money.

- Maintain appropriate oversight of statutory accounts, audit and financial reporting requirements.
- Ensure financial commitments are made within agreed delegated authorities.
- Support the Board in maintaining appropriate reserves and financial strategies.

Income Generation and Organisational Development

The Chief Executive will provide strategic leadership for the development and diversification of organisational income.

The CEO will:

- Maintain oversight of grants, commissioned services, contracts, fundraising, trading and other income streams.
- Identify and develop sustainable opportunities for organisational growth.
- Maintain effective relationships with commissioners, funders and strategic partners.
- Ensure significant funding and contractual opportunities are appropriately assessed for viability and risk.
- Ensure contractual and funding obligations are understood and delivered.
- Promote appropriate business development and income diversification.
- Ensure fundraising activity is conducted appropriately and in accordance with relevant regulatory requirements.
- Ensure new developments support the organisation's strategic and charitable objectives.

Service Quality and Performance

The Chief Executive holds overall executive accountability for ensuring effective arrangements exist to monitor and improve the quality and performance of services.

The CEO will:

- Maintain oversight of service quality, performance, outcomes and sustainability.
- Establish clear organisational performance expectations.
- Hold senior leaders accountable for performance within their areas.
- Ensure appropriate quality assurance and performance management systems are maintained.
- Ensure complaints, incidents, feedback, audits and performance information contribute to organisational learning.
- Ensure areas of underperformance are identified and addressed.
- Promote continuous improvement across the organisation.
- Ensure the impact and outcomes of Age UK Gateshead's work can be effectively demonstrated.
- Ensure the experiences and views of people using services contribute to service development and organisational decision-making.

Living Well North and Regulated Services

The Chief Executive will maintain strategic oversight of Age UK Gateshead's subsidiary, Living Well North.

The CEO will:

- Ensure effective governance and accountability arrangements exist between Age UK Gateshead and its subsidiary.
- Maintain oversight of the subsidiary's operational and financial performance.
- Ensure appropriate leadership and management arrangements are maintained within regulated services.
- Maintain executive assurance regarding service quality, safeguarding and regulatory compliance.
- Ensure appropriate oversight of CQC requirements, assessments, inspections and regulatory correspondence.

- Ensure regulatory concerns and improvement requirements are appropriately addressed.
- Ensure significant regulatory risks are escalated to the relevant Board.
- Maintain sufficient knowledge of the regulatory environment affecting the subsidiary.

The CEO will respect the specific statutory and professional responsibilities of Registered Managers and other designated postholders while ensuring effective organisational oversight and assurance.

People and Organisational Leadership

The Chief Executive is responsible for providing leadership to the organisation and establishing clear expectations around culture, performance and accountability.

The CEO will:

- Lead, manage and develop the Senior Leadership Team.
- Establish clear senior management responsibilities, objectives and accountability.
- Maintain strategic oversight of workforce planning and organisational structure.
- Ensure appropriate recruitment, retention, performance management and succession arrangements are maintained.
- Hold overall executive responsibility for significant workforce and employee relations matters.
- Ensure employment practices comply with relevant legislation and organisational policy.
- Promote staff learning, development and continuous improvement.
- Promote staff wellbeing alongside clear performance expectations.
- Ensure volunteers are appropriately valued, supported and integrated within the organisation.
- Promote an inclusive, respectful and values-led organisational culture.

- Champion equality, diversity and inclusion throughout the organisation.
- Ensure staffing resources remain appropriate and financially sustainable.

Safeguarding

The Chief Executive holds senior executive accountability for ensuring effective safeguarding arrangements operate across Age UK Gateshead and its subsidiary.

The CEO will:

- Ensure appropriate safeguarding policies, systems and reporting arrangements are maintained.
- Ensure safeguarding responsibilities are understood throughout the organisation.
- Maintain oversight of significant safeguarding concerns and organisational learning.
- Ensure concerns are appropriately escalated and reported.
- Maintain appropriate relationships with statutory safeguarding partners.
- Ensure the Board receives appropriate safeguarding information and assurance.
- Promote a culture in which concerns can be raised and responded to appropriately.

Risk, Legal and Regulatory Compliance

The Chief Executive will ensure Age UK Gateshead and its subsidiary operate within applicable legal, regulatory and organisational requirements.

The CEO will maintain executive oversight of:

- Charity and company law requirements.
- Charity Commission and Companies House obligations.
- Organisational risk management.

- Health and safety.
- Data protection and information governance.
- Employment legislation.
- Safeguarding requirements.
- Business continuity and emergency planning.
- Insurance and organisational liabilities.
- Serious incident reporting.
- Regulatory and statutory returns.
- Organisational policies and controls.

The CEO will ensure appropriate competent individuals are identified to lead specialist areas while maintaining overall executive oversight and assurance.

Contracts, Assets and Organisational Resources

The Chief Executive will ensure effective oversight of the organisation's contractual commitments, assets and infrastructure.

This includes:

- Significant contracts and commercial commitments.
- Procurement and supplier arrangements.
- Property, leases and organisational premises.
- Organisational assets and equipment.
- Information technology and digital infrastructure.
- Insurance and associated organisational protections.

The CEO will ensure appropriate due diligence, authorisation and risk assessment are undertaken in accordance with delegated authority.

Partnerships, Representation and Influence

The Chief Executive will act as a principal ambassador and representative of Age UK Gateshead.

The CEO will:

- Build and maintain effective relationships with local authorities, NHS organisations, commissioners, funders, businesses and voluntary and community organisations.
- Represent Age UK Gateshead within strategic partnerships, networks and forums.
- Develop opportunities for collaboration and partnership.
- Champion the interests and experiences of the people and communities supported by Age UK Gateshead.
- Maintain constructive relationships with the wider Age UK network.
- Ensure compliance with applicable Age UK brand and network requirements while protecting the independence and interests of Age UK Gateshead.
- Represent the organisation with media and external stakeholders where appropriate.
- Protect and enhance the reputation of Age UK Gateshead.

Community Engagement

The Chief Executive will ensure Age UK Gateshead remains connected and responsive to the communities it serves.

The CEO will:

- Ensure community need and lived experience inform organisational priorities.
- Promote meaningful involvement of people using services, carers, families and communities.
- Maintain appropriate visibility across Age UK Gateshead's services and communities.

- Champion approaches that promote independence, inclusion and wellbeing.
- Ensure barriers to accessing support are understood and addressed where possible.
- Ensure strategic decisions remain grounded in the experiences of the people the organisation exists to support.

Communication and Reputation

The Chief Executive will maintain overall responsibility for effective organisational communication and reputation.

The CEO will:

- Ensure clear and effective internal communication.
- Maintain oversight of external organisational communications.
- Act as a spokesperson for Age UK Gateshead where appropriate.
- Ensure significant organisational decisions are communicated appropriately.
- Lead or coordinate the organisational response to significant incidents, emergencies or reputational issues.
- Promote Age UK Gateshead's impact and contribution to local communities.
- Protect the integrity and reputation of the organisation.

Person Specification

Essential Experience and Knowledge

Candidates will be expected to demonstrate:

- Significant senior leadership experience with responsibility for people, finances and organisational performance.
- Experience of developing and implementing organisational strategy.
- Strong financial and commercial understanding.

- Experience of working effectively with a Board, governing body or equivalent.
- Experience of leading and developing senior managers.
- Strong understanding of governance, risk and organisational accountability.
- Experience of organisational change and development.
- Experience of building effective relationships with senior external stakeholders.
- Ability to manage competing priorities and make complex decisions.
- Strong communication, negotiation and influencing skills.
- Understanding of safeguarding, quality assurance and regulatory compliance.
- Evidence of sound judgement and accountability at senior level.
- A leadership approach consistent with the values and community focus of Age UK Gateshead.

Desirable Experience and Knowledge

- Senior leadership experience within the charity, community, health or social care sectors.
- Knowledge of charity governance and regulation.
- Experience of commissioned services, contracts, grants or tenders.
- Experience of fundraising, business development or income diversification.
- Experience of working with local authorities, NHS organisations or public-sector commissioners.
- Knowledge or experience of CQC-regulated adult social care.
- Experience of operating within a parent and subsidiary structure.
- Experience of organisational growth or service development.
- Knowledge of issues affecting older people and local communities.
- A relevant leadership, management or professional qualification.

Equivalent senior leadership experience will be considered alongside formal qualifications. There is no requirement for the successful candidate to have followed one particular professional route.

Leadership Expectations

The Chief Executive will be expected to demonstrate visible, accountable and values-led leadership.

They will be approachable while maintaining appropriate professional authority; empower others while holding them accountable; and be prepared to make difficult decisions where these are necessary to protect the quality, integrity or sustainability of the organisation.

The CEO will balance strategic ambition with financial and operational reality and ensure that Age UK Gateshead continues to develop without losing the community focus that sits at the heart of the organisation.

General

The Chief Executive will act at all times in the best interests of Age UK Gateshead and in accordance with its charitable objectives, governing documents, policies, delegated authorities and decisions of the Board.

The postholder will maintain appropriate confidentiality, professional standards and continued professional development.

The responsibilities of the role will evolve in response to changes within Age UK Gateshead, its subsidiary and the wider environment. The postholder may therefore be required to undertake other reasonable responsibilities consistent with the scope and seniority of the Chief Executive position.

The Chief Executive is ultimately responsible for ensuring the organisation has the leadership, people, systems, resources and culture necessary to deliver its purpose effectively and sustainably.

And throughout that responsibility, the purpose remains simple:

It's simply about people.

age UK Gateshead

let's change
how we age