



Chief Executive – Job Description

The Quetzal Project

Employment status:	Salaried employee
Reports to:	The Quetzal Project Board of Trustees
Direct reports:	Clinical Lead, Business Manager, Administrator, Social Media & Fundraising post, Volunteers
Pay:	£32,486 - £36,379 pro rata (based on 37.5 hours full time)
Hours:	25 hours per week (flexible days and times)
Location:	Leicester City Centre (a designated parking space is offered)
Contract:	Permanent
Closing date:	Monday 2 nd October 2017, 5pm

Main Objectives

The Chief Executive will be the public face of The Quetzal Project and is accountable for the achievement of its strategic aims and objectives as set by the Board of Trustees. She will provide strategic leadership and organise, manage and develop the work of The Quetzal Project in accordance with its Code of Practice and policies.

Key Tasks and Responsibilities

- Work with the Board of Trustees to develop and manage the implementation of the Charity's strategic and business plans
- To represent the Charity in various public contexts and to develop and maintain strong relationships both internally with staff and service users and externally with our stakeholders and other agencies
- Oversee the continued development of our existing services and participate in the forward planning and development of new areas of work
- Develop our vision for the future in terms of growth, marketing and profitability and implement any of new areas of work, including the development of resources
- To work closely with the Board of Trustees and Business Manager to help manage growth and create value
- To lead on the implementation of the monitoring, evaluation and learning (MEL) framework
- To enhance the voice of Quetzal service-users across all provisions



- To increase the reach and influence of the Charity across Leicester, Leicestershire and Rutland.
- To actively promote and represent the Charity as required and ensure local women who have suffered historic sexual abuse are aware of the services available from the Charity
- Manage the staff and volunteer team
- Manage The Quetzal Project's public profile.

Detailed Description of Role:

Leadership and Governance

- Work with the Board of Trustees to develop and roll out the organisational Strategic Business Plan
- Ensure the organisation meets its financial, legal, statutory and contractual obligations.
- Ensure that the Management Committee is kept abreast of changes in legislation, policy and other drivers of the Charity's work.
- Support the Board of Trustees to recruit, induct and develop the skills of new trustees.
- Attend Board meetings and provide written monthly reports to trustees.
- Supervise completion of annual returns, filing annual accounts, updating Charity Commission and Companies House records
 - Build strong relationships with service users and encourage service user representation and involvement where appropriate.
- Act as a vocal advocate on the issues surrounding childhood sexual abuse and child sexual exploitation, in support of the aims and objectives of the organisation.
- Develop, implement, review and monitor the organisation's policies and procedures in conjunction with staff and the Board of Trustees.
- Assume responsibility for the organisation of the annual general meeting and annual report

Line Management of staff and volunteers

- Provide appropriate line management to Quetzal's team of volunteers and to staff including Clinical Lead/Manager, Business Manager, Administrator and Social Media & Fundraiser



- Ensure that all staff and volunteers are consulted and updated on issues, developments, and changes to procedures and policies etc.
- Ensure that the organisational policies and procedures are communicated and adhered to
- Evaluate the skills and experience of staff and volunteers (where appropriate) to ensure an effective service to survivors.
- Conduct annual non-clinical volunteer appraisals and quarterly staff appraisals
- Have an oversight of safeguarding for the clients, volunteers and staff, ensuring appropriate sharing of information and management of risk.

Contract and Project Management

- Manage key contracts and liaise with our independent bid-writer as required.
- Be responsible for the implementation, monitoring and evaluation of externally funded projects, bids and services by leading on the implementation of the MEL framework
- Strengthen Quetzal's MEL systems, processes and resources and ensure MEL findings inform existing and future plans.
- Ensure that the voice of the service user is heard and that their needs inform service planning and delivery.
- Ensure appropriate service user representation.
- Maintain Quality Assurance and accreditation systems and ensure the continued high quality delivery of services
- Participate in working or consultation groups as required and to improve Quetzal's capacity to learn and share knowledge

Business Development and Finance

- Ensure the organisation is maintaining accurate financial accounting practices and clear and timely financial reporting
- Work closely with the Business Manager and Treasurer to develop the budget, monitor spend and ensure value for money across the organisation.
- Ensure the organisation's on-going financial robustness and sustainability
- Work with the Business Manager as required to actively seek out funding and other income generating initiatives to maintain the development of the organisation.
- Provide a steer to the Business Manager on the development of funding bids in line with our income generation plan



Recruitment and training

- Recruit and maintain a strong and skilled staff team
- Assist the Clinical Lead in recruiting and maintaining a team of volunteers that reflect the community and the needs of the organisation
- Ensure that appropriate induction and developmental/CPD training programs are in place each year for new recruits and existing volunteers
- Ensure that there is adequate support, supervision and training for all staff and volunteers
- Participate in own training and development as required.

Press and Publicity Coverage

- Seek ways to effectively publicise the organisation's services, activities and achievements locally and nationally to raise profile.
- Work with our Social Media and Community Fundraiser to ensure the organisation maintains an effective web and social media presence and that there are regular external communications to all stakeholders
- Act as the main spokesperson and engage with local and national media to raise the profile and promote the work of the The Quetzal Project.

Premises and Health and Safety

- Effectively manage all aspects of the building, including taking lead responsibility for health and safety, IT systems and infrastructure, ensuring opening hours are maintained and that cleaning, caretaking and maintenance tasks are carried out to a satisfactory standard
- Market the building's rooms/training space to other agencies and the wider community in order to generate an additional income stream

Developing local links/networks and representing The Quetzal Project

- Maintain a good knowledge of the local area, local voluntary groups and statutory agencies and their services
- Attend and participate in strategic forums and groups, where appropriate to the post.



- Build and maintain partnerships with external organisations including local, regional and national organisations, other voluntary sector organisations, key funders, local statutory organisations, local businesses and relevant government departments.

Other

- Ensure that all work is carried in accordance with relevant legislation and The Quetzal Project's policies and procedures, including the Equal Opportunity policy and Health and Safety Policy.
- This job description is an outline of the main duties of the post but does not exclude other duties, which may be undertaken to ensure the efficient operation of the Charity. Other duties required will be consistent with those listed above and appropriate to the title and grade of the post.
- We are a women-only organisation and due to the nature and sensitivity of the work we do, it is an occupational requirement under the Equality Act 2010, Part 1, Schedule 9 for the post holder to be female

The Quetzal Project is committed to the safeguarding of all children, adults and young people. Anyone selected for the post will be required to hold a current Enhanced DBS check with The Quetzal Project.

This role is permanent, subject to references, DBS check, and an initial 6 month probationary period