

## Job Description - CEO

**Reports to:** Board of Trustees

**Direct reports:** Operations Manager, Service Manager, Fundraising & Comms Coordinator

**Based at:** Unit 16 Easton Business Centre, Felix Road, BS5 0EH

**Annual Salary:** £39,000 FTE (£31,200 actual salary)

**Hours:** 30 hours per week

**Contract:** 25th November 2024 - 30th October 2025

**Based at:** Easton Business Centre, Felix Road, BS5 0EH

**Annual Leave:** 7.2 weeks annual leave, pro rata this comes to 28.8 days of annual leave per year (April-March)

**Application Deadline:** 5pm 4th September

**Interviews will be held:** week commencing 9th September

### The Role

The role of the CEO is a fundamental one in achieving Project MAMA's mission. With a focus on sustainability, the CEO is accountable to the Project MAMA Board of Trustees and has ultimate responsibility for establishing the organisational culture, execution of the strategic plans, and ensuring the sustainable day-to-day running of the organisation. We are seeking an experienced, collaborative leader with expertise in advocacy within the community services sector, who has a passion for maternal and women's health outcomes and working with people from migrant communities, particularly refugees and asylum seekers.

### CORE DUTIES AND RESPONSIBILITIES

In strategic and operational management the CEO will:

- Execute Project MAMA's strategic plan with a focus on sustainability;
- Work with the Board and staff team to deliver on fundraising, communications and program strategies and plans;
- Provide leadership, direction and advice in the development of service, operational and financial plans, including review and evaluation for ongoing success, and effective management of change and growth;

- Maintain the organisation's operational policies and procedures, and ensure Charity Commission, GDPR and regulatory compliance;
- Ensure that the Board is provided with timely, strategically focused reports in advance of each Board meeting;
- Ensure that the Board is fully informed on the functioning of Project MAMA, including proactively advising the Board of risks to the organisation.

In financial and resource management, the CEO will:

- Be responsible for developing and maintaining sound financial practices and policies with the staff team;
- Hold oversight of the financial progress and sustainability of the organisation, responding proactively to potential risks and opportunities.
- Ensuring there is sufficient long-term planning, preparation and fundraising to match the needs of the organisation.
- Diversify and strengthen our funding sources through strategic partnerships and fundraising, supporting the Fundraising & Comms coordinator in bids and reporting;
- Work with staff and the Board to prepare the annual budget and prudently manage Project MAMA's financial resources within budget allocations;
- Support the Operations Manager with the annual Independent Examination and the creation of the Trustee Annual Report and Accounts.
- Maintain constant checks and tracking on the financial status of the organisation.
- Ensure charity commission and regulatory compliance.

In project delivery work, the CEO will:

- Ensure that our MAMAHub and Mother Companion projects and the migrated communities we support are recognised and supported by all team members and volunteers, as the heart of our vision and work.
- Support the efforts of the staff and volunteer team. If qualified, taking on a small annual caseload of Mamas to support through the MC project, and occasionally attending MAMAHub where possible. The CEO's role is not to deliver the service, however, in small organisations it can sometimes be needed for staff to support the work of the volunteers and it can be helpful to experience the delivery of the service firsthand to fully understand the breadth of our support. However, the level of engagement is at the discretion of the CEO and their work capacity and should not detract from the bulk of their tasks and responsibilities.
- Take overall responsibility for oversight and implementation of the safeguarding practices and procedures set out in the Project MAMA safeguarding policies, supporting the staff team and Designated Safeguarding Lead to ensure the highest standard of care.

- Coordinate regular feedback and review meetings with the Service Leads to support reflective practice and frequent evaluation of each service.
- Attend the annual gatherings with Mamas and team such as the summer picnic and end of year celebration.

Working with team members and volunteers, the CEO will:

- continue to develop a culture of support and collaboration that is central to our staff and volunteer team, whilst also modelling this and maintaining the valuable community.
- Ensuring that all policies and procedures for both staff and volunteers, match and align with the mission and values of Project MAMA, ensuring that those who are a part of the organisation feel seen, valued, heard and want to remain a part of the Project MAMA village.
- Ensure that team members are supported within their roles through the in-depth wellbeing and supervision structures in place, conducting supervisions and Annual Personal Reviews (APRs) with line managers and supporting the team Line Managers to conduct these systems in line with the values and culture of the organisation.
- Ensuring that all staff members working with Project MAMA receive the relevant training and support for their roles, alongside any additional support needs they may have. In addition, opening space during the APRs and supervisions to acknowledge development and learning goals for each individual and set action plans to support these.
- Ensuring you are available to all team members to offer support, debriefs, guidance and a listening ear. Their wellbeing and welfare must be a priority within this role.
- Leading on HR and all recruitment that may be needed in line with the strategic plans.

In advocacy and communications, the CEO will:

- Be jointly responsible for driving Project MAMA's advocacy strategy and implementation, in conjunction with the Board and team;
- Contribute to a more equitable, respectful, and mother-centred maternal health system for every mother by pursuing partnerships; raising awareness of the barriers to care; and advocating for the benefits of doula support, particularly for women experiencing socio-economic disadvantage;
- Pursue and build collaborative partnerships with relevant healthcare providers, community organisations, government departments and other stakeholders;
- Oversee Project MAMA's internal and external communications to ensure that the organisation's image and reputation aligns with our mission and values.

In monitoring and evaluation, the CEO will:

- Lead on the development and coordination of the Advisory Group with the rest of the staff team, ensuring it remains a Mama-focused and Mama-led initiative providing insight and guidance to the organisation.
- Evaluate the information that is required to best assess the progress and effectiveness of the service and ensure it is being collated appropriately.
- Think strategically in line with Project MAMA's mission and values as to what could be captured in order to contribute to wider research, systemic change and advocacy.

In addition, you may be requested to undertake any other duties as required by the organisation.

**Person Specification Criteria**

**Skills and experience**

Essential	Desirable
<ul style="list-style-type: none"> <li>● Clear communicator and collaborative worker that is able to lead by example and motivate and encourage others;</li> <li>● Experience managing a team and conducting supervision with team members working in high pressure environments;</li> <li>● Experience of cultivating an organisational culture that is supportive, inclusive, sustainable and encouraging.</li> <li>● Experience of working with people from asylum-seeking, refugee or migrant communities;</li> <li>● Substantial experience leading on safeguarding working with populations experiencing vulnerability and complex trauma;</li> <li>● A willingness to take part on a out-of-hours Safeguarding on-call rota;</li> <li>● A track record of ensuring organisational policy, procedure, ethos and values are maintained;</li> <li>● Experience of strategic planning, financial management, and managing sustainable organisational fundraising.</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of building strategic partnerships and networks.</li> <li>● Good knowledge and understanding of the the asylum system and those with NRPF in the UK;</li> <li>● Experience of creating and implementing viable development strategies and operational plans.</li> <li>● Experience of supporting women with complex needs;</li> <li>● Experience of supporting birthing people with complex needs within the context of birth;</li> <li>● Lived experience of migration and/or displacement and those who are currently underrepresented in the UK</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrable commitment to human rights, equality, diversity &amp; inclusion, anti oppressive and anti-discriminatory practice.</li> </ul>	<p>charities sector (see next page).</p> <ul style="list-style-type: none"> <li>• Experience of leading projects created by and for the service users.</li> </ul>
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### Qualities and attributes

Ability to demonstrate and provide team leadership for the following essential qualities and attributes:

- Passion for, and commitment to, our mission and values;
- Someone who prioritises the wellbeing of the team and understands how to build a warm, supportive and encouraging culture.
- Ability to manage competing demands and identify priorities with limited timeframes and resources;
- Collaborative, inclusive and supportive leadership and management style;
- Commitment to transparent, open, authentic communication;
- Comfortable being self motivated and working in an informal and flexible workplace;

This post is open to **female applicants only** as this is deemed a Genuine Occupational Requirement (GOR) for this role under Schedule 9, Paragraph 1 of the Equality Act 2010.

We particularly encourage applications from people with lived experience of migration and/or displacement and those who are currently underrepresented in the UK charities sector, including people from lower socio-economic backgrounds, LGBTQ+ people, people from diverse ethnic and cultural backgrounds, people who experience racism, disabled and neurodivergent people.

We will endeavour to make any reasonable adjustments for applicants during recruitment and for our team as required. If you have particular accessibility needs, please get in touch and let us know any requirements you may have.

Project MAMA is currently undertaking some careful reflective work with a view to ensuring our policies, recruitment process and working culture are aligned with our commitments to radical support. If you do not feel like you fulfil all the requirements but are interested in the role, please do contact us to discuss.

We welcome informal enquiries to discuss any questions you might have about the role or application process, just email [amie@projectmama.org](mailto:amie@projectmama.org)

**To apply:**

**Submitting your application**

Applications must be submitted using the application form supplied by Project MAMA and submitted as a document sent as an email attachment to [amie@projectmama.org](mailto:amie@projectmama.org) Please send your Equal Opportunities Monitoring form separately to [hello@projectmama.org](mailto:hello@projectmama.org)

Please **do not send CVs or detailed covering letters** as only information that is contained within the application form itself will be used when we shortlist candidates.

*The employment of an applicant is contingent on satisfactory references and an enhanced DBS check.*

*Registered Charity Number 1182112*

**Application Deadline: 5pm 4th September 2024.**

**Interviews will be held the week commencing 9th September 2024**