A close-up of a flower

Description automatically generated**Appointment of Chief Executive Officer - Forces Support**

Forces Support is seeking to appoint a Chief Executive Officer to lead a dynamic forward thinking military charity.

21st October 2024

Forces Support

Job vacancy

Closing Date: 18th November 2024

Forces Support- Chief Executive Officer

**How to Apply**

To apply for this position please submit your CV and a covering letter via email to the Forces Support Board Secretary: [boardsecretary@forcessupport.uk](mailto:boardsecretary@forcessupport.uk)

Please address your covering letter to Ronald Spurs DL, Chair of Trustees. The letter should set out the relevant skills and experience that you believe make you suitable for the position and give details of two referees, one of whom should be a recent employer. The letter should not exceed three pages in length, excluding your CV.

If you are shortlisted for the next stage of the recruitment process, you will be sent a Candidate Pack and invited to attend a formal interview with representatives of the Board of Trustees. At the interview, you will be asked questions relating to your experience and the key requirements of the role.

If you are successful at the interview and offered the appointment, we will:

* Ask for references from those referees you have provided
* Check your right to live and work in the UK
* Check any declarations you have made in your application
* Ask you to complete a medical form
* Undertake a Disclosure and Barring Service (DBS) check because the position will bring you into contact with vulnerable adults and children supported by our partner organisations.
* Check social media.

**Closing date for applications: Midday on 18th November 2024**

**Expected timing for interviews: Week commencing 9th December 2024**

**Candidate Information**

**About the Organisation**

Forces Support is a UK Military Bereavement & Veterans Charity, launched in March 2010, to provide funding for existing military charities when delivering projects which are life changing, such as housing, counselling, skills training, and broader financial and wellbeing support. Additionally, the charity provides direct support to families who have lost a family member during active service

The Charity generates an annual income of circa £2.5m per year from a national network of Forces Support charity outlets and has invested this funding by making grants over recent years to organisations such as Haig Housing, Sir Oswald Stoll Foundation, Alabare Christie Care & Support, A&V Launchpad (Liverpool & Newcastle), The Veterans Charity, Ziggy’s Pantry, Scotty’s Little Soldiers, Walking With the Wounded, Turn to Starboard, FirstLight Trust, Veterans with Dogs, and The MERT Club.

**Forces Support Charitable Objectives**

1. To provide support to the families and dependants of service personnel who have lost their lives whilst serving in the British Armed Forces.
2. To support ex-service personnel, their families and dependants who are in need through financial hardship by assisting, in conjunction with our partners, the provision of housing and other forms of charitable support.
3. To ensure that the parents, widows, and children of families bereaved through military death can access practical support throughout the UK and that each have equal access to our support.

The formal objects of the charity as agreed with the Charity Commission are to carry on activities with the aim of providing for:

* The relief and support of families and dependants of service personnel killed on active service by such charitable means as the trustees from time to time think fit.
* The relief of former service personnel, their families and dependants who are in need through financial hardship or other disadvantage by the provision of housing and other forms of charitable support.

**How is this achieved?**

Our income comes solely from our charitable retail outlets based around the country. Currently the charity operates 19 stores nationally which sell donated goods i.e.: furniture, clothing, electricals, and bric-a-brac. The locations the charity operates in are under continuous review to ensure that income from outlets is maximised.

Grants are made by Forces Support to military charities who provide services directly to clients and families.

With a national shortage of affordable homes, Forces Support focusses on improving the supply of housing for Veterans. The charity makes funding grants to military charity housing providers able to demonstrate offers of high quality housing for veterans and their families. Other projects supported by Forces Support tackle such issues as financial hardship, mental health needs, drug and alcohol dependency, which are experienced by veterans.

This is an excellent opportunity to join Forces Support at an exciting period of growth in its activities. We hope you are inspired to join us in our important work.

**Role profile**

We are looking for an experienced Chief Executive Officer (CEO), to lead and manage all strategic and business aspects of Forces Support. You will be the senior executive employed by the charity and responsible for providing clear strategic direction as well as creating a vision for success.

The CEO is responsible for ensuring the organisation delivers both its long-term strategy and its annual business plans, whilst maintaining operational responsibility for the strategic direction and financial health of the charity.

**Person Specification**

Although military experience is not essential, the successful candidate must be able to demonstrate a clear understanding of military culture.

Previous experience of a senior managerial role in a charity or knowledge of the sector would be advantageous but is not essential. What is key are your leadership skills, both in managing and leading teams and the proven ability in building and developing productive relationships with internal and external stakeholders to deliver positive results.

Alongside excellent interpersonal skills and a pragmatic approach, you will also be able to demonstrate financial literacy and strategic thinking.

**Knowledge and Experience**

* Successful track record at senior management level, ideally as CEO or Executive Director in a comparable organisation (ideally charity, retail, or housing sector).
* Able to demonstrate a track record of effective engagement with partner organisations and stakeholders.
* Demonstrable experience of leading and developing senior management teams
* Strong understanding of governance relevant to charities.
* Be able to identify trends with experience of using data and insight to build support and drive change.
* Extensive experience of leading through change.
* Strong financial acumen, with experience of managing budgets and ensuring financial stability.

## **Responsibilities**

* Develop and implement strategies aiming to promote the organisations mission and voice.
* Create complete business plans for the attainment of goals and objectives set by the Board of Trustees.
* Lead an effective team by providing guidance and coaching to the senior management team. Motivate colleagues to increase employee engagement to develop a high performing managerial and operational team.
* Forge and maintain relations of trust with Trustee Board colleagues, partner organisations and key external stakeholders.
* Direct and oversee investments and fundraising efforts to advance the business.
* Oversee all operations and business activities to ensure they produce the desired results and are consistent with the overall strategy, mission and values.
* Enforce adherence to legal guidelines and in-house policies to maintain the company’s legality and business ethics.
* Review financial and non-financial reports to acquire understanding of the organisation’s financial and non-financial position.
* Analyse problematic situations and occurrences and manage risk. Devise remedial actions that provide solutions to ensure charity’s survival and growth.
* Provide leadership in the key areas of Property Management, Finance, People Management (staff and volunteers) and the development of successful partnerships with military charities. Ensure the charity’s plans and strategies define the respective contributions of the listed key areas to achieving short-term and long-term objectives.

**Benefits, Terms and Conditions**

Forces Support aims to be a model employer and offers competitive terms and conditions of employment and a range of enhanced benefits, as outlined below:

**Salary:** The Salary for the post will be comparable to similar roles in the charity sector. Salaries are subject to annual review.

**Hours of Work:** Full time, 37.5 hours each week. Due to the nature of this role, weekend or evening work may be required.

**Location:** Forces Support, Willow Tree House, Station Lane, Witney, Oxfordshire OX28 4BH. Hybrid working arrangements are in place.

**Contract:** Permanent.

**Pension:** Staff will be auto enrolled into the Forces Support occupational pension scheme offered by The People’s Pension. Contribution rates on auto-enrolment are 5% Employee and 3% Employer.

**Annual Leave:** Full time staff entitlement is 28 days per year inclusive of Bank Holidays with 2 days’ additional leave on completion of 5 years’ service, plus another 3 additional days on completion of 10 years’ service.

**Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.

## **Matrix of Requirements and Skills**

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|  | **Essential** | **Desirable** |
| Proven experience as CEO or in other senior managerial position | X |  |
| Experience in developing profitable strategies and implementing vision | X |  |
| Ability to apply successful fundraising and networking techniques |  | X |
| Strong understanding of corporate and charity finance and performance management principles | X |  |
| Familiarity with diverse business functions such as marketing, HR, PR, finance. | X |  |
| In-depth knowledge of corporate governance and general management best practices | X |  |
| An entrepreneurial mindset with outstanding organisational and leadership skills |  | X |
| Analytical abilities and problem-solving skills | X |  |
| Excellent communication and public speaking skills | X |  |
| MSc/MA in business administration or relevant field |  | X |
| Possess a valid UK Driving Licence | X |  |