***Level Trust was formed in 2013 with the aim of providing children living in poverty with the essential items they need to access education. Following many years of dedicated service to the charity, our wonderful Deputy CEO is retiring. We are looking for an exceptional individual to provide stability during this period of change but someone who can also bring their own skills, attributes and individuality to the position.***

***We are a small but mighty team and a warm, welcoming and inclusive environment awaits whoever is appointed to the role. Working for Level Trust is hugely rewarding; every day you will be able to see, first- hand, the difference you are making to some of the most vulnerable children in Luton.***

***At Level Trust, we understand that work- life balance is very important. Where it is operationally viable, we offer a mixture of office and home- based working. We also operate a flexible approach to fulfilling your contracted hours. Put simply, you will be trusted and supported to manage your own workload in a way that works for your commitments at home as well as at work.***

**Job Title:** Deputy Chief Executive Officer

**Location:** Level Trust Office, The Mall, Luton with some homeworking

**Salary:** £35, 500 per annum

**Employment Type:** Employee (permanent)

**Closing date:** Saturday 31st December 2023 midday. We reserve the right to close applications before this date. Early applications are encouraged as interviews will be offered to suitable candidates prior to the closing date.

**Hours:** 35 per week. This is a senior position; occasional unsocial hours are a requisite of the role

**Holiday:** 28 days per annum (FT employees). We are also closed from approximately 21st December- 2nd January each year. This period is given in addition to your standard allowance.

**Overview of Charity: Level Trust is a vibrant and active charity that aims to provide children across Luton with the essential items they need to access education. We also provide highly- regarded holiday provision for disadvantaged children.**

**Purpose of Position: • Provide strong, and inspirational leadership both internally and externally. • Provide the CEO with support for a variety of tasks, to ensure the charity is effectively managed and quality assured. • Line manage key staff within the workstream • Work effectively with the CEO and Trustees to achieve excellence across governance, safeguarding, service provision and developing impactful two-way partnerships • Strategic responsibility for impact reports of grants to funders • Communicate our vision, mission, and values clearly and confidently with key internal and external stakeholders • Manage the day-to- day operational demands of the charity**

# Strategic and Service Development

1. To take a strategic leadership role within Level Trust as an active member of the Senior Management Team, including:
   1. Being proactive in providing solutions to strategic issues with and for colleagues.
   2. Deputise for CEO
   3. Supporting and taking a role in the implementation of policies and procedures (e.g. appraisals).
2. Be an ambassador for and represent Level Trust on key strategic boards and partnerships and engage our partners accordingly.
3. Ensure that the organisation develops and maintains a high, positive public profile and is promoted in the local media, to potential funders, beneficiaries, partners and the local community.
4. You will be responsible for the day- to- day operational running of the charity.
5. To participate actively in strategic planning process:
   1. Lead on/input to the planning and development of projects (both existing and new).
   2. Advising and supporting staff and trustees in strategic decision-making.
   3. Proactively alerting staff and trustees to potential opportunities and threats to the charity.

# Advice and Support Services

1. Develop and support new and existing partnerships that will result in the delivery of advice and support services for service users and contribute to collaborative work with other organisations to ensure better coordinated services.
2. Ensure that the skills, knowledge and experience of the team are deployed effectively in meeting the advice and support needs of service users, in liaison with other members in the team.

# Partnership Development

1. Facilitate the development of partnerships and collaborative working generally, including with businesses where appropriate, where this will be of benefit to the work of Level Trust and/or improve the flow of resources to service users.

# Membership

1. In line with our communication and marketing strategy, work alongside the CEO to oversee partner engagement and communications activities/systems and promote Level Trust’s services.
2. Strengthen our offer to service users, developing new and creative ways of engaging with partners and potential new service user groups, including diverse, underrepresented and ‘seldom heard’ groups.

# Finance and sustainability

1. Support the CEO to develop a sustainability plan
2. Manage budgets, report to partners on the impact of funding
3. Ensure compliance with all relevant legislation, that expectations of funders/investors are met and that all necessary returns are submitted on time whilst always seeking co-production.

# Management and Teamwork

1. Pro-actively monitor and evaluate activities within Level Trust’s business through the development and delivery of effective cross service monitoring and evaluation tools; respond and correct issues, identify and follow up opportunities - alerting the CEO and the Trustee Board to potential issues where necessary.
2. Oversee the work of projects to ensure that work plans/aspirations are delivered in an accurate and timely manner.
3. Manage, supervise and develop:
   1. Provide effective support and management whilst making the most of staff as an organisational asset.
   2. Encourage and support staff to try out new ideas that meet the strategic aims of Level Trust.
   3. Allocate resources (including staff).
   4. Implementation of agreed procedures both internal and with stakeholders/service users.
   5. Deal with queries and complaints/concerns
   6. To oversee the budget of allocated projects.
   7. Oversee service developments.

# General Responsibilities

1. Provide strategic development support to the CEO and deputise for the CEO
2. Develop case studies and other evidence to illustrate the impact and value of our work.
3. Keep up to date with national, regional and local developments affecting Level Trust.
4. Work in accordance with our values, policies and procedures.
5. Work in accordance with our equal opportunities and diversity framework.
6. Work in accordance with our safeguarding of children and adult’s policy and practice.
7. Prioritise work and work to deadlines and work under pressure.
8. Self-manage and work as part of a team.
9. Use ICT for general administrative duties including work processing, spreadsheets, emails and databases.
10. Carry out other duties appropriate to the role, responsibilities and grading of the post.
11. Any other duties deemed necessary by the CEO to ensure the smooth running of the charity.

# Person Specification

**Experience and Qualifications**

**Essential**

* Experience of networking between organisations and sectors
* Community development or community engagement activities and projects
* Project management and/or co-ordination experience, including experience of sourcing opportunities, then developing and implementing new projects
* Line management of staff and volunteers
* Managing the operational demands of an organisation and/or team(s)
* Relevant vocational and/or academic training

# Desirable

* A first degree in any subject
* Other relevant qualifications e.g. marketing & communications, advice giving, training or business/voluntary/education sector management
* Work at both strategic and operational level
* Maintain and develop new funding streams to maintain, develop and broaden services and income base
* Experience of actively promoting equality of opportunity

# Knowledge and Understanding

# Essential

* An understanding of the charity sector
* Analytical skills, political acumen and awareness of changing policy
* Developing partnership and projects with public, voluntary and business sector organisations
* Local knowledge i.e. Luton and more widely Bedfordshire

# Desirable

* An understanding of consultation and feedback

# Skills and Aptitude

# Essential

* Proven ability to relate to a wide range of people and organisations from voluntary groups, business sector, senior politicians and officials
* Ability to respond to a variety of competing operational demands to find suitable solutions to ensure the smooth running of the charity’s public- facing services
* The ability to plan and coordinate activity with attention to detail
* Excellent oral and written communication skills, with the confidence to engage with senior individuals from the public sector, business sector and third sector.
* Ability to analyse and synthesise complex information and to present this in summary form to a range of target audiences
* Strong IT skills
* Self-managing. Prioritises work effectively. Takes the initiative rather than waiting passively and reacting.
* Flexible
* Tactful and discreet
* Professional manner and appearance

# Desirable

* Ability to use recognised methods to monitor and evaluate outcomes

# Attitude & Personal Qualities

# Essential

* A commitment to equal opportunities for all, tackling disadvantage and promoting diversity
* Self-motivated and willing/able to initiate activity
* Good sense of humour
* Able to work well as part of a small team
* Flexible and adaptable
* Able to work well independently

# Other

# Essential

* Has a driving licence (and car) available and insured for work
* Fluent English