



Making Third Sector Partnerships Work

Chief Executive Officer
Candidate Information Pack
September 2021

Candidate Brief for the position of:

Chief Executive Officer – Bromley Third Sector Enterprise (BTSE)

Could you lead this forward thinking charity, set up to advance the health and wellbeing of residents of the London Borough of Bromley and surrounding areas?

BTSE is made up of [Age UK Bromley & Greenwich](#), [Bromley, Lewisham and Greenwich Mind](#), [Bromley Mencap](#), [Citizens Advice Bromley](#), [Community Links Bromley](#) and a growing number of Associate Member organisations. We work in partnership with service commissioners and the not-for-profit sector for the benefit of local residents.

Bromley has a history of strong third sector and cross sector partnership working. The seed – for what became ‘Bromley Third Sector Enterprise’ – was a lottery funded information and advice partnership initiated by the local Age UK. See our journey since we were founded in 2015, [here](#).

Our mission is to facilitate the delivery of collaborative third sector services for the benefit of local communities. We do this by providing consultancy, contract and project management.

We may be small in numbers but we’re managing the delivery of health contracts worth in excess of £2.5m per year.



Our collaborative approach means we’re able to draw on the expertise of colleagues providing support regarding a wide range of needs in a joined-up way for the benefit of local communities.

Better Together

We facilitate the development and delivery of coordinated health and wellbeing services and promote access to preventative resources provided by other voluntary sector organisations.

On a daily basis we...

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- ❖ Manage a single strategic health and wellbeing early intervention contract, which comprises a wide range of strategic third sector contracts, introduces new ways of working to better support local people and is worth more than £11 million over five years
- ❖ Oversee and enable the successful partnership working of Bromley's four largest charities in delivering the [Bromley Well Service](#). (Bromley Well launched in October 2017 to help people living in Bromley borough to improve and maintain their health and wellbeing)
- ❖ Deliver the coordinated branding and promotion of the Bromley Well Service
- ❖ Manage the development and secure use of one central client database, used by over 300 staff in diverse locations and containing over 25,000 client records.
- ❖ Quality assurance, compliance, operational oversight, communications, data management and reporting
- ❖ Ensure the third sector is influential in key local strategic forums, in health and social care and beyond.

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We're proud to have been key partners in BTSE since 2017. Working closely with other organisations both strategically and on the frontline, has put us in a better position to help our clients, extend our outreach and lead to improved outcomes.

Eddie Lynch, CEO at Bromley
Mencap

OUR IMPACT

"BTSE are vital in the effective delivery of proactive care to our most vulnerable and frail residents; helping to prevent any crises, supporting them to live fulfilling and independent lives and maintaining their health and wellbeing..."

Dr Andrew Parson, Bromley GP and Clinical Lead for Bromley health services, NHS South East Clinical Commissioning Group

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Recruiting a CEO

We're a small, multi skilled team with a combined experience of many years of working in and alongside charities, statutory services and the business sector. Our CEO Toni Walsh is retiring, and we are now looking for a new CEO who can lead BTSE through the next stage of our journey. The organisation has evolved significantly since we started out in 2015 and has huge potential for innovation and growth.

We are looking for an inspiring leader who is values-driven, committed to inclusion and the provision of person-centred prevention and early intervention support. Our ideal candidate will have strong understanding and experience of the commissioning and contracting of services. A strategic thinker who is outward looking with an eye on business growth and capacity building. Someone who has excellent relationship building skills and the ability to liaise meaningfully with a large and varied group of stakeholders and take the relationships to a higher level.

This role presents an opportunity for an ambitious individual who can bring a significant level of personal gravitas, self confidence and trust building to take a successful client focused service initiative to the next stage.

It may well be that the appointed candidate is someone who has developed their career in another sector and is now looking for a leadership opportunity to make a direct impact orchestrating and directing quality driven support for those most in need of mental and physical well-being care and assistance.

The ability to apply relevant consultative skills and convert front line experience into learning that can be spread amongst the growing number of Associate Member organisations (fifty +) will be key.

Given our commitment to developing BTSE's long term sustainability as a highly effective care partnership provider, we are also looking to build additional future income streams.

OUR IMPACT

"BTSE is one of the most successful examples of partnership working that I've been involved in. There is a real respect for the expertise that each charity brings to the table, and by working together we are able to address the spectrum of people's needs in a more holistic, joined-up way."

Ben, CEO, Bromley Lewisham and Greenwich Mind

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Job description

Salary	Salary: £60,000 plus 3% pension contribution. Full time/37.5 hours per week
Job Title	Chief Executive Officer (CEO)
Location	Based in Bromley, with some scope for hybrid working
Reports to	Chair, Bromley Third Sector Enterprise
Direct reports	Communications, Marketing and Project Manager; Data Manager; Bookkeeper
Target start date	1 st January 2022 – earlier if possible

Main purpose of the role

To act as the Senior Executive within Bromley Third Sector Enterprise (BTSE) providing strategic vision, leadership and management. To work with the Chair of the Board and the Trustees to provide effective governance of the organisation, co-produce strategy, policy and implement agreed business plans. Lead and be responsible for the overall operational management of the organisation. Ensure effective internal sub-contracting, performance and quality management of the Bromley Well contract and all other contracts and projects. This will include service integration, operational co-ordination and liaison and reporting to commissioners.

Main duties and responsibilities

Reporting to the BTSE Chair, the Chief Executive Officer will:

A. Duties to the Board

1. Support the Board of Trustees in their governance activities and provide advice on charity law, regulation and good practice.
2. Set-up and attend BTSE trustee and sub-committee meetings.
3. Ensure compliance with the legal, regulatory, social and ethical responsibilities including equal opportunities.
4. Formulate with the board the business strategy, goals and objectives underpinned by a thorough business and financial plan.
5. Prepare a strategic plan and annual budget for approval by the board of trustees including timely reports.
6. Maintain awareness of risks and changes in the external environment that may affect BTSE and advise the Board of these.

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7. Provide timely reports to the Board of Trustees to enable it to fulfil all its functions, including scrutinising the Bromley Well contract performance, outputs and outcomes, quality and budgetary data.
8. Build an effective working relationship with the chair of the trustee board.

B. Leadership

9. Provide effective and inspirational leadership for all BTSE staff and volunteers, and for the Bromley Well service.
10. Ensure that BTSE's purpose, values and aims are communicated clearly and applied consistently.
11. Provide effective and inspirational leadership for all BTSE staff and volunteers and for the Bromley Well service.
12. Provide high quality line management for staff reporting to you, including: regular supervision, performance management, meaningful support and development opportunities.
13. Liaise with relevant lead commissioners in the London Borough of Bromley (LBB) and South East London Clinical Commissioning Group/Bromley (SEL CCG) (becoming SEL Integrated Care System (ICS)) and ensure that a quality relationship is developed and maintained.
14. Build relationships with politicians, the media and local government officials to advance BTSE's aims.
15. Ensure the effective delivery of the PSIS/Bromley Well contract by managing the devolved performance/quality and hold partners accountable for achievement of devolved KPIs via central coordination and collation of monitoring, evaluation, reporting data and scheduled performance reviews, ensuring robust accountability in performance managing the PSIS contract.
16. Work with commissioners on the development of the Bromley Well contract.
17. Chair bi-monthly Bromley Well Operational Services Group meetings.
18. Represent BTSE at contract monitoring meetings, the One Bromley Executive, One Bromley Communications and Engagement Group, the Bromley Safeguarding Adults Board, the Joint Strategic Needs Assessment Steering Group, the Cancer Working Group and at any other relevant meetings.
19. Represent the organisation at external events and publicity opportunities.
20. Act as CEO for the Bromley Well Carers pathway and maintain a strong strategic relationship with the Carers Trust, including achieving and maintaining the Carers Trust Excellence Award

C. Management

21. Monitor and analyse stakeholder feedback, including complaints, across delivery partners, in order to review service provision and appraise the Board.
22. Receive monitoring reports, including financial information, from delivery partners, and report these to commissioners and the BTSE Board of Trustees.
23. Manage issues relating to service delivery and partnership working across BTSE and the Bromley Well service to ensure timely, appropriate resolution.

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24. To manage other contracts (for new funding streams) as and when required.

Main working contacts (external): LBB/CCG lead commissioners. Sub-contractors. Other relevant local partners. Core BTSE Members (5) and Associate Members (50+)

Main working contacts (internal): BTSE staff team. Members of BTSE CIO Board of Trustees.

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Person Specification

Experience

- Experienced in commissioning and contracting - or contract management
- Experience of working with NHS Trusts and CCGs preferred
- Planning and managing significant budgets – identifying new income sources
- Knowledge of Third Sector/charity sector and associated governance, legal and financial experiences
- Setting and meeting targets & KPIs – outcome/impact measurement
- Track record of capacity building up sustainable viable local level organisations
- Breadth of experience covering both strategic challenges, business management and behind the scenes/hands on delivery
- Working with external partners and stakeholders
- Confident level of digital literacy and office systems usage

Skills and abilities

- Ability to think “outside the box” - capable of generating ideas and solutions as well as stimulating creative thinking in self and in a team context
- Self-starter - “Can do” attitude. Energy and drive to build an organisation committed to deliver the right service to the right people
- Strong communicator, written and verbal, both at senior and functional level
- Astute, level headed, excellent interpersonal people skills; able to persuade, negotiate and influence at all levels. Gravitas and confidence to build First class trusted relationships
- Ability to prioritise and balance out the needs of multiple stakeholders
- Significant emotional intelligence - ability to empathise and work collaboratively with staff, trustees and stakeholders
- Strong organisational and time management skills and the ability to multitask often to tight deadlines
- Strong commitment to and ability to provide leadership in the area of equity, diversity and inclusion

How to apply?

Application is by CV and a covering letter which should indicate why you are interested in applying for the Director of Operations & People role and how you meet the role requirements. Please send this to recruitment@ep-uk.org. If you would like a call to discuss the role in more detail, please email Paul Venning, p.venning@ep-uk.org to arrange a convenient time.

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We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you. BTSE is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the people we aim to support. We warmly welcome applications from all suitably-qualified candidates.

The closing date for applications is **Fri 15th October** with shortlisting telephone or online interviews taking place the next couple of weeks thereafter. Interviews with BTSE will take place in the week commencing the **8th November**.

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