



Croydon Drop In

Job Title	Chief Executive Officer
Reporting to	Chair of the Board of Trustees
Responsible for	This role leads the Strategic and Operational direction of the Charity
Service Area	Central Team
Location	Based at 132, Church Street, Croydon CR0 1RF
Contract Type	Full-time 35 hours per week 52 weeks pa
Salary	£62,918 - £68,106
Annual Leave	30 days annual leave + Bank Holidays + 3 x Concession Days
Post Commences	29.07.24

Job Purpose

This senior strategic management role is responsible for leading Croydon Drop In (CDI) across all its functions to ensure the successful deployment, development and long-term sustainability of our early intervention and prevention support services in line with our mission, vision and values.

CDI provides a range of help and support services to respond to the differing levels of need of individual young people up to the age of 25 and their friends, carers and families. We achieve this by encouraging our beneficiaries to develop their potential in life, helping them to gain insights and understanding of issues affecting their lives, explore possibilities for change, develop their own choices and solutions, discover ways of getting to where they want to be, use support opportunities and develop strategies to deal with future challenges.

The work of the charity currently includes:

- Counselling in the Community
- Counselling in Educational settings
- Advice, Rights & Advocacy
- Outreach & Talkbus
- Parent & Infant Relationship Service
- Young People's Team
- Mental Health Support Team.

CDI is a proud member of Croydon's highly motivated voluntary sector and works closely with a range of statutory and private sector partners.

The funding for CDI's work comes from various external sources including South West London NHS Integrated Care Board, London Borough of Croydon, National Lottery, Church Tenements Board, external Trusts and other grant-making organisations.

Commitment to Equality, Diversity & Inclusion

We have worked hard over recent years to significantly improve our awareness and commitment to the principles of Equality, Diversity & Inclusion. As the leader of CDI you will take full responsibility for championing CDI's diversity agenda by proactively promoting social justice whilst implementing initiatives to secure equality of access and outcomes.

The post holder will ensure that CDI maintains its strong commitment to achieving equality of opportunity in its services to the community ensuring that its workforce understands, complies with and promotes our policies in their work. We are committed to ongoing Professional Development that encourages and develops our ability to challenge prejudice and discrimination.

Key External Relationships

- London Borough of Croydon
- South West London NHS Integrated Care Board
- Croydon Voluntary Sector organisations
- Early Help services
- Child & Adolescent Mental Health Service
- Adult Mental Health Service
- South London and Maudsley Mental Health Trust
- Funders and Commissioners
- Schools, Academies and Colleges

Other considerations

The post-holder will be required to work some evenings and sometimes at weekends and/or Bank Holidays in accordance with the needs of the charity and may be required to undertake such other duties as may be identified by the Board of Trustees.

Key Accountabilities

Leading the Organisation

- Overall operational lead for the charity, embodying its clear mission, vision and values for all staff, volunteers and beneficiaries.
- Line-manage the Senior Leadership Team.
- Develop and maintain a Board of Trustees approved Strategic Vision, Strategic Plan, Funding Strategy, Marketing Strategy, Business Plan for the charity.
- Accountable to the Board of Trustees, observing good governance and delivering all activities in alignment with the Business Plan.
- Ensure the Board of Trustees has professional guidance, advice, training and resource to comply with its governing instrument, the law and its need to remain solvent.
- Prioritise and promote an anti-racist culture of appropriate curiosity, inclusion and respect among staff and the local community.
- Promote the principles of equality, diversity and inclusion in all aspects of leadership having regard for all protected characteristics.
- Prioritise young people-led participation including opportunities for internal/external influencing.
- Maintain close relationships with Croydon's Voluntary and Statutory sectors

Fundraising

- Manage the Fundraising Strategy to identify new sources of funding and potential business developments.
- Prepare and submit funding applications and contract tenders.
- Communicate with existing funders and submit reports as required.
- Ensure timely reports to the Board on progress against targets and milestones.

Strategy and Governance

- Update all relevant policies and procedures for Board sign-off.
- Work with the Chair, Vice-Chair to agree agendas for Board meetings, sub-committees and AGM.
- Observe Charity Commission regulations and keep the Board updated.
- Oversee and maintain a Risk Register and ensure suitable actions are taken to mitigate risks.
- Ensure information is filed regularly at Companies House and with the Charities Commission and that all statutory requirements are met by the charity.

People Management

- Overall responsibility for the Quality Development of the Services and Projects, meeting desired outcomes and professional standards and reporting regularly.
- Devise and maintain a Staff Development policy for all paid and voluntary staff.
- Responsible for oversight of HR frameworks, processes and policies.
- Keep up to date with legislative developments in employment law and ensure that the organisation's practices are compliant.
- Ensure all staff and volunteers are appropriately line managed and clinically supervised.
- Ensure all staff and volunteers have appropriate DBS clearance and receive regular Safeguarding training.

Finance

- Ensure financial resilience via effective reporting, forward-planning and risk management.
- Manage organisational budget effectively via regular controls and forecasting, updating the Board on likely income/surplus/deficits, cash flow and reserves levels.
- Work with the Treasurer and Senior Management Team to prepare the annual budget, quarterly management accounts and to oversee the annual audit of accounts.
- Sign off all expenditure, authorise the payroll, respond to banking queries and act as a bank signatory, in accordance with the terms set out in the Finance policy.

Communication

- Take an active lead in raising the profile of the organisation via the website, social media and relevant networks.
- Ensure that publicity materials are up-to-date, appealing and accessible.
- Oversee the production and publication of the Annual Report.
- Represent and promote Croydon Drop In externally to audiences including funders, commissioners, strategic and delivery partners.

Premises

- Oversight of the daily running of CDIs buildings including opening/ closing rotas, keys/ security, and safe working practices.
- Manage relationships with our landlords, adhering to terms of lease and ensuring premises are fit for purpose and in good repair.
- Ensure the health and safety of all those working in and visiting CDI premises. Maintaining Health and Safety and Fire Risk assessments and ensuring sufficient trained First Aid and Fire Warden staff.
- Oversee the operation of IT and other communication systems required by staff to carry out their day-to-day duties.
- Oversee all service contracts including utilities, equipment, IT.
- Oversee and agree all insurance renewal at the correct level of cover.

General

- Carry out any duties consistent with the efficient and effective management of the organisation as may be required.
- Ensure that the charity is always fully compliant with all relevant regulations and that it is adequately prepared for upcoming changes to any regulations, including data protection.

Experience, Job-Related Skills, Qualifications & Knowledge

Essential Experience	Desirable Experience
Track record of successful management of high-performing mental health and emotional wellbeing services at a senior level	Experience in frontline Early Intervention & Prevention Services service delivery
Experience developing, inspiring and retaining a motivated, professional workforce.	Experience in leading an organisation where the voice of the community is central
Effective management oversight of Human Resources and Financial processes	A track record of successful fundraising from trusts and statutory bodies
Senior level management oversight of Child Protection & Safeguarding Vulnerable Adults	
Essential Skills	Desirable Skills
Strong People Leadership Skills – effectively sets and communicates direction, acts decisively, is effective at delegating and holding people to account and models the values of the organisation.	
Advanced Oral Communication Skills - can speak confidently and intelligently at all levels and able to influence people, facilitate discussions, effectively negotiate and build consensus with employees, partners, stakeholders and funders.	
Advanced Written Communication Skills - able to create complex and compelling communications to promote CDI's aims and to present CDI professionally to the outside world.	

Strong Relationship Building Skills – alongside advance communication skills, able to build trust with integrity, honesty and diplomacy.	
Strong business and financial acumen – is commercially aware, understands the essential financial complexities of running a commercially viable organisation.	
Strong analytical skills – able to interpret data to effectively understand the operating environment to assess risks.	
Innovation Skills - able to influence and develop professional thinking and behaviours that enable new and creative ways of working	
Essential Knowledge	Desirable Knowledge
Deep knowledge of the protective factors that supports thriving communities.	Knowledge of how government institutions and statutory bodies support local populations including an understanding of leveraging financial opportunities.
Comprehensive understanding of socio-economic and health challenges faced by minoritised & Global Majority communities.	Knowledge of the vulnerability, risk and needs of children, young people and families.
Have an in-depth understanding of Equality, Inclusivity & Diversity and how this informs challenging embedded prejudices and brings about effective change.	Knowledge of Risk Management processes
Essential Technical Competencies	Desirable Technical Competencies
Able to competently use Microsoft Word/Outlook/Excel	Knowledge of communicating using technology and social media.
Essential Qualifications	Desirable Qualifications
	Level 4 Safeguarding
Essential Personal Qualities	Desirable Personal Qualities
Open-minded, creative and compassionate	
Essential Motivations & Expectations	Desirable Motivations & Expectations
Must have an overt commitment to promoting inclusive, anti-racist, culturally competent service delivery	
Genuine desire and enthusiasm to improve the lives of children, young people and families	
Other Essential Requirements	Other Desirable Requirements
An Enhanced DBS disclosure check	
Able to work outside of regular office hours, including weekends and Bank Holidays	