# ECHO FOR EXTRA CHOICES IN HEREFORDSHIRE LTD

# Deputy Chief Officer

**Social Enterprise**

## JOB DESCRIPTION

* To be responsible for ECHO’s Social Enterprise activities
* Form part of the Senior Management Team
* To deputise for the Chief Officer when needed.

## Main Tasks

1. To manage all aspects of ECHO’s Social Enterprise activities and encourage their development including:

* Providing staff support, supervision and performance management
* Undertaking annual project reviews and staff appraisals
* Taking responsibility for recruitment of staff as appropriate
* Work with project staff and Chief Officer to develop annual budgets
* Actively manage the budgets to deliver to agreed targets
* Inform the Chief Officer and Finance Officer of any budget line deviation over agreed limits
* Taking responsibility for Health & Safety and safeguarding within the projects

1. To develop new opportunities and experiences for disabled people.

* Identify and evaluate new opportunities for Social Enterprise activities
* Support Staff to identify new opportunities
* Develop project proposals for new opportunities
* Create and manage project plans to deliver new opportunities

1. Ensure projects are meeting the needs of participants

* Oversee annual reviews for participants attending Social Enterprise activities
* Listen and act upon any comments or complaints from participants or carers/families
* Ensure that this information is fed into staff supervisions and project appraisals

1. Together with the Chief Officer represent ECHO by:

* Ensuring that ECHO is represented at external meetings and acting as an advocate for the services we provide.
* Promoting appropriate publicity and marketing opportunities.
* Supporting good working relationships with other providers in Herefordshire.

1. Ensure regular and accurate internal and external monitoring and evaluation of ECHO’s work including:

* Ensure records for area of responsibility are up to date and accurate
* Conducting annual project reviews
* Monitoring work plans and objectives and ensuring project workers are completing records of outcomes for participants.

1. To deputise for the Chief Officer in their absence.
2. To attend board meetings and appropriate sub groups as required.
3. To attend relevant training events/activities.
4. To hold and attend regular staff meetings.
5. To work within all ECHO's policies and procedures.
6. Be a signatory on ECHO banking
7. To undertake any other duties commensurate with the post, as requested by the Chief Officer.

Additional Organisation responsibility

1. Manage the Relief Staff rota including:
   * Recruitment and management of relief staff
   * Ensure on call manager procedure is operating effectively
   * Manage the assignment of Relief Staff to ensure that projects have appropriate cover.

**PERSON SPECIFICATION – Deputy Chief Officer**

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| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Method of assessment** |
| **Leadership & Communication**  Proven ability to lead and motivate a team  Excellent communication skills | ✓  ✓ |  |  |
| **Management**  Experience of managing staff teams  Experience of undertaking staff appraisals, development and where necessary managing under performance.  Experience of recruiting staff | ✓  ✓ | ✓ |  |
| **Finance & IT**  Experience of developing project budgets  Proven ability to manage budgets effectively and creatively  Experience of working with finance staff to review key information and make sound judgements | ✓ | ✓  ✓ |  |
| **Development**  Ability to assess new opportunities viability  Experience in developing projects from concept to delivery | ✓ | ✓ |  |
| **Qualifications and Training**  A good general level of education  A current First Aid qualification.  Attendance on any courses relating to working with disabled people  Health & Safety training |  | **🗸**  **🗸** |  |
| **General Skills & abilities**  Good administrative, organisational and time management skills  Experience of working with people with learning disabilities (either in a paid or voluntary role)  Able to communicate with disabled people in a way that promotes respect & equality  Able to work as part of a team and share skills and knowledge  Able to set priorities and work under own direction  Good working knowledge of using computers.  Good verbal communication skills  Ability to find practical solutions to problems | ✓  ✓  **🗸**  **🗸**  **🗸**  **✓** |  |  |
| **Representation**  Ability and confidence in presenting key organisational messages to a range of audiences  Ability to build strong relationships with key partners, funders and supporters | ✓  ✓ |  |  |
| **Personal Qualities**  An understanding of and commitment to the principles of equality and diversity  Respect for people’s rights and dignity  A person centred approach to working with individuals  Adaptable and willing to learn new skills  Understands the importance of confidentiality.  Self motivation and enthusiasm  Sensitivity and diplomacy | ✓  ✓ |  |  |

**Terms and conditions**

**Hours:** 30hrs per week

**Salary:** £27,870.27

**Annual leave:** Entitlement is 6 weeks’ annual leave per annum (Jan to December). This includes pro rata bank holidays and a mandatory week at Christmas when all ECHO activities are closed.

**Sickness entitlement:** All employees are entitled to up to 6 weeks on normal pay, including any Statutory Sick Pay (SSP) entitlement. Employees whose normal earnings are in excess of the Lower Earnings Limit for payment of National Insurance Contributions may also be entitled to SSP for up to 28 weeks in any period of incapacity. Any previous period of sickness absence in the 12 months preceding the first day of the new period of absence, will be counted against the absence. Trustees may make a discretionary decision to extend periods of full or half pay to individual members of staff in situations of specific need and within the available resources of ECHO. Any such decision would be at the request of the chief officer to a meeting to the full board of trustees.

**Pension:** ECHO offers the NEST (National Employment Savings Trust) pension scheme to employees.