



Job Description

Chief Executive Officer

Service: Senior Leadership Team

Location: Hybrid – with regular presence in Norwich, Ipswich, and March; regional travel to meetings and events

Reports to: Board of Trustees

Contract: Full time, permanent, 35 hours per week (flexibility required to meet organisational needs)

Job Purpose

The CEO will provide strategic leadership, vision, and direction to the Charity, ensuring it achieves its mission to support families in the East of England to build resilience and make choices that improve the lives of their children and young people.

Key Responsibilities

1. Strategic Leadership & Operational Management

- Develop and lead the implementation of the Charity's strategic plan in collaboration with the Board of Trustees.
- Inspire and empower people at all levels, ensuring leadership articulates and champions the shared vision.
- Set and monitor strategic objectives within a strong governance and income framework.
- Analyse the external operating environment, identify trends and risks, and respond to opportunities.
- Maintain a fit-for-purpose organisational structure and continuously improve systems and processes.
- Be a visible, proactive ambassador, promoting the Charity's work and the issues faced by its communities.
- Hold overall responsibility for safeguarding and child protection.

2. Governance & Compliance

- Provide Trustees with strategic and operational support and insight.
- Supply relevant management and performance information to aid governance and oversight.
- Support Trustee development and board effectiveness.
- Assist in maintaining a diverse and skilled board membership.

3. Financial Stewardship

- Report regularly on financial performance, risk, and sustainability.
- Ensure effective income generation, including fundraising and commercial opportunities.
- Develop and oversee the annual budget aligned to strategic goals.

4. Fundraising & Partnerships

- Lead fundraising and external relations strategy, building strong relationships with donors, funders, and partners.
- Represent the Charity in media, at events, and with key stakeholders.
- Build strategic alliances with government, third sector and commercial organisations.
- Identify commercial opportunities aligned with the Charity's mission and values.

Person Specification

Essential Qualifications

- Degree or relevant professional qualification.



Experience

- Proven senior leadership experience.
- Strategic vision development and delivery across all functions.
- Leading teams, driving culture, and managing through crisis and reputational challenges.
- Income generation (including fundraising, commissioning, and contracting).
- Senior-level financial management.
- Effective and efficient use of IT systems.

Skills, Knowledge & Abilities

- Strong commercial acumen and ability to assess and secure opportunities.
- Outstanding communicator, both internally and externally.
- Proven governance and compliance leadership.
- Inspiring interpersonal style; able to lead with clarity, vision, and emotional intelligence.
- Effective cultural influencer and organisational ambassador.
- Skilled in public speaking and media engagement.
- Personally committed to professional growth and development.
- Technologically confident with an understanding of digital innovation in service delivery.
- Able to lead authentically through ambiguity and change.
- Strong ethical compass aligned to the Charity's values: **Compassionate, Collaborative, Effective.**

What We're Looking For

- Deeply **values-led** with high integrity and respect.
- A **visible, inspirational, and collaborative** leader across services and regions.
- **Innovative and commercially aware**, able to grow income while preserving purpose and culture.
- **Emotionally intelligent**, adaptable communicator, and empathetic leader.
- A **strong people leader** who empowers, delegates, and holds others accountable.
- **Grounded and relatable**, with the gravitas to represent the Charity at all levels.
- A confident **influencer and negotiator**, balancing mission-led services with entrepreneurial opportunity.
- Ideally has experience with **property portfolios** and is **digitally fluent** to harness tech for greater impact.

Remuneration & Benefits

- Competitive salary
- 9% employer pension contribution
- Life assurance
- 27 days annual leave plus bank holidays (rising to 30 days with service)