



**Chief Executive**

North Tyneside Citizens Advice

**Recruitment Pack**

# Chief Executive

**Location:** Camden House, Camden Street, North Shields, NE30 1ND

**Reporting to:** Chair of Board of Trustees

**Reporting Directly to the CE:**

- Deputy CE
- Head of Operations,
- Executive Assistant

**Salary:** £65,000 - £75,000

## Introductory Letter

Thank you for considering this opportunity to work at North Tyneside Citizens Advice.

We are seeking an experienced and motivated Chief Executive to take over on the retirement of the current CE who, for over 20 years, has provided most successful leadership to our organisation.

NTCA is now one of the largest and highest performing members of the national Citizens Advice network and has recently been exceptionally successful in obtaining diverse funding streams and delivering new services, particularly in the field of debt recovery and debt management. We expect the new CE to ensure this high-quality performance continues through directing, managing and developing the multi-channel delivery of these services.

The Trustees recognise that our staff and volunteers provide a first-class service, and we are dependent on them to deliver our mission. We therefore endeavour to ensure they possess the necessary skills to be able to carry out to their roles, and we promote the wellbeing of all who work for us.

We, the Trustees, are proud to be part of this organisation that does so much to support the people of North Tyneside and beyond, particularly when they face hardship and difficulties, often created by poverty and deprivation.

Tony Best,

Interim Chair

## About Us

[North Tyneside Citizens Advice](#) is a local, independent charity providing free, confidential, impartial, and independent advice to people living across the borough. As part of the national Citizens Advice network, the organisation supports thousands of clients each year to resolve a wide range of issues, including benefits, debt, housing, employment, and consumer problems.

[In 2023–24, North Tyneside Citizens Advice supported over 38,000 people](#) with nearly **191,000 issues**, helping clients to claim **£20.8 million in benefits** and secure over **£17 million in debt write-offs**. Their services are available in person, online, and by phone, ensuring accessibility for all members of the community.

The organisation offers a range of specialist services, including:

- Help to Claim Universal Credit
- Pension Wise appointments for those aged 50+
- A dedicated Debt Relief Order (DRO) Hub
- Tailored support for clients experiencing mental health challenges, in partnership with local NHS teams

Beyond advice and support, North Tyneside Citizens Advice plays an active role in influencing policy by identifying trends and advocating for systemic change, helping to tackle the root causes of problems and reduce pressure on public services.

As one of the larger Local Citizens Advice within the national Citizens Advice Network, the Chief Executive will lead an organisation with an annual turnover of £3.4m., and around 70 paid staff and 30 volunteers.

North Tyneside Citizens Advice stands out as one of the most high-performing and best-in-class local Citizens Advice services in the country. With a strong track record of delivering exceptional outcomes for clients, the organisation consistently demonstrates excellence in advice provision, and community impact.

# Job Description

## Purpose

- Provide leadership, strategic vision, direction, and overall management to maximise delivery of services and charitable aims and goals
- Procure and deploy resources to deliver our services
- Ensure Project KPIs and other deliverables are met
- Ensure that the organisation continues to be recognised as the leading provider of high-quality advice across North Tyneside
- Ensure that the organisation continues to be recognised as a leading provider of digital and telephone debt advice across England
- Demonstrate the wider positive social impact of our work and advocate for social change

## Main Duties and Responsibilities

- Ensure adequate income and a diverse funding base to support a sustainable operating model with resources matched to the development of the service: this includes researching and bidding for suitable funding opportunities
- Work with the Board and our stakeholders to develop the overarching strategy for the Organisation: this includes creating a sustainable and high-quality operating model
- Advocate effectively on behalf of the organisation and our service users, and strengthening our influence amongst, and relationships with, key stakeholders at local, regional, and national levels
- Work with the Board to maintain effective oversight of all organisational activities related to the delivery of the strategy by:
  - Working with the Treasurer and finance staff to ensure proper financial controls are in place and are fully complied with
  - Proactively developing positive relationships with key stakeholders, including funding bodies, media, policymakers, and other local Citizens Advice offices
  - Ensuring proper staffing and staff development is in place
  - Ensuring the facilities of North Tyneside Citizens Advice are safe and appropriate for staff, volunteers, and the public
  - Fostering a working environment that reflects and supports the charity's ethos
  - Reporting to the Board and external audiences as appropriate
  - Ensuring compliance with all organisational regulatory responsibilities and managing the requirements of the Citizens Advice membership scheme including the annual Leadership Self-Assessment audit
  - Ensuring key risks are identified and the developing mitigation strategies in respect of these
  - Implementing and maintaining office policies and procedures and managing and mentoring the team, providing leadership to staff and volunteers
  - Identifying and implementing training and development needs for yourself, staff, and volunteers
  - Undertaking such additional duties as the Board may from time to time consider necessary for the effective performance of this role

### Governance

- Ensure compliance with the Articles of Association, the Membership Agreement with Citizens Advice, and all locally agreed policies
- Support the Chair in the effective running of the Trustee Board, including Trustee recruitment, training, and effective performance
- Keep all client, staff, volunteer, and trustee information safe, secure, and up to date in accordance

with the Data Protection Act 2018

- Ensure the Charities Commission, Companies House, FCA, bank and other registered bodies have necessary and up-to-date information
- Ensure the Board can discharge its responsibilities for overseeing finances through the provision of timely and accurate information

### Professional Development

- Keep abreast of advice sector developments
- Identify personal training needs and attend training courses on skills, knowledge, and legislative change
- Prepare for, attend and contribute to appraisals and support and supervision sessions

### Other Duties and Responsibilities

- Ensure compliance with Citizens Advice Equality and Diversity policies
- Abide by Health and Safety guidelines and share responsibility for own safety and that of all staff

*Note: This job description does not make up a 'term and condition of employment' and does not form part of the employment contract. It is provided only as a guide to assist the employee in the performance of their job. It is not intended to be an inflexible list of tasks and may be varied from time to time, in line with business objectives and service needs, after consultation and discussion with the post holder, following current policy and practice.*

# Person Specification

## Leadership and Strategy

- Experience of senior leadership within a complex multi-channel and geographically dispersed organisation. (E)
- Experience of developing and delivering strategy and business plans. (E)
- Excellent staff and volunteer engagement and team building skills and experience, with the ability to inspire and lead at all levels. (E)
- Experience of building positive and productive relationships with a diverse group of internal and external stakeholders including a range of funders, partners and policy makers. (E)
- Experience of advice work. (E)
- Experience and understanding of working in a federated membership structure. (D)

## People Management

- Well-honed people management skills acquired through extensive experience, including effective delegation, recruitment, retention, and compassionate and empathetic performance management, with an adaptable coaching style. (E)
- A demonstrable commitment to equality, diversity and inclusion as an employer of staff and host to volunteers, including being comfortable working with people at all levels, from different backgrounds and with a variety of learning and thinking preferences. (E)
- Understanding and experience of coordinating and managing volunteers, and how this is different from managing a paid workforce. (D)

## Operational Management and Planning

- Understanding of what good advice services look like. (E)
- Experience of engaging people from diverse backgrounds and experience in service design, development, and improvement, together with an understanding of the structural inequalities that affect them. (E)
- A good understanding of operational management, including project and programme management, and the associated risks and controls. (E)

## Governance and Compliance

- Experience in a committee-led charity governance environment. (E)
- Knowledge and experience of charity governance and compliance requirements for a UK based charity. (E)
- Understanding of quality assurance systems and information assurance and data security and what is required to comply with them. (E)
- Experience of effective strategic risk management. (E)
- Experience of quality assurance and compliance regimes relating to advice work. (D)

## Finance

- Experience of strategic financial management in a complex multi-funder environment. (E)
- Solid understanding of charity finance. (E)
- Understanding of financial risks and experience in mitigating them. (E)
- Experience of managing large and complex budgets. (E)
- Experience of public sector commissioning. (D)
- Experience of working with the Charity Commission SORP. (D)

## Business Development, Reputation Management

- Experience of business development in a complex organisation operating in the not-for-profit sector. (E)
- Track record of developing new services to meet stakeholder needs. (E)
- Personal credibility to operate at a high level with external stakeholders. (E)
- Experience of successful income generation and bid development and writing (E)
- Experience of representing an organisation at a variety of external fora. (E)

## Policy Influencing and Campaigning

- Understanding of how to build convincing cases for changes in policy and practice. (E)
- Experience of research and campaigning within a charity and not-for-profit setting. (D)

**E = Essential**

**D = Desirable**



## How to Apply

To apply for the role, please upload your CV together with a supporting statement (of no more than 1000 words) onto the Prospectus website via the link below.

For guidance on formulating your Supporting Statement, please review our guide [here](#).

Please ensure that you have included a telephone number, as well as any dates when you will not be available or might have difficulty with the recruitment timetable.

If you wish to apply using an alternative format, please contact Prospectus on 020 7691 1920 or email [executive.admin@prospect-us.co.uk](mailto:executive.admin@prospect-us.co.uk)

Applications via the Prospectus website should be made at:

<https://prospect-us.co.uk/jobs/192091>

At Prospectus we believe passionately that a truly inclusive workplace leads to increased social impact. We are committed to supporting our clients build more inclusive teams. To understand how we are performing, we ask that you kindly complete the brief equal opportunities questionnaire when you submit your application via our website. Please be assured that your responses are kept confidential, separate from your candidate record, are not part of any application you make, and that the consultants never see individual responses to the questionnaire.

### Recruitment Timetable

**Deadline for applications:** 27<sup>th</sup> July

**Interviews with Prospectus:** 5<sup>th</sup> August – 18<sup>th</sup> August

**Interviews with North Tyneside Citizens Advice:** w/c 8<sup>th</sup> September

### Queries

If you wish to have an informal discussion about the opportunity, please contact our retained advisor Rhys Barber at Prospectus on 020 7691 1920, or email: [Rhys.Barber@prospect-us.co.uk](mailto:Rhys.Barber@prospect-us.co.uk)