



Initiative for Social Entrepreneurs (ISE)

Chief Executive Officer ISE

Job Description

| | |
|-----------------------|--|
| Location: | Avoca Court, 23, Moseley Road, Birmingham B12 0HJ (with some time also required at Women's Community & Enterprise Hub, 249 Ladypool Road, Birmingham B12 8LF) |
| Hours of Work: | 37.5 hrs per week full time |
| Pension: | 5% self-contribution and 5% company contribution |
| Holiday: | 35 days per annum [including 8 bank holidays] |
| Salary: | £60,000 p.a. + discretionary performance bonus |

Job Purpose

ISE is a B2B social enterprise whose purpose is to grow the social enterprise sector in Birmingham, W Midlands and beyond. ISE provides high quality support and services to social enterprises and trading third sector organisations across every stage of the social entrepreneurial journey from engagement of citizens and communities through to high end business growth.

As the CEO you will be responsible for building the development of the social enterprise sector. You will hold the ultimate responsibility for the day to day running of a strong and vibrant "can do" organisation with a committed, motivated, and passionate team, a reputation for innovation, responsiveness, quality and customer service. You will be running both the Digbeth Social Enterprise Hub and the Sparkbrook Women's Community & Enterprise Hub and have responsibility for strategic direction and the financial sustainability of the organisation.

You will be focused on continuous improvement and will be empowered to "think outside the box" as you lead the organisations through a complex and ever-changing social enterprise and businesses support landscape and in pursuit of opportunities for the growth of business for the sector. This particularly applies in the current Covid19 and post-Covid19 environment.

You will maintain and grow the role ISE plays in the social enterprise landscape providing support to 'Birmingham as a social enterprise city', City Drive and the 'Digbeth Social

Enterprise Quarter'. It is an innovative organisation there to identify the needs of the social enterprise sector and any appropriate solutions.

You will:

- Provide strategic leadership and vision to ISE and in the successful delivery of its business objectives including publications and training delivery.
- Be an inspirational and motivational lead voice for ISE and social enterprise, to raise its profile and to influence local and national strategy and policy.
- Engage and develop relationships with external stakeholders, including politicians, government officials, media representatives, funders, councils and Local Enterprise Partnerships and partners.
- Work closely with the Board of Directors, both by offering advice and support and by contributing to and implementing the organisation's strategic plan and related annual business plans.
- Be responsible for the staffing, business and financial management of ISE.
- Ensure the efficiency and financial viability of ISE and
- Develop new services, bids or products with a view to ensuring ISE long-term sustainability and growth
- Take ultimate responsibility for the day to day running of the business; this may require regular hands-on duties, particularly flowing from the management of a diverse team and two different offices/venues

Duties and Responsibilities

1] Leading and managing the organisation

A] Ensure a long-term strategy, business plan and budgets are in place to guide ISE in the successful achievement of its aims and objectives.

B] Ensure the efficiency, social value creation and financial viability of ISE and any proposed new services and products with a view to ensuring successful business development and long-term sustainability and growth.

C] Provide advice and support to the Board of Directors and to the wider organisation, including chairing management and team meetings and delegating operational responsibility for specific areas of work as appropriate.

D] Lead the organisation and ensure all employees buy into the organisational vision and values. You will be responsible for motivating and developing staff to maintain a high performing team.

E] In conjunction with the Board of Directors, to ensure that ISE complies with all relevant regulations and quality standards regarding its operation in terms of its CIC status in England

F] Lead the growth and management of the ISE 'hub' model, ensuring the provision of online and offline service provision, high-quality office space, business units, short-term room rentals and all associated building management requirements. Explore feasibility and implementation of franchising a 'hub' model.

G] To take responsibility for the above through a hands-on approach where required

2] General

A] Ensure that ISE complies with all the necessary legal responsibilities.

B] Provide effective internal leadership: management, recruitment, appraisal, training, target setting and discipline of staff.

C] Provide leadership in income generation for ISE, increasing and maximising income.

D] Lead the consultancy function of the organisation through your specialist sector and business knowledge.

E] Undertake appraisal, selection, development, negotiation, monitoring and management of projects and consultancy work.

F] Set the public image of ISE; acting as an ambassador at home and abroad; engaging with the media. Ensure effective marketing and communications, ensure delivery of high-quality events, workshops and exhibitions to market and raise awareness of ISE and the social enterprise sector. Ensure good internal communication

G] Maintain and, wherever possible, expand ISE's network of supporters and partners in line with the overall strategy.

H] Ensure overall health and safety management within the organisation, legal compliance, data protection [GDPR] and maintain insurances.

I] At all times to work in such a way as to promote Equal Opportunities.

3] Team duties and responsibilities

A] To support the staff team and contribute to the organisation's development, through team meetings, team activities and supporting contract delivery where appropriate.

B] To support the development of new and improved working and systems as appropriate to the needs of the business.

4] Other

A] To undertake any duties commensurate with the role of CEO.

B] To work flexibly as required.

C] To adhere to the core values of ISE, with a particular focus on social value

Special Conditions

Some duties must be undertaken on site whilst others can be undertaken elsewhere and may require travel.

Some duties will require the post holder to work outside of statutory hours as well as weekends if and when required.

In the current Covid19 environment the majority of work is undertaken from home by the CEO and other staff members.

EQUAL OPPORTUNITIES IN EMPLOYMENT POLICY STATEMENT

ISE aims to be a leading social enterprise in terms of ensuring that we both implement and encourage other to follow best practice in this field. As a minimum we commit to all existing and potential employees receive equal consideration and is committed to the elimination of unlawful or unfair discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

Our Core Values

- Working collaboratively to benefit our customers and especially the social enterprise sector
- Equality, diversity and inclusion (EDI) of opportunity will underpin all of our activities internal and external
- Quality is everything
- Working towards organisational stability and sustainability in everything we do
- Reducing our negative impact, particularly environmentally
- Working with openness and respect alongside diverse communities
- Working flexibly and responsively to the needs of our clients.

What we expect of the post holder:

- To work as part of the ISE Team and achieve individual and organisational targets
- Adhere to ISE's principles and values

- Maintain and develop your own effectiveness within ISE, including taking responsibility for your health and general welfare and your own professional development as it relates to ISE's mission
- Be prepared to adapt to the changing environment that ISE
- Bring to the Boards attention any issues of concern that could affect its ability to achieve its objectives and financial viability
- Support colleagues within the team and the organisation
- Writing bid proposals
- Building strong relationships with public, private, academic and third sector organisations

ISE is a small dynamic organisation. As such job descriptions may change over time. It is anticipated that staff will be supported in coping with changing job descriptions where appropriate through, for example, the provision of suitable training.

PERSON SPECIFICATION

Qualifications and experience

- First degree in an appropriate discipline or equivalent experience
- Proven successful, experience as CEO or in other senior managerial position
- Experience of leading a senior management team and working at Board level on the development and implementation of business strategy
- Proven experience in leading and motivating a diverse group of staff in values led businesses
- Strong background in social enterprise or trading charity leadership
- Demonstrable experience in developing and maintaining effective strategic partnerships
- Proven experience in leading on and writing successful bids
- Demonstrable experience in informing and influencing programmes and policy development
- Management of organisational finances with evidence of delivering excellent financial performance
- Proven, successful experience in assessment and management of business risk

Knowledge and skills

- Commercial and revenue generation acumen, including experience in developing profitable strategies and implementing vision
- Strong understanding of social finance and performance management principles
- Strong understanding of diverse business functions such as marketing, PR, finance etc.
- Ability to grow social enterprise revenues.
- In-depth knowledge of corporate and charity governance and general management best practices
- An entrepreneurial mindset with outstanding organisational and leadership skills
- Exceptional analytical abilities and problem-solving skills
- Excellent communication and public speaking skills
- Maintain a thorough knowledge of the markets and sector relevant to the business of ISE

Other

- The passion, energy and drive to grow both ISE and the social enterprise sector in Birmingham and beyond
- Prepared to work flexibly, including additional hours, in response to the needs of the client
- Able to travel to clients (independently mobile)

Desirable

- Existing relationships with key stakeholders and funders of ISE
- MBA/MSc/MA in business administration or relevant field
- Other management or economic or business qualifications
- Project management qualifications
- Finance qualifications