

london plus



## Recruitment Pack – Chief Executive Officer

On behalf of the board of trustees, thank you for your interest in joining London Plus (under the remit of Greater London Volunteering, “GLV”). These are incredibly exciting times for civil society in London and for London Plus.

London Plus is a big, brave idea to champion London's civil society through insight, influence and powerful connections. To make London's voluntary action more effective it will benefit from reliable information, great networks and an influential voice. Civil society organisations are invited to become our members. We facilitate networks to enable conversations to bring about change. With our members and partners, we aim to be the go-to place to bring about positive change for Londoners and the diverse communities and networks that make up civil society in this great capital.

This role comes at a pivotal time in our journey and plan. We are a small agile team, with Trustees working closely with the staff team. Some of our staff team have moved on to new exciting opportunities and we are refreshing our governance with the recruitment of new Trustees. We have completed the establishment of London Plus and have been delivering projects and services. You will be joining us as we move into developing and delivering new projects, extending our relationships and building on the established work.

We've worked hard over recent years to build strong, trusted and fruitful relationships across the capital. Our agile and responsive approach to addressing voluntary, statutory and business sector opportunities has always had collaboration at its foundation; we have built a broad remit, so wherever you come from, the important thing is you understand the support that London's civil society needs, we welcome cross-sector applications.

We have strong, trusted and productive links with London's voluntary and community sector, charitable funders, the GLA, London Councils and specialist infrastructure groups. In this role, you'll be responsible for growing these services as part of a new team to bring benefit to London.

Why join us? In short, this is your opportunity to help develop and lead something special for the Capital. If you're skilled in your work area, networked, strategic in your thinking but collaborative and pragmatic in your approach, then we'd love to hear from you.

We are looking for people who can work with us to practically deliver our strategy, recognise and nurture relationships, work and respond creatively, whilst keeping an eye on the horizon. We've built the strong foundations for you; and this role is your chance to add something special and help us realise our vision.



**Cameron Fitzwilliam-Grey**  
Chair Greater London Volunteering

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## Background Information

London Plus is new a pan-London civil society organisation, set up in 2018 with a small team that that focuses on the following work areas:

- Social research and data
- Networks/partnerships
- Advocacy and voice
- Communications/digital content and operations
- Employment and skills policy and project work

We emerged out of a shared consensus that although social action by volunteers and the wider civil society sector has made a significant difference to Londoners, a more unified approach was needed to help the public, politicians and business better understand the range, complexity and importance of the work that civil society does.

With an estimated 120,000 civil society organisations in the capital, a Deputy Mayor with an explicit brief on volunteering, social action, social integration and community engagement, and a move to make London the foremost global city for philanthropy, there was an opportunity to support civil society in a different way, by creating a centralised knowledge and information 'hub'. Greater London Volunteering, our legacy body, took on the role of implementing this new 'hub' and London Plus launched in 2018 with support from City Bridge Trust, with a new look and a new remit.

We have achieved a great deal over the last year, working with our networks to define the main areas where they want support and need new input. We have developed a portfolio of priority projects that we will work on in the coming 12-18 months. This programme will evolve and grow as we continue to work with the sector and understand their needs more deeply. The successful applicant will be expected to feed into the planning of this programme of work and make changes where appropriate. Below is a snapshot of projects we have started delivering in the last eight months:

- Defining an equality monitoring data standard for deaf and disabled people/organisations.
- Employment & skills policy – Good Work Commission which will produce a series of case studies and a final report on what 'good work' looks like for all Londoners.
- The development of a dynamic content strategy for the London Plus website that promotes and advocates the work of CSOs through case studies, examples of good practice and downloadable resources.
- Co-ordinating a programme of support for voluntary sector consortia in London – in partnership with Pilotlight and DAC Beachcroft.



## **London Plus**

Our **Vision**: A city where all Londoners can thrive

Our **Mission**: Championing London's civil society through insight, influence and powerful connections

Our **Values** are London's values:

- We promote equality and champion diversity
- We actively collaborate
- We are always learning
- We act with integrity
- We are bold
- We look for the bigger picture

Our **Brand**:

- Keep it simple
- Be smart
- Think big

## **London Plus roles**

Our small team of five includes:

- Chief Executive Officer – Elizabeth Balgobin (Interim)
- Social Research and Data Lead
- Networks and Partnerships Manager – Navinder Kaur
- Employment and Skills Policy Lead – Rayhan Haque
- London Plus Coordinator – Emily Coatham
- Business Development and Relationship Lead - vacant

London Plus has a remit to support civil society organisations (CSOs) in London to harness the power of data to generate better insights, to convene CSO networks and organisations across London to build collaborative partnerships in order to maximise impact and value, and to increase the voice and influence of CSOs by amplifying issues of common concern and shining a light on best practice.

To find out more about our work and what we do please [visit our website](#).

## **The Chief Executive Officer role**

To provide visionary leadership that motivates staff, volunteers, trustees, partnerships and stakeholders alike to match the London Plus vision, mission and values. To be responsible for the achievement of the strategic objectives and overall management of London Plus services and to promote the profile and the interests of London Plus and its impact on civil society. This role will provide leadership and collaborative working across London's civil society and its partners and stakeholders. It will design the framework to achieve the funding and resources to enable new ideas to be developed and strategic leadership to be continue across London.



## **Governance**

This work is currently supported under the remit of Greater London Volunteering, who adopted a revised set of charitable objectives and trade as London Plus. We will continue to review governance arrangements, and this will include the recruitment of new trustees and revised membership arrangements.

## **Background reading**

For further information:

- The Way Ahead – the emergence of London Plus was part of the wider work in place across London to look at developing effective systems to support civil society. This programme is called the Way Ahead and further details can be obtained via the [website](#) and by downloading the full [report](#).
- London Plus achievements so far (Page 10).
- [City Bridge Trust](#) – London Plus, main funder.
- [London plus website](#) - Particularly resources, analysis and guides.
- The [London Datastore](#).



## Chief Executive Officer – Job Description

<b>Responsible to:</b>	Board of Trustees
<b>Direct reports:</b>	Social Research and Data Lead Networks and Partnerships Lead London Plus Coordinator Employment and skills Policy Lead Business Development and Engagement Lead
<b>Location/Environment:</b>	Central London, location to be confirmed. Some travel will be required.
<b>Hours:</b>	Full time, 35 hours per week, Monday to Friday with occasional evening and weekend work
<b>Salary:</b>	Circa £60,000 per annum
<b>Benefits:</b>	25 days holiday per annum Flexible working Pension – Employer contribution: 5%

### **Main Purpose:**

To provide visionary leadership that motivates staff, volunteers, trustees, partnerships and stakeholders alike to match the London Plus vision, mission and values. To be responsible for the achievement of the strategic objectives and overall management of London Plus services and to promote the profile and the interests of London Plus and its impact on civil society.

### **Principal Responsibilities and Accountabilities:**

#### **Sector Leadership**

1. To work strategically to horizon scan around trends and issues affecting London's civil society
2. To be able to spot emerging issues and create calls to actions with other partners on key areas, bringing together relevant leads to create collaborations
3. To work in partnership with key stakeholders to develop sector led thought leadership
4. To assess the impact of the work taking place across London and the role of London Plus as a catalyst for action
5. To be an exemplar for collaborative and participatory sector leadership



## **Voice and Influence**

6. To build relationships with key regional and local organisations and ensure that the voices of civil society are represented across their structures and strategy
7. To proactively gather the voices and opinions from across the sector and feed this into regional and national policy
8. To influence regional and national policy around civil society and profile the role it plays in supporting outcomes for communities
9. Promote the work of infrastructure support for civil society and showcase best practice to make the case for investment

## **Strategy and Planning**

10. To develop and promote the organisation amongst stakeholders and members of the community, including identifying the needs of members and promoting events and opportunities
11. To expand and promote the work of London Plus with external stakeholders, including identifying and maximising new opportunities and promoting London Plus through networking and forging strong links within the private, public and third sectors
12. To assist the Board with achieving the strategic aims of the organisation by horizon scanning and developing the organisation's strategic and operational plans.
13. To be accountable to the Trustee Board for the effective delivery of the strategic plan through leadership of the staff and partnership working

## **Governance and Trustee Board**

14. To diligently service the Trustee Board, ensuring timely reporting of progress against the strategic and operational plans, changes / developments in the wider civil society environment, and management of governance and risk
15. Develop and implement organisational and operating policies to ensure regulatory compliance and best practice
16. To maintain the Risk Register
17. To ensure timely compliance with all legal and regulatory requirements

## **Finance**

18. To ensure that effective financial controls and reporting processes are developed and maintained, alerting the Trustees to any issues that may require remedial action
19. To ensure the prudent setting and management of budgets for Board approval
20. To develop income generation strategies to maintain, enhance and diversify funding for London Plus
21. Where appropriate to take the lead in negotiations over funding and oversee the management and the appropriate use of that funding
22. To provide financial leadership and management of project or strategic funds provided to civil society partners



## **People Management, Training and Development**

23. To have responsibility for the recruitment, performance and wellbeing of all staff, members, London Plus volunteers
24. To provide leadership to the team, ensuring the strategic and operational plans are promoted and communicated to team members, and that staff and volunteer members are at all times focused towards achievement of the organisation's key priorities
25. To actively promote equality, diversity and inclusion in all activities
26. To work effectively with professional advisers to ensure staff, volunteers and Trustees can make decisions on a timely basis with adequate and relevant information

## **General duties and responsibilities as an employee**

27. To work as part of a team and contribute to the overall aims and objectives of the organisation
28. To be an advocate for the organisation
29. Attend staff meetings and training as required
30. All staff are required to operate in accordance with the organisation's values, policies and procedures, including but not limited to, Health and Safety, and Data Protection

## **Principal working relationships**

- The Board of Trustees
- London Plus staff team
- Funders
- Volunteers and supporters
- External stakeholders including national and regional networks; partnership organisations; and others

The above list of duties and responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested and as appropriate to your role level.

### **Changes:**

This is a description of the job as it is presently constituted. It is the practice of the organisation to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.



## Person Specification

Requirements	Essential	Desirable
<b>Educational attainment</b>	<ul style="list-style-type: none"> <li>• Evidence of continual learning/professional development (sector specific - charity management, social research, volunteer management)</li> </ul>	<ul style="list-style-type: none"> <li>• A formal leadership or management qualification</li> </ul>
<b>Knowledge required</b>	<ul style="list-style-type: none"> <li>• An understanding of and application of strategic management, including the management of business risk.</li> <li>• Understanding of charity regulation and governance</li> <li>• Understanding of volunteering and volunteer management</li> <li>• Understanding of the role of Civil Society and its contribution to improving outcomes for communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Developing and delivering a charitable fundraising strategy</li> <li>• Knowledge of infrastructure in London</li> </ul>
<b>Experience required</b>	<ul style="list-style-type: none"> <li>• Resilient with experience of delivering in a challenging environment</li> <li>• Experience of reporting to a board</li> <li>• Experience of working as a strategic leader</li> <li>• Experience influencing strategic outcomes within multi-agency partnership working groups</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of effective communication with the radio and press</li> <li>• Managing multiple funding streams</li> </ul>



	<ul style="list-style-type: none"> <li>• Successfully managing change within an organisation</li> <li>• Senior operational management experience</li> <li>• Track record in achieving business growth and diversification</li> <li>• Experience of financial and budget management</li> <li>• A proven track record of developing and delivering a successful fundraising strategy</li> </ul>	
<p><b>Skills and aptitudes required</b></p>	<ul style="list-style-type: none"> <li>• Innovation and entrepreneurial skills</li> <li>• Demonstrable negotiation skills</li> <li>• Strong management skills</li> <li>• Excellent people management skills</li> <li>• Excellent written / verbal communication skills</li> <li>• A commitment to addressing inequality and promoting inclusion.</li> <li>• Able to confidently deliver presentations to a range of audiences</li> <li>• Excellent numerical / financial management skills</li> <li>• Strong problem-solving abilities</li> <li>• Effective networking and influencing skills, the ability to establish and maintain productive and effective working relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Campaigning skills</li> <li>• Digital Code of Practice and digital skills</li> </ul>



	<ul style="list-style-type: none"> <li>• Competent IT and social media skills</li> </ul>	
<p><b>Personal qualities required</b></p>	<ul style="list-style-type: none"> <li>• Self-assured with the humility needed to run a small charity</li> <li>• Personal resilience</li> <li>• Tenacity</li> <li>• Personal integrity</li> <li>• Mature approach and commitment to the work, vision, mission and values of London Plus</li> </ul>	



## Application Process

If you would like to apply for this position, please send the following:

- A full CV
- A supporting statement that tells us why you are interested in this post and your suitability to meet the requirements of the person specification.

Applications should be submitted through the Webrecruit portal: <http://bit.ly/2NrTKCm>  
We are unable to accept applications directly. Your application may not be considered if it is not submitted through Webrecruit.

- If you would like an informal chat about this role, prior to applying, please send an email to our Interim CEO, Elizabeth Balgobin ([elizabeth@londonplus.org](mailto:elizabeth@londonplus.org)) and include your phone number and availability for a call, including early evenings. She will respond and call you back.

### Next Steps

**Closing date:** Midnight, Sunday 29<sup>th</sup> September 2019

**Shortlisted candidates will be notified by:** Midday, Thursday 3<sup>rd</sup> October 2019

**First interviews:** Wednesday, 9<sup>th</sup> October 2019 (we will make alternative provision for shortlisted observant Jewish candidates)

**Second interviews:** Monday, 14<sup>th</sup> October 2019

Please note that the interviews will take place in Central London.



## Appendix

### London Plus Achievements so far

#### Set up phase

- [Launch event at City Hall](#)
- Visited over 95% of Volunteer centres and councils for voluntary services in London.
- Set up the new [London Plus website](#) as the centralised resource for information about what happening within London's civil society network and is well used by key target audiences.

#### Research

- London Plus has undertaken research into the [state of volunteering](#) and [diversity of volunteers](#) in London.

#### Networks

- [4 CVS Director meetings](#)
- Support to sub regional network events:
- [Volunteering @ the heart of civil society.](#)
- Knowledge Seminars:
- [Digital Leadership](#)
- [Consortia Governance](#)
- London Infrastructure Forum
- Developed in partnership with the GLA, the forum meets quarterly and creates an opportunity to share ideas, insights and information from infrastructure organisations across London.

#### Projects

- Voluntary Sector Consortia Development
- Cornerstone projects (Superhighways as delivery partner) other organisations supported through advocacy.
- Social Prescribing
- Pan London support & advocacy for voluntary sector involvement in social prescribing programmes.
- Communities & Land
- Working with TCPA, HEAR Network, ROTA, Planning Aid for London and Community Land Use – to develop a programme that enables voluntary sector infrastructure organisations to support local community groups to become more engaged with the Planning system in London.

#### Advocacy

- Research into 'Good Commissioning' to identify good practice and gaps in support for commissioning voluntary sector organisations and consortia.



- [Advocating for Data](#)
- Convening and leading the [Disability Equalities Data Standards Working Group](#).
- Supporting data maturity in civil society through delivering training and developing resources to help organisations access and analyse open data.
- Report on Cornerstone Fund bids and work with Cornerstone Fund Learning partner.
- 2019 Superhighways DCMS Digital Fund – completed by March 2019.
- Representing civil society on strategic boards, such as Mayor's Skills for Londoners Board.
- Launching the [London Good Work Commission](#), bringing together 24 London leaders [\(two commission meetings taken place by the end of June 2019\)](#).

