



## Job Description

### Deputy Chief Executive

<b>Reports to:</b>	Chief Executive
<b>Department:</b>	Corporate Management Team
<b>Salary:</b>	£60,000 to £64,500 dependent on experience
<b>Contract Period:</b>	Permanent
<b>Hours:</b>	35 hours per week
<b>Base Location:</b>	May Terrace, Giffnock, G46 6LD

### The Organisation

Cosgrove Care was established in 1960 in Glasgow by a parent who saw the need for specialist support for her disabled child at a time when families had no right to support, and children with learning disabilities did not have access to education. The charity has grown to support over 250 children, adults, and older adults today across West Central Scotland and has retained that pioneering spirit and determination to deliver services and help people with learning disabilities, autism and additional needs achieve and thrive.

We believe in a social model of disability and our mission and values embrace an inclusive and accessible way of working.

We are Autism Accredited and provides a range of supports and services to children, adults and families who have learning disabilities, autism, and additional needs. Services include supported living services, outreach support for children and adults, short breaks and skills development and creative groups. We have ambitions to broaden and expand the range of support we provide in line with the evolution of our sector.

We are a medium sized charity, with a strong Board of Trustees and a team of over 200 staff and 90 volunteers.

## **About the Role**

Reporting directly to the CEO and working closely with the Director of Finance & Corporate Services, the Deputy CEO is primarily responsible for the delivery of Cosgrove's short-, medium-, and long- term goals to grow the organisation and deliver innovative, cost-effective service models to efficiently respond to the challenges facing the social care sector in Scotland. They are responsible for diversifying income streams and considering new approaches to income generation which will sustain Cosgrove Care into the future.

They own the income generation pillar of the Cosgrove strategy focused on expanding and diversifying our service provision and growing our income streams via fundraising. Within this context they are responsible for:

- The development and implementation of innovative programmes, partnerships, and new service models.
- Supported by the Head of Fundraising, they play a pivotal role in leading and managing income generation within Cosgrove across a variety of sources – individual donors, corporate partners, trusts and foundations, events and other initiatives.

The Deputy CEO is a key member of the Corporate Management Team. As such they will have the responsibility and authority to support the development and transformation of the organisation in addition to driving forward operational excellence. They work closely with the CEO to motivate, support, and offer challenge on delivery. As would be anticipated of a Deputy CEO, there is also a requirement to support the Head of Service Delivery in the day-to-day operations management of our service provision as required.

The Deputy CEO directly line manages the Head of Fundraising and deputises for the Chief Executive as appropriate. They also indirectly manage the Fundraising team and work closely with the Head of Service Delivery and Head of Quality & Participation in the development of services. They will have specific accountabilities to the Board of Directors.

## **Key areas of responsibility**

- Lead a programme of income diversification to sustain Cosgrove Care into the future.
- Work closely with the CEO and Director of Finance & Corporate Services to design models of income generation such as social enterprises to generate income to sustain Cosgrove Care.
- Delivering agreed service growth, quality and cost management targets as set out in the organisation's strategy and vision.
- Identify opportunities for new service offerings, partnerships. and collaborations to meet the evolving needs of the communities served by Cosgrove and the challenges faced by the social care sector.

- Work closely with CMT to assess feasibility, viability and impact of new initiatives and expansion plans.
- Oversee the planning, development and launch of new services ensuring they are evidence based, responsive to needs and aligned with best value and regulatory requirements and ensure the smooth transition to Service Delivery.
- Monitor and evaluate the performance and impact of existing programmes and work with the Head of Service Delivery to implement improvements.
- Lead horizon scanning activities to identify emerging trends, challenges and opportunities in the social care sector and develop strategies to address them proactively.
- Develop and implement advocacy and campaigning initiatives to raise awareness of key issues, mobilise support and influence national policy and decision making.
- Build and maintain effective relationships with policy makers, government officials and other stakeholders to advance Cosgrove's policy priorities and agenda.
- Represent Cosgrove externally at conferences, meetings and events advocating for policy changes and reforms which support the Cosgrove's mission and objectives.
- Develop and implement an effective income generation strategy aligned with Cosgrove's goals and objectives.
- Directly line manage Head of Fundraising and indirectly manage the Fundraising Team, providing guidance, support, and direction to achieve income targets and objectives.
- Supported by the Head of Fundraising, explore and develop new income streams and fundraising opportunities to diversify Cosgrove's funding sources and reduce dependency on any single revenue stream.
- Monitor and evaluate the performance of income generation activities, analysing key metrics and outcomes to inform future strategies and decision-making.
- Lead on the translation of policy and legislation changes nationally into practice developments organisationally, ensuring the organisation remains compliant and fully up to date.
- Play a key role in driving up standards of practice and formal accreditation for Cosgrove Care.
- Report as appropriate to the Board of Directors in terms of delivery against key strategic objectives and to influence and support wider organisation development.
- Support the Head of Service Delivery with the transition of new services to business-as-usual management and support operations management of service delivery as required.
- Formally deputise for the CEO as required.



**As a member of the Cosgrove Corporate Management Team you will also:**

- Uphold and develop Cosgrove's organisational culture, values and reputation with staff and stakeholders, and demonstrating leadership in these key areas.
- Implement and assist the development, review and maintenance of organisational policies and strategy through participation in CMT and Operational Managers meetings.
- Support operational management of our service delivery.
- Network with appropriate external organisations with a view to developing and sharing best practice in service model innovation, income generation and fundraising.
- Carry out research and prepare briefings for the CEO, CMT and the Board as required.
- Research and interpret changes in legislation and translate these into policy and practice for Cosgrove Care, ensuring compliance at all times.
- Abide by and promote Cosgrove's Policy of informed Choice, its Vision and Values and Equal Opportunities Statement.
- Demonstrate Cosgrove's stated values in all Cosgrove business and ensure the Finance and Corporate Services team are supported to demonstrate organisational values.

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

## Person specification: key skills and experience

<b>Qualifications / Experience– Essential (E) / Desirable (D)</b>	<b>E</b>	<b>D</b>
Diploma / Degree in relevant discipline e.g. social work, public policy, nursing	Y	
Extensive evidence-based track record of success at a managerial level within the Third, Public or Private sectors	Y	
Management qualification		Y
Extensive experience of working at a senior level designing and implementing strategy and business plans	Y	
Strong track record in developing and delivering income generation strategies, plans and targets	Y	
Extensive business development experience	Y	
Demonstrated experience in advocacy, campaigning and influencing national policy, with a deep understanding of policy processes and decision-making mechanisms		Y
<b>Knowledge and skills</b>		
Extensive knowledge of current legislation and policy in Scotland as it relates to child and adult social care and its application	Y	
Strong strategic thinking and planning skills with the ability to develop and implement innovative initiatives that drive impact and change	Y	
Networking and stakeholder management / engagement	Y	
Robust influencing skills	Y	
Excellent interpersonal, negotiating and relationship management skills	Y	
Knowledge of the principles of person-centred support and a strong commitment to the UNCRC, UNCRDP and a rights-based approach to practice – strong commitment to person led services	Y	
<b>Competencies</b>		
Innovative thinking	Y	
Target driven	Y	
Self organised with ability to work under pressure and effectively prioritise work	Y	
Positive and flexible attitude to getting things done and creating opportunities	Y	



## **Principal contacts – internal**

Chief Executive  
Director of Finance & Corporate Services  
Head of Service Delivery  
HR Manager  
Cosgrove Board and sub-committees  
Finance & Corporate Services team  
Registered Managers  
Head of Quality & Participation  
Head of Fundraising  
Fundraising Officer  
PA to CEO and administrative staff across Cosgrove

## **Principal contacts – external**

Adults and children with additional needs and their families across services  
Third Sector and Private Sector organisations within social care in Scotland  
Health and Social Care Partnership leads  
Local Authorities  
Commissioning Leads and Contracting Leads across Scotland  
National funders  
Funding officers and key contacts  
Umbrella bodies – Youthlink, CCPS, SCVO, The Alliance, SCLD  
Health Sector contacts  
Professionals working with children and adults with disabilities  
Scottish Government  
Academic Bodies  
Partner Organisations  
Local Elected Members  
MSPs / MPs