

Ottery Help Scheme



**CHIEF OFFICER
2025**

Recruitment Pack

Our Advert

CHIEF OFFICER, OTTERY ST MARY Full Time £35,000-£40,000 depending on experience



With ten staff and nearly a hundred volunteers, the Ottery Help Scheme is a small charity with a big heart delivering a range of much need support into the community of Ottery St Mary and beyond. Their Chief Officer has recently moved to Wales and the search is on to find a new person to lead the charity into the future.

The Chief Officer will be based at the charity's hub in Ottery St Mary. You will be responsible to the Board of Trustees and will represent, promote and support the charity, whilst ensuring the smooth running of all aspects of operations and future growth. At a time of change and development you will need to work flexibly and strategically to assist the organisation to develop and grow.

We are looking for someone who is a confident and empathetic manager with previous experience gained within a charity setting. You will be a natural and inspiring communicator, equally confident in networking with our stakeholders, talking to the people we support and writing compelling content.

In addition, you will be computer literate and financially astute, able to work with a Board of Trustees, attend their meetings and provide them with timely and accurate information.

About the Ottery Help Scheme

We are a registered charity providing a variety of support services to all adults who live in Ottery St Mary and the surrounding areas. Our aim is to unite and mobilise the goodwill of our community, offering support to local residents where it is needed most.

Established in 2013, we currently run the following services:

- Community transport for medical appointments and prescription delivery
- Befriending service
- Care support
- Home services
- Nail cutting at Ottery Hospital
- Seated exercise classes
- Community based groups for those experiencing isolation
- Well-being trips using League of Friends minibus
- Friendship Group
- Memory Cafe

We have around 900 clients on our database. Many of our clients are older, can be vulnerable and frail and therefore often have complex needs.

We moved to our current office in 2022 which is open to the public. We also see people in their own homes and groups meet at various locations in the town and communities served by The Coleridge Medical Centre.

Our Chief Officer will be an active member of the community, representing the charity and proactive in identifying and developing new services as appropriate

About our finances

Our annual income is around £260,000 per annum and we aim for a break-even budget, with the occasional planned deficit when we need to invest in things like a new software etc. We maintain healthy reserves which allow us to do this. We are in the process of moving to Xero accounting software.

Some of our services are paid for and are delivered by a combination of paid staff and volunteers. Other income comes from trusts and grants, donations and legacies and local authority funding.

About our Board

We have an active and engaged Board of Trustees, some of whom are also volunteer drivers. They are: -

- Jill Dudding - Chair
- Judith Reynolds - Secretary
- Mick Hopkins - Treasurer
- Christopher Highnam
- David Charles Gurney
- Paul Shingler
- Liz Tapper
- Jill Read Brown
- Sarah Hughes

Job Description

Purpose of the Role

The Chief Officer is responsible to the Trustee Board, representing, promoting and supporting the charity, whilst ensuring the smooth running of all aspects of operations and future development. At a time of change and development the Chief Officer will need to work flexibly to ably assist the organisation to develop and grow as the need for additional services are required.

Key Activities

1. Line management to include appraisal and supervision of office and Home Services staff.
2. Recruitment, vetting, induction, support and management of volunteers.
3. Identifying funding streams, making grant applications and reporting to funders.

Operational

4. As necessary, hands-on management and oversight of the day-to-day business of OHS.
5. Ongoing analysis and development of all service areas to ensure best service delivery and financial sustainability of the charity.

6. Financial Management in association with the Treasurer, Assistant Treasurer and Finance Administrator, including cash handling, overseeing expenditure and income against budget, and collating salary information for the accountant. Manage the Gift Aid process.
7. Effective development and operation of the CRM database to record all confidential data, bookings and activities.
8. Ongoing development, review and dissemination of operational policies and procedures to comply with legal and Charity Commission requirements.
9. In conjunction with the Secretary of the Trustees, supply returns in line with Charity Commission and Companies House requirements.
10. Office Management – ensuring that IT and telephone systems are working effectively.
11. Ensure that the website is kept up to date reflecting correct information and current news.
12. Strategic operational planning to ensure that key objectives of the Business Plan are met, so that the organisation can respond flexibly to changing service needs in relation to Marketing, PR and Fundraising.
13. Organising training for all staff and volunteers to ensure that they are up to date with current best practice in all service areas.
14. Maintaining the high-standing of the Charity within the community through effective Public Relations: public speaking and talks, publicity through local media.
15. Maintaining the Facebook page and written materials.
16. Networking with VCSE and Health and Social Care Professionals, with attendance at various meetings and management of budget holding responsibilities, as required.
18. Liaise with Exeter Medical School to organise student placements and run induction sessions at the start of each placement.
19. Write articles for local the Ottery Gazette and other community magazines.
20. Attend trustee meetings as required, providing reports as requested by the Trustee board.

Person specification

As Chief Officer for our local charity we are looking for a person with strong leadership, excellent communication skills and a flexible approach to the changing needs of the growing charity. We require a person who is proactive, discreet, who has advanced IT skills, has experience of strategic planning, has the ability to work to deadlines at times under pressure, ideally with previous experience of managing a team.

Essential skills and qualifications:

- Educational background: professionally qualified to meet the demands of the role.
- Team management: Experience of managing a team, appraisal/staff performance reviews.
- Financial knowledge: Experience of managing budgets, preparing reports for trustees and funding bids. Knowledge of charity and grant applications.

Key skills and personal attributes:

- Strategic thinking: Ability to think strategically, develop ideas and visions and develop them into clear objectives for the charity.
- Project management: Experience of managing projects from the initial idea to conception and evaluate outcomes.
- Communication and Interpersonal skills: Exceptional written and verbal skills, with an ability to negotiate and influence stakeholders.
- Leadership and Team Management: An ability to lead, motivate and guide the team towards achieving the charity's goals.
- Problem solving: An ability to identify issues, evaluate risks and find effective solutions.
- A high level of professional discretion to handle sensitive and confidential material.
- Flexibility: An ability to be proactive in the light of changes, unexpected outcomes.
- Visionary thinking: A forward thinking attitude to lead the charity in the agreed strategic direction.
- Organisational skills: An ability to organise, prioritise and manage multiple tasks, meeting deadlines effectively.

Other Information

Hours of work: -37.5 hours pw

Holiday entitlement: - Holiday year runs from 1st April to 31st March. Full time staff are entitled to 36 days per annum (including Bank Holidays and any period during which the Charity closes down during the summer/for Christmas and New Year.) This does not include special bank holidays which may be given at our discretion. Holiday will be prorated for part time employees.

Pension Arrangements: Nest pension scheme – 4% employer contribution

Recruitment Process

We are working with Jackie Dawkins of Shine Charity Recruitment, who is supporting our recruitment.

- Submission of CV and covering letter by 5pm 17th October 2025 to jackie@shinecharityrecruitment.co.uk
- First Interview with Jackie w/c 20th October 2025
- Interview with Ottery Help Scheme at our offices in Ottery St Mary (date tbc)
- Our successful candidate will need to provide two written references and complete a satisfactory Disclosure and Barring Service; costs for this will be met by the charity



The Charity is committed to achieving equality of opportunity in both services to the community and the employment of people and expects all employees to understand and promote its policies in its work. As with all positions, this role outline will be kept under review and may develop to meet the changing needs of the service.