

# Chief Executive

## Information Pack

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## **Foreword from the Chair**

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Thank you for your interest in the position of Chief Executive of Carers Network.

The trustees of our charity are proud of the difference we have made to the lives of unpaid carers over the last 25 years. Carers Network has grown steadily since 2013, enabling us to provide more and better service to support carers across three boroughs in central London and the City.

We are an established charity with a strong reputation locally and regionally, and our recent expansion provides a great opportunity for the successful applicant to build on this and drive the organisation forward.

There are many challenges ahead - from the need to identify more carers at the point when they need our support, to sustaining the level of funding required to provide high-quality services in the face of changes to statutory services. Carers Network operates in a fast-paced environment where there are many opportunities for a highly responsive and forward-thinking charity like ours.

Our charity has real and valuable strategic and operational strengths: our flexible and capable staff team, our strong management structure, a growing regional presence and our stable finances. As we move forward we need someone to be an ambassador for our cause, who combines strategic vision with an ability to oversee delivery and who will help us develop our business to respond positively to the changing economic and political environment for unpaid carers.

If you think you may be that person, please contact us.

**Steven Bramley CBE**

**Chair-Elect of Carers Network**

## Introduction to Carers Network

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### **Carers Network:** *Supporting unpaid carers, changing lives across London*

#### **Carers matter**

3 in 5 of us will become a carer at some point in our lives – looking after a family member or close friend.

Every year more than 2 million people in the UK become a carer. This can happen very suddenly and most carers find themselves alone, having to cope without any help or recognition.

#### **How Carers Network helps**

Carers Network is an independent charity dedicated to supporting unpaid carers in central London. We are based in Westminster where we have a proud, 25-year history of being on the side of carers through their most difficult times.

We were the first carers centre to run a specialist project to support carers looking after someone at the end of their life and we run the only carer time bank in the country.

We are small but perfectly formed – we focus all our precious resources on specialist support for carers locally and we combine a highly skilled, efficient and professional staff team with a personal approach - respecting every carer we work with as an individual.

#### **Who we work with and where**

We employ 19 members of staff and work with more than 4,500 unpaid carers in Westminster, Hammersmith & Fulham, Kensington and Chelsea, and City of London. We support carers of people with any condition, disability or addiction.

#### **What we do and why**

We provide specialist advice on carer-related issues, we undertake carer assessments and work with individual carers to devise a support plan to help them in their caring role.

Taking on a caring responsibility can be sudden and unplanned, and it can consume all areas of a person's life. Becoming a carer can remove a person from their support networks and force them to put their own ambitions on hold. Many carers forget that they have valuable skills and potential, and become isolated in their community.

All too often carers' own lives can come second to their caring role - they miss out on hobbies, holidays, lose touch with friends and sometimes give up their career to care. That's why Carers Network organises social and training activities to help combat carers' isolation and enable them to learn new skills. We also help carers to apply for small grants to take a well-earned break or do something for themselves, such as take a college course or driving lessons.

Carers Network holds a Carers Trust level 2 quality mark and has been recognised as a 'centre of excellence' in supporting carers.

### **Carers Time Bank**

Our Carers Time Bank is the only Time Bank exclusively for carers who look after a family member or friend. Through it, carers rediscover their self-worth and develop valuable new friendships. Time bank members help each other by exchanging skills and experience: for every hour of help one carer gives to another they receive a 'time credit' to spend on training or help from another Time Bank member. Skills exchanges include form-filling, clothes alterations and cooking skills.

The Carers Time Bank is developing a long-term community of carers who help one another when other forms of support may no longer be available. Our experience of delivering the initial stage of the project shows that the carers involved have improved wellbeing and confidence. In addition, they have developed strong long-term bonds with each other through their shared experience, which will continue to have significant impact into the future.

The Time Bank currently has 126 carer members who are involved in activities every week, exchanging 2,305 time credits.

This is what carers say about what the Carers Time Bank means to them:

*'doing something active and positive, meeting new people'*

*'(it) boosted my confidence in art work and seeing new and old friends'*

*'being able to help each other participate and learn another hobby or further their interest'*

*'learning a new skill boosting my confidence (it was) good for taking my mind off things'*

### **Caring for someone at the end of their life**

Supporting a person at the end of their life can be both very fulfilling and all-consuming.

At Carers Network we run a specialist project to support carers at this difficult time, helping them to ensure they maintain their own interests and friendships even as their caring role becomes more demanding. The service works one-to-one with each carer, visiting them in their own home, and advising them on the legal, practical and personal issues they face.

Through this oversubscribed project Carers Network has helped more than 250 carers to plan for and then to deal with bereavement and to manage the move on from their caring role into the next stage of their lives.

This is what carers say about what the End of Life Carers Project means to them:

*'I found in you a listening ear'*

*'You helped me in my most difficult times'*

*'Whenever you come, you leave me looking forward to the future.'*

## Carers Network Activities 2016-17

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Last year we

- Identified and supported 560 carers for the first time
- Supported a total of 4,550 carers across two boroughs and the City
- Secured funding from Lloyds Bank Foundation for a new project supporting former carers
- Secured our first corporate partnership - this will run for three years with the central London property company Portman Estates
- We ran our first crowdfunding campaign and our first fundraising challenge event, and exceeded our targets for both
- We launched our monthly E-Bulletin in addition to our quarterly print newsletter. The bulletin reaches more than 1,400 carers, partners and supporters by email each month
- We secured a contract to deliver the carer advice service in City of London working with a range of new partners
- We developed our theory of change, setting out the impact we aim to achieve for carers through our objectives and how we will measure this
- We awarded 292 small grants to enable carers to take a break from their caring role

## The Carers Network team

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### Our staff

This is a vibrant and ambitious charity with a highly motivated and cohesive staff team. We are proud of what we have achieved in recent years to raise awareness of unpaid carers and deliver more of the high-quality services carers tell us they want and need. The staff team is made up of 19 full and part time workers with a huge range of experience, ages and backgrounds.

### Our Board

We are lucky enough to have attracted trustees of very high calibre, including senior people from the legal, health, government, financial and human resources sectors, and those with direct experience of caring in the areas where we operate.

Brief introductions to the whole team are available on our website: <http://carers-network.org.uk/about-us/who-we-are/>

## Our Strategy

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Carers Network has a three year strategy running to March 2018.

### Aims

1. Carers Network delivers more of the high-quality services that carers tell us they want to receive
2. Carers Network reaches more carers at the times when they most need our support
3. Carers Network is a sustainable organisation with a good base of diversified funding and strong staff skills

We set out how we plan to deliver against these aims in [our strategy](#) and we chart progress against these aims [in our annual report](#). Both are available on our website: [www.carers-network.org.uk](http://www.carers-network.org.uk)

## Finances

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Carers Network is in a strong financial position with more than our required amount of general reserves. This has been the result of careful stewardship and the merger in 2015 with Westminster Carers Service.

In the most recent year (2016-17) and in the current financial year we are purposefully running a deficit budget, employing some of our reserves to employ a full-time experienced fundraiser and to bolster our management team as we tendered for and transition to crucial new local authority contracts.

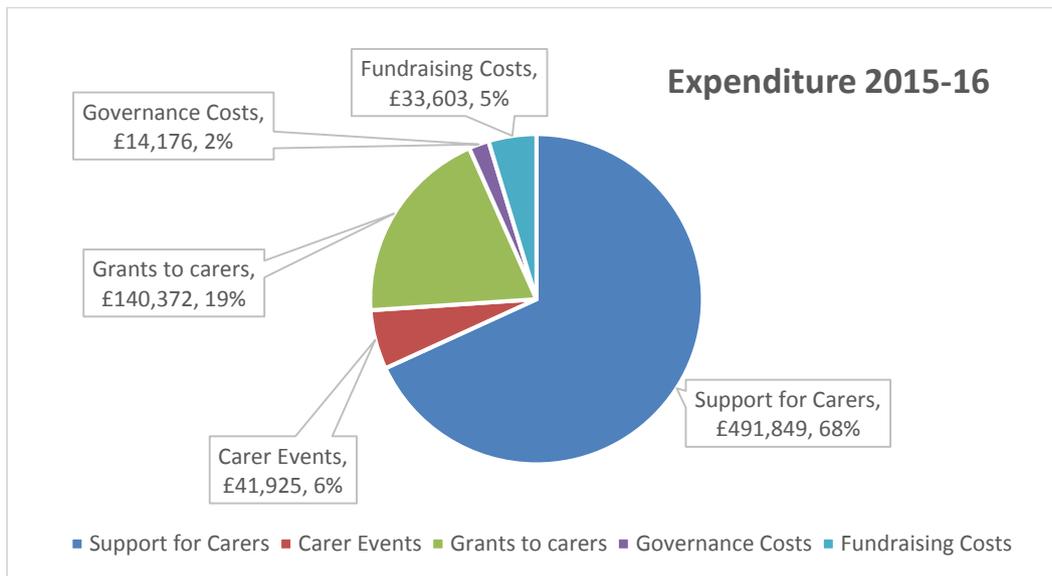
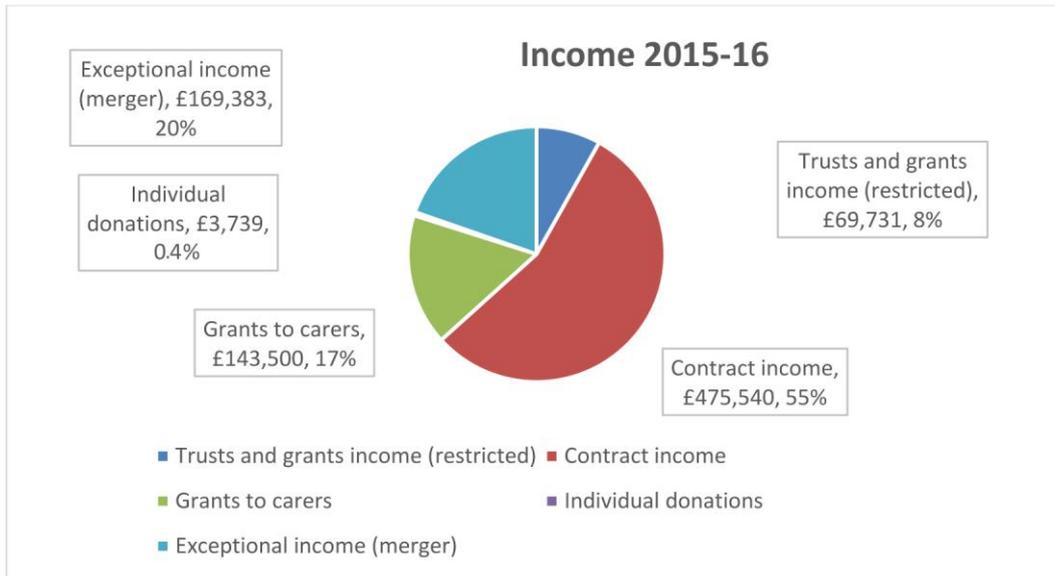
Carers Network has just won the re-tendered contracts to deliver carers support and advice to the three boroughs of Westminster, Hammersmith & Fulham and Kensington and Chelsea. These are longer-term contracts for a minimum of three years and with possible extensions to five years. This gives us a more secure basis than ever before to plan and develop our future services.

New projects – we have received new funding for a project to support former carers, through Lloyds Bank Foundation.

### Summary of financial results 2015-16

Our total income in this financial year was £912,000 and this included £169,383 of exceptional income resulting from our merger with and the subsequent wind-down of Westminster Carers Service. The charts below set out how our income and expenditure breaks down and further details can be seen in our published annual accounts available on our website:

<http://carers-network.org.uk/about-us/publications/>



## Job Description

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Title	Chief Executive Officer
Salary	£55,000 - £60,000 (depending on experience)
Hours	37 hours per week
Pension	7% employer contribution

### Strategic management of the organisation

- Leading the organisation and overseeing performance against contracts and service delivery plans within a positive organisational culture
- Developing and ensuring delivery against an ambitious strategic plan
- Line management of senior managers
- Overseeing operational activity of the organisation
- Strengthening the organisation - including ensuring overall resource management, overseeing fundraising, overseeing premises decisions and organisational development
- Working positively and effectively with the public sector
- Negotiating successfully with funders/ commissioners
- Representing Carers Network at key meetings with funders, politicians and other key stakeholders

### Business transformation

- Seeking out and realising opportunities to expand Carers Network to reach and support more carers across central London
- Ensuring that Carers Network secures and delivers services that are in line with our charitable objectives
- Developing pan-regional work and partnerships
- Growing Carers Network's income from non-statutory sources

### Overseeing governance

- Ensuring all governance requirements are complied with
- Supporting, informing and advising the board

#### Public relations work

- Championing the work of Carers Network and ensuring that the charity is represented on the most strategically important bodies
- Networking with local, regional and national stakeholders
- Raising the profile of carers and of the charity's work regionally and nationally
- Ensuring that Carers Network is seen as a voice for unpaid carers and an example of a high-quality charity doing inspiring work

## Person specification

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### **A. Criteria to be addressed in a written application for the role**

1. At least three years' experience in a leadership role
2. Experience of leading the development and implementation of a strategic plan including delivery against challenging organisational targets
3. Experience of leading and motivating a high-performing team
4. Experience of managing resources in a similar size and type of organisation including developing, creating and managing budgets
5. Experience of growing income from a variety of sources and of developing new business
6. Excellent verbal and written communicator, well able to credibly represent the organisation
7. Excellent interpersonal skills and experience of successful networking and developing relationships with senior stakeholders
8. Experience of developing effective partnerships
9. Experience of working in partnership with a board of trustees
10. Ability to demonstrate continuing personal development
11. Experience of work with local and regional media to enhance profile is desirable

### **B. Additional criteria that will be tested, in addition to the above, at the interview day for short listed applicants**

1. Substantial experience of management and coaching of managers
2. Ability to understand and interpret complex financial information and understanding of risk management
3. Experience of contract negotiation and management with funders/ commissioners
4. Understanding of the governance requirements of managing a charity
5. Understanding of involving service users in service development
6. Ability to understand and empathise with the needs of carers.
7. Understanding of current and potential changes in the not-for-profit and statutory sectors
8. Positive and energetic approach and commitment to working in an open and transparent way
9. Understanding of the public sector and ability to demonstrate drive and passion for the work of the organisation

## How to apply

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If you want to apply for this post please **by 12 noon Wednesday 26 April 2017** send:

- a copy of your CV
- a covering statement (maximum 2 sides of A4) indicating how you meet the requirements set out in part A of the person specification and why this role interests you
- details of two referees whom we can contact about your recent roles and achievements
- Carers Network's Equal Opportunity Monitoring Form which can be downloaded from <http://bit.ly/CarersNetwork-EOM>

Please send to:

info@carers-network.org.uk

Interviews will be held on **Friday, 12 May 2017**

You will need to be available for approximately 5 hours on this day.

Shortlisted applicants will be advised by email by Friday, 05 May 2017. If you have not heard from us by that date you should assume you have been unsuccessful.