



JOB TITLE: Director

ACCOUNTABLE TO: CSO Board – Directly Reporting to the Chair of CSO

Contract Duration: March 2020 (continuation subject to funding) (5 days per week Monday to Friday - £32,000 - 36,000 subject to experience).

ACCOUNTABLE FOR: Business and Membership Development Manager, Business and Membership Development Officer, Mental Health Advocate, Learning Support Mentors, and Volunteers.

Background

The Council of Somali Organisation (CSO) is an infrastructure organisation based in London and designed to build a strong and effective voice for the Somali community in London. Since its inception it now works actively with up to 110 Somali organisations each of them providing front line services.

The Board of trustees of CSO has overall responsibility for the governance and overall strategic direction of CSO, and are supported by the Director.

Function of Council of Somali Organisations

The primary functions of CSO are as follows:

Leadership: Championing the needs and views of the Somali third sector, business and the Somali community in the UK at large.

Advocacy and Representation: Providing a voice and representation for the Somali community on a range of policy issues to address poverty and exclusion within the Somali community.

Partnership Building: Supporting collaboration between local authorities, government departments and Somali organisations, including consortia bids, commissioning and supporting cross sector partnerships to deliver quality services to the Somali community.

Development: Lead on project development in key priorities areas for Somali communities; this includes health and wellbeing, education, entrepreneurship, housing, criminal justice system. This also includes producing research and policy briefings for CSO members and partners.

Enhanced Communication: Within the Somali organisations, and statutory agencies. Support the coordination of forums and network groups engaged in delivering services to the community including faith organisations.

Develop high quality support services: Project development, good, governance, quality and compliance standards for CSO and Somali organisations.

Improve service delivery: financial sustainability, premises, technical support and specialist policy advice and information; research on community needs and issues.

Increase communication and collaboration: both within Somali organisations and Sector, statutory agencies, particularly but not exclusively in the thematic priority areas.

Purpose of the job:

The post of Director is required to support the CSO Board, lead on the strategic development of the Organisation, develop and maintain relationships with key funders, partners and members of CSO and manage the day-to-day running of the Organisation.

This role is vital to engaging with Somali-led organisations and the community at large and ensuring that there is wider understanding of community needs and aspirations. They will also need to actively support the capacity development of 80-120 Somali organisations in London. This post will identify and share good practice, collaboration and mediation between Somali organisations and statutory bodies.

CSO is working with partners and strategic funders, to create a thriving and successful Third Sector Somali-led organisations in London by enhancing the range of activities that are supporting sector based forums and networks across our establish Borough forums and strengthening existing ones.

The post-holder will be tasked with working with colleagues, both internally and externally, to ensure the continued successful development of CSO as a second tier organisation and supporting partner organisations to meet community needs.

Extensive management experience and understanding of the landscape of the voluntary sector and a background in strategic and operational management issues is essential, as well as good networking skills.

Key responsibilities

By working closely with the Council of Somali Organisations (CSO) Board, the Director is required to:

1. Support strategic priorities of CSO and manage relationships with key strategic partnerships, statutory bodies and government.
2. Have overall management responsibility of the Organisation.
3. Adheres to the values and aspirations of the Organisation.
4. Be an excellent facilitator, mediator and negotiator.
5. Be the first point of contact with the media, press and public relations.
6. Support and review CSO Board activities and implement policies and procedures.
7. Facilitate strategic reviews and planning processes of CSO.
8. Support the development of key activities contained within CSO's business plan.
9. Lead on fundraising and identify opportunities for collaborative funding through grants, commissioning and service delivery.
10. Lead on Financial Management, such as preparing budgets, management accounts etc.
11. Lead on Human Resources Management, and the recruitment of staff, volunteers and Interns. Conducting staff reviews and appraisals in keeping with CSO policies and procedures.
12. Lead on producing regular management reports and preparing papers for the CSO Board.
13. Lead on Strategy and Policy development.
14. Development work with organisations, alongside the Business & Membership Development Manager.
15. To conduct organisational business diagnosis and action plans for members.

Fundraising

Fundraising is a key element of the job and the post holder will work closely with the Business Membership Development Manager to:

1. Lead on sustainability and fundraising strategy.
2. Lead on fundraising opportunities particularly in relation to commissioning of services and collaborative partnerships with members.
3. Submit grant applications and bids to Trusts, National and Local Government, Lottery, commissioning to deliver services.
4. Submit reports to funders to support collaboration initiatives with strategic partners.
5. Maintain good relationships with existing funders and network with potential future funders.
6. Ensure organisation fulfils its contractual and legal responsibilities.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by the development of this work by your line manager the Chair of the Board.

Additional Personal Qualities required by this post:

Engaging with Others

1. Able to conduct presentations to large audiences.
2. Extensive experience of successful partnership working either within the business or voluntary sectors.
3. Experience of convening and facilitating project groups.
4. Able to work on their own initiative.
5. A capacity to work successfully with a wide range of people and agencies across all sectors.
6. Ability to communicate clearly and effectively both orally and in writing to engage the interests of a wide range of audiences.
7. Ability to manage conflicting demands within a political environment.
8. Effective negotiation and influencing skills.
9. Willingness to work flexibly, including evenings and weekends as required (normal hours of work will be 5 days, Monday to Friday).

Leadership

1. Demonstrates passion and enthusiasm for CSO's vision, and motivates, leads, and empowers others to achieve organisational goals.
2. Inspires and leads others towards high levels of performance.

3. Demonstrates an intellectual and professional leadership style that supports that attainment of respect and credibility by others and encourages professional development within the organisation.

Relationship Management

1. Ability to establish and maintain positive working relationships with key stakeholders and commercial enterprises to facilitate the accomplishment of work goals.
2. Ability to influence or persuade others to gain acceptance or agreement of ideas and approaches.

Problem Solving and Analysis

1. Ability to analyze complex policy issues, draw correct conclusions and articulate clear and focused policy to wide and diverse audiences.
2. Ability to understand complex grant requirements, develop and monitor project plans.
3. Ability to understand issues and make systematic and rational judgments based on the relevant information.
4. Ability to provide members with clear and concise action plans and a process for self-assessment and development for each organisation.

Strategy Formulation

1. Ability to formulate strategies and policies, and create new approaches in adverse situations.
2. Ability to take a broad based view of issues and events, and has an understanding of their longer-term impact or wider implications.
3. Ability to translate strategies into strategic and operational activities.

Interpersonal Style

1. Has a personal commitment to organizational excellence; displays honesty, integrity, and a strong sense of ethics in all decision and actions.
2. Is resilient; remains calm and deliberate under conditions of stress.
3. Maintains a positive non-threatening presence which commands respect from staff, members, and stakeholders.

Headline Targets

1. Minimal financial target of £100,000 income per annum.
2. To hold a minimum of 4 Board meetings per year, Board papers should be submitted 5 working days prior to each meeting.
3. Increasing membership by 20 per year for first 3 years.
4. Lead on facilitating at least 4 thematic group advisory meetings per year with Somali Voluntary sector, statutory authorities and other voluntary sector organisations'.
5. Improving customer service feedback which currently stands at 80% very good and 20% good.

6. To conduct formal review and appraisal meetings with staff in line with HR policy.
7. To produce an annual draft Business Plan and budget, for consideration by the Board by the end of February.
8. To update the Risk Management Action Plan at 6 monthly intervals. This should be reviewed quarterly by the staff management team.
9. To conduct Stakeholder and Annual General Meetings once a year.

PERSON SPECIFICATION

(Knowledge and Experience)

POST TITLE: Director			
Attributes	Candidates Judgment Criteria	E=Essential D=Desirable A= Application Form C= Certificate S= Selection Process	
Education and Training	The successful candidate must be educated at least to Degree level and / or possess relevant professional qualification,	A,C	E
Knowledge and Experience	1. Minimum of 5 years' experience of paid position either in private, public or voluntary sector.	A,S	E
	2. Minimum of 6 months of Director or Chief Executive experience in the voluntary sector.	A,S	D
	3. Minimum of 2 years' experience of working with Somali led community organisations.	A,S	D
	4. Experience of leading, managing Projects within the third sector.	A,S	D
	5. Proven experience of organisational development	A,S	E
	6. Extensive knowledge of current policy issues relevant to the local Third Sector in the UK	A	E
	7. Extensive knowledge and experience of the issues faced by Somali organisations in London.	A,S	D
	8. Experience of organising, lobbying and influencing change.	A,S	E
	9. IT skills e.g. word, excel and database management	A,S	E
	10. Experience of facilitating liaison and consultation between community organisations, the statutory sector and other second tier organisations.	A,C,S A,S	E
	11. Project management experience, and of monitoring projects and managing, supervising staff and volunteers	A	E
	12. Financial management and fundraising experience.	A	E
Skills & Abilities	1. High level of written and spoken English,	A,S	E
	2. Articulate public speaker.	S	E
	3. Ability to represent the CSO effectively in public forums communication skills.	S	E
	4. Ability to communicate in Somali and English	A,S	D
	5. Ability to manage and prioritise own workload and those of team.	S	E
	6. Ability to work co-operatively within a team.	S	E
	7. Ability to work effectively in a multi-agency setting.	S	E
General & Special Knowledge	1. Experience of working with diverse groups and communities, in particular Black, Asian and Minority Ethnic and other marginalised groups	A	E
	2. A clear understanding of professionalism and professional boundaries	S	E
	3. Understanding of the issues affecting the Somali Community in the UK	S	E

Additional Factors	1. An awareness and demonstrable commitment to equality of opportunity 2. Willingness to work outside of normal office hours including evenings and weekends	A,S S	E E
--------------------	---	----------	--------