



DIRECTOR OF CENTRAL SERVICES

Candidate Brief 
June 2022

citizens^{uk}

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WELCOME



Thank you for wanting to find out more about our work.

We are a people powered alliance dedicated to challenging injustice and building stronger communities. Through the method of Community Organising we enable local leaders to develop their voice and come together with the power and strategy to make real change.

Our member organisations are our power base and we put people in the lead. We believe civil society is more effective if the organised institutions – like schools, churches or residents' groups – work in alliance together. Every issue we work on is prioritised by our members and the great achievements we've had in the last 30 years have been made possible through the hard work of thousands of people who've taken action together.

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The great achievements we've had in the last 30 years have been made possible through the hard work of thousands of people who've taken action together on the concerns facing them and their communities.

We are an organisation that achieves impact. From the issues that arise from local listening, we develop sophisticated social change strategies that change the UK for the better, such as our



Living Wage campaign that has won £2bn for low-paid workers. We have successfully campaigned to persuade the Government to stop exploitative lending by capping the cost of credit. And we were instrumental in the introduction of a new law to prevent the detention of children for immigration purposes.

How we manage our central services is a key determining factor for our continued success and about that I have no doubt. This role is a key appointment for us and I hope you will want to join us and be part of a team that fundamentally, and permanently, improves lives for the better and creates active and thriving communities.

Matthew Bolton
Chief Executive

ABOUT US

Our mission is to develop local leaders, strengthen local organisations which are the lifeblood of their communities and make change.



Citizens UK is a people power alliance of diverse local communities working together for the common good.

Our member communities are deeply rooted in their local areas. These schools, universities, churches, mosques, synagogues, parent groups, health trusts, charities and unions, are important civic institutions which connect every day to the lives of hundreds of thousands of people.

Through the method of Community Organising we enable communities and local leaders to develop their voice and come together with the power and strategy to make real change.

Since 1989 this has led to hundreds of local neighbourhood improvements and won campaigns that benefit hundreds of thousands across the UK. We enable local campaigns to grow into large-scale social change projects such as the Living Wage Foundation, Parents and Communities Together (PACT), Sponsor Refugees, and Refugees for Justice, that form an integral part of our theory of change. The most prominent of these is the rapidly growing Living Wage Foundation, with its network of 10,000 accredited Living Wage Employers.



What is Community Organising?

Community Organising is for people who are angry with the ways things are and want to do something about it; for people who feel powerless or frustrated with the system, or worried about the direction the country is going.

By teaching people how to listen, form a team, relate to people in power and hold decision makers to account, we tip the balance of power back towards people facing injustice.

Our method of Community Organising and our training is rooted in alliances of local member organisations who form the social fabric of their communities. We organise with everyone from faith groups to universities, schools, colleges, unions, resident associations and more.

Since we began running our national training in 1989, we have offered intensive and in-depth training in Community Organising to over 4,000 people. Several thousand more have been equipped with the tools to pursue social change through shorter, local training days.

Through Community Organising our members have been able to build stronger relationships across the community and within their own organisations. Whether it's the local church that has seen its congregation grow through Community Organising, or a school that has gone from "failing" to "outstanding" by re-thinking how it engages pupils and parents – our member institutions join Citizens because it benefits them directly.



Our campaigns

The Living Wage campaign

Among our many practical successes has been the founding the Living Wage campaign and encouraging major businesses to pay higher wages, putting over £2 billion back in the pockets of the lowest paid workers.

The campaign is a movement of independent businesses, organisations and citizens who believe a fair day's work deserves a fair day's pay.

Housing and homelessness

Housing and homelessness are a national concern for communities across the UK and a driver of poverty and inequality. We are actively working to tackle poor housing and increase affordable housing in communities up and down the country.

Homelessness cannot be solved without changing hostile policies. Such policies are often the direct cause of people's homelessness. They deny homeless people a safety net that could prevent them from becoming homeless in the first place.

We are looking for a just and humane system in which everyone has access to housing and welfare support to keep people safe and protect them from cold, hunger and destitution. Everyone deserves to have a roof over their heads and a place they can call home.

Community response to the pandemic

Following the outbreak of the Covid-19 pandemic in March 2020, we ran a rapid listening campaign to identify the main concerns that local communities are facing in this unexpected new era of social distancing.

While the pandemic has continued to highlight many injustices that vulnerable people face, our alliances have been showing undivided love and support for communities across the country.

A just transition to a clean, green and fair London

Our planet faces major threats, and at London Citizens we feel responsible because we see the impact the climate crisis is having on our city and across the world right now.



A “Just Transition city” aims to ensure that new green policies benefit low-income communities, who face significant effects of climate change. We’re supporting efforts to make the city carbon-neutral by 2030 and ensure that the policies of a Green Transition prioritise low-income communities.

Make misogyny a hate crime

Citizens UK is the birthplace of the misogyny hate crime campaign – which began in our Nottingham chapter in 2015. It remains a vital part of our organising work, bringing diverse communities together to find shared solutions to hate, harassment and division.

Parent and Communities Together (PACT)

Parents and Communities Together (PACT) is a community-led project which aims to support and empower parents. The project started in Southwark in London, and has now extended to North Tyneside and Leeds. It aims to improve the health and development outcomes for young children.

We run a variety of weekly workshops that provide a fun space for kids to play and a safe environment for parents to build a network of support and share their experiences. By providing a reliable human connection, we help to engage a number of hard-to-reach communities who don’t normally access health and social services. PACT has proven that by using Community Organising methods we are able to have a significant impact.



Settle our status

Citizen UK Leaders are campaigning for everyone who calls the UK home to have a settled status. We believe that we should care for our neighbours, wherever they were born and whatever their immigration status.

We are calling for “settled status” for all who call the UK home.

Refugees welcome

We are asking communities to welcome refugee families through the Community Sponsorship scheme. We can support you throughout the journey.

We are also asking Local Authorities to resettle refugees through the new UK Resettlement Scheme. We ask communities to encourage their council to do so, and to support their welcome.

Voter registration

In advance of national and local elections we campaign to encourage people to register to vote so people and communities that are marginalised have their voices heard at the ballot box.

School based counselling

In 2018, Citizens UK heard from pupils, parents and teachers in the North East who highlighted how existing services often failed to meet the psychological needs of children and young people.

Citizens UK is working in partnership with the British Association for Counselling and Psychotherapy (BACP) and the teachers’ union NASUWT to campaign for the statutory provision of school-based counselling in English schools and further education colleges.

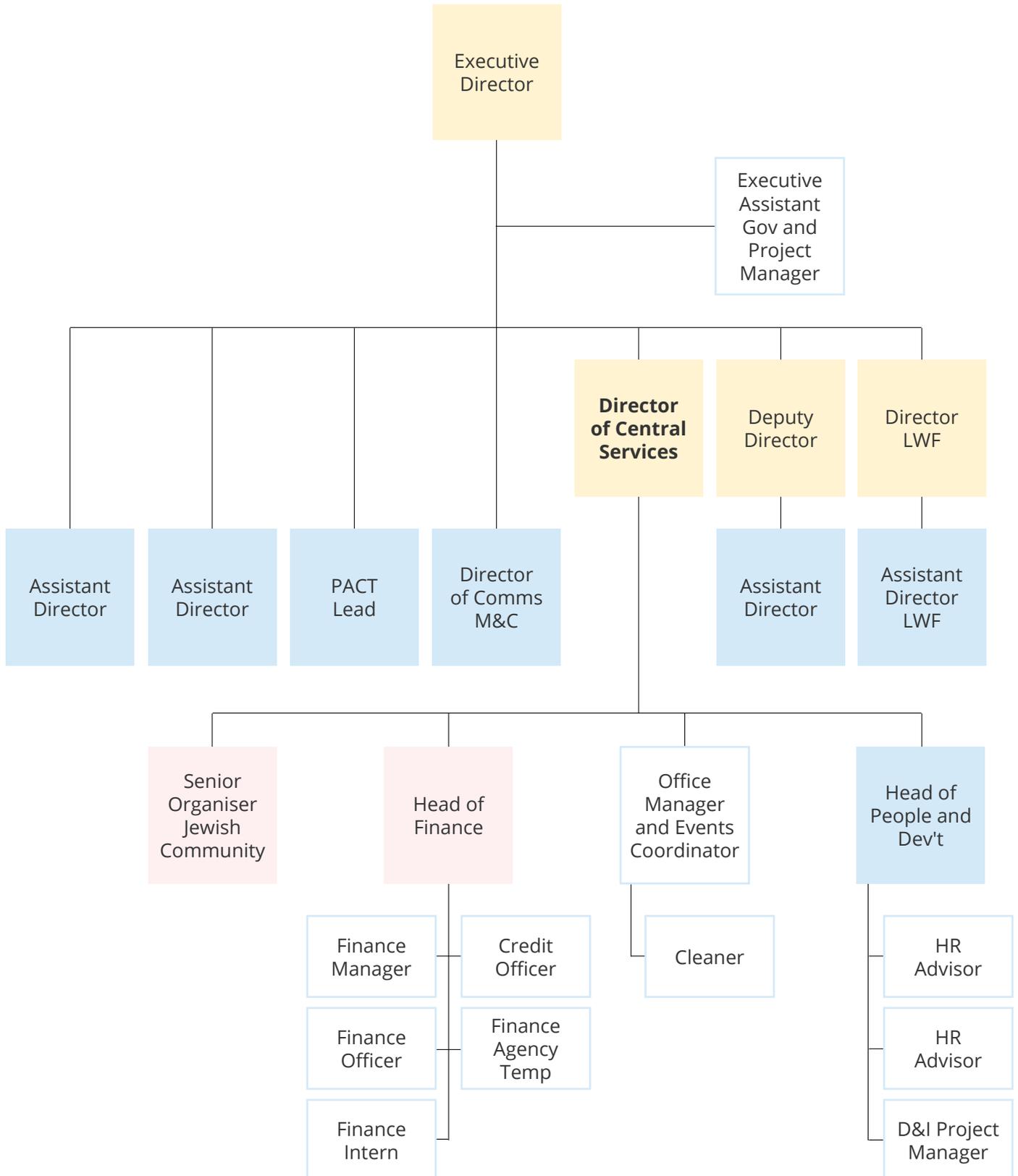
Find out more

Visit our **website**

Download our latest **Annual Report**



ORGANISATIONAL CHART





CONTEXT FOR THE APPOINTMENT

The Director of Central Services plays a key leadership role at Citizens UK and is a member of the Executive Team.

The role is responsible for the strategic delivery of our core internal functions including finance, human resources, facilities, systems and infrastructure.

Through the leadership and management of a highly motivated team of staff, they will ensure the sound day to day running of the organisation as well as the embedding of our values and culture.

The role offers you the opportunity to work alongside the Executive Director and the other members of the Executive Team, to shape and implement the overall mission and strategy of Citizens UK.

Collectively this combined strategic leadership will secure our future sustainability and continued growth through what is a period of rapid expansion.



JOB DESCRIPTION

Job title:	Director of Central Services
Salary:	£72,577 pa plus £3,000 pa London Weighting
Hours:	Full time 37.5 hours per week (flexibility available)
Contract:	Permanent
Based:	London Office (mix of home-working available)

Purpose

To provide the strategic leadership, development, operational management and governance compliance of the core central services that are essential for Citizens UK, to be able to deliver on its charitable objectives, stay aligned to the values that underpin community organising and maintain its commitments to its members and the communities they serve.

Main responsibilities

Strategic leadership

- Contribute to the development of wider organisational change and business improvement initiatives to enhance the overall performance of Citizens UK in pursuit of its objectives.
- To personally lead on the strategic development of central services to meet actual needs and to anticipate future demands on capability and capacity.



- Keep under review, analyse and improve the efficacy of the central services business model and ensure sustainable resourcing.
- Identify strategic opportunities that strengthen and increase the potential of central services to underpin organisational success in achieving objectives and ambition.
- Translate strategic planning intent for the evolution of central services into achievable and fully costed action plans.
- Modelling the professional integrity and values of Citizens UK.

Financial oversight

- As the nominated CFO, oversee the preparation and delivery of annual unqualified accounts and any necessary improvements.
- Oversee the annual budget planning process and monthly budget management process between Finance and each Department.
- Ensuring sound, relevant and timely financial management and reporting according to relevant regulation and accounting best practice.

HR and talent management

- Oversee the development of our HR function including recruitment, training, wellbeing, retention, progression, and succession planning.
- Ensure that HR policies and procedures are in line with best practice for the charitable sector and are relevant to Citizens UK with input from staff and stakeholder groups.
- Ensure that Diversity and Inclusion is held as a high priority with effective measures in place to make tangible improvements.
- Ensure that feedback from staff engagement surveys indicates high levels of motivation.

Safeguarding, risk and compliance

- Oversee the risk management approach enabling relevant staff to input and to support the development of accompanying reporting, policies, procedures, and systems.
- Act as the safeguarding lead, overseeing adherence to the policy and best practice.
- Ensure policy compliance monitoring and improvement procedures are in place.

Information and communication technology

- Ensure that Citizens UK staff, members and other stakeholders can access innovative information and communication technology that will catalyse effective achievement of our goals.
- Ensure feedback from staff, members and stakeholders indicates satisfaction with the quality and cost-effectiveness of ICT support and take positive action to identify and eradicate weaknesses.

Culture, values and workplace experience

- Help lead the process to articulate and embed the culture and values into hearts and minds, behaviours and systems.
- Oversee quality provision of office services to Citizens UK staff and stakeholders, ensuring that high standards of customer service and occupational health and safety are provided at all times.
- Achieve staff satisfaction with the quality and supportiveness of the workplace experience (logistical, administrative, and physical environment), taking action to tackle weaknesses.

Stakeholder relationships

- Manage relationships with key stakeholders (Trustees, Board, Donors, Members etc.) ensuring that their needs and requirements are efficiently met.
- Develop and introduce new systems and procedures that will ensure external stakeholders have an excellent customer experience on financial and operational matters.

Team leadership

- Lead and develop the Finance, HR, and Operations Team, including consultants, in a manner that empowers them to deliver excellent service and effective achievement of Citizens UK's operational and strategic goals.
- Lead within senior management and governance structures such as the Executive, senior management, and trustees, providing strategy and delivery.

PERSON SPECIFICATION

Qualifications

- Evidence of education or professional development relevant to the level and scope of the role and supported by evidence.

Desirable qualifications

- A recognised qualification in one or more of the key areas of responsibility, e.g. finance, human resources, organisational change etc.

Essential experience

- Experience of leading and contributing to ongoing organisational change, business improvement and people development initiatives.
- Strategic leadership and operational management of an integrated combination of central services functions – finance, human resources (workforce development), ICT, facilities, compliance, risk management etc.
- Experience of managing during a time of organisational growth and providing visible leadership accountability as a member of a management team.
- Experience of operating in compliance with charity legislation, regulation, quality assurance and performance management frameworks in either a professional or senior volunteer, i.e. governance, capacity.

Desirable experience

- Work or volunteering in contexts relevant to the work of Citizens UK and the underpinning values of community organising.



Essential key skills and knowledge

- Drive, resilience, and organisational skills to handle a multi-faceted job in a busy work environment.
- High personal and professional standards; the ability to work proactively towards challenging personal and organisational goals; the ability to take responsibility for resolving problems.
- Strong interpersonal skills and excellent written and verbal communication skills.
- Skills to take a flexible approach to work situations; willing and able to adapt to changing demands; receptive to new ideas.
- Excellent working knowledge of IT systems including: Microsoft environment and QuickBooks.

Desirable skills and knowledge

- Knowledge of Citizens UK's work and similar forms of social change.
- Excellent working knowledge of IT systems including: Microsoft environment and QuickBooks.

Values

- Commitment to diversity, equity, and inclusion.
- Commitment to the six values of Citizens UK: Relational, Kindness, Courage, Integrity, Inclusion and Solidarity.

The successful applicant will be required to undertake a satisfactory Enhanced DBS check and a satisfactory credit check. DBS checks are renewed on a three-year cycle.



BENEFITS OF WORKING AT CITIZENS UK

Here's a selection of the benefits we offer as a fair, inclusive and modern employer of choice:

Purpose – everyone at Citizens UK helps make a difference to communities and the lives of individuals. Having a clear purpose with impact is often the most highly valued employment benefit.

Values – we have great organisational values, and we endeavour to live them and apply them in our work and in our relationships with each other. We are also building a culture where we encourage and challenge each other to live the values. Importantly, challenging with kindness.

Pay – of course we are a Living Wage Employer, we also have a system to evaluate jobs and we benchmark our pay within our sector. We are actively looking to ensure our pay is fair and equitable.

Pension – we automatically enrol employees into the TPT defined contribution pension scheme. You will contribute 5% of your pay and CUK contributes 10%, which is 7% more than required by law. If you are an active scheme member you also have Life Assurance of twice your annual salary. You can also make tax efficient additional voluntary contributions (AVCs) too.

Holiday – we give five weeks holiday. This is 25 days' holiday for a full-time\5dpw employee, which is five days more than statutory. Our holiday increases after five years' service to six weeks pa. Plus, we normally closedown for several days over Christmas which is not counted in your holiday.

Equality and diversity – we have a fantastic diverse workforce, appointing, promoting, and paying with equal opportunity for all. We have run workshops to challenge and develop our inclusive approach. We also have Employee Networks to encourage colleagues to support and learn about each other. We have a Rainbow network, a BAME working group and a Woman's group. Networks are open to all, those who identify and allies.



Being a parent – we support our working parents with the following:

- **Paternity pay** – we pay more than statutory, we give five week's leave with full pay.
- **Maternity/Adoption pay** – we pay more than statutory, we give nine weeks at full pay, 22 weeks at half pay + SMP/SAP.
- **Parental leave** – we encourage employees to use their entitlement to unpaid Parental Leave to spend time with their family.

Marriage/civil partnership pay – we give one week's holiday as a present to help you celebrate.

Work life balance – we have more employees working flexibly than most organisations and we actively encourage a sensible approach to work to avoid over-working. Our full-time hours are 37.5 hours per week. We have a Time off in Lieu (TOIL) Policy for clarity on how you can take back time if you have worked more than your contractual working hours.

Flexible working – all employees are encouraged to request for flexible working if it will assist their work-life balance whilst still delivering their role. This flexibility extends to- considering requests for compressed hours e.g., nine-day fortnight.

Fruit and drinks – we provide free fruit and drinks at Cavell Street.



HOW TO APPLY

For an informal and confidential discussion, please contact our recruitment partner, NFP Consulting:

Simon Lloyd Director | NFP Consulting
07961 988 523 simon.lloyd@nfpconsulting.co.uk



For more information and to apply online, please visit:

www.nfpconsulting.co.uk/citizensuk

Application is by way of CV and a Supporting Statement, which should be around two sides of A4 and set out your motivations and credentials for the role.

Closing date: Sunday 10th July

Selection process and timescales

Stage 1: Week beginning 11th July

First round of screening interviews conducted by NFP Consulting.

Stage 2: Week beginning 18th July

Final interview with a panel including the Chief Executive and Trustees. Candidates will be asked to prepare a presentation in advance. There will also be the opportunity to meet with staff.

Accessibility

Please let us know if you have any special requirements which we might need to consider in relation to the selection process. Any requests will not affect the decision making itself.