SWANSEA WOMEN'S AID

JOB DESCRIPTION

Job Title:	Chief Executive
Reports To:	Board of Trustees
Direct Reports	1x Operational Manager 1, x Finance Officer, 1x HR and Administration Worker

Main Purpose of Role:

- Reporting to the Trustees, the Chief Executive has delegated authority from Board for day-to-day management of SWA.

The post will manage, direct and control SWA to ensure it meets its key objectives and maintains business growth, building on the commitment to empower women and work collaboratively with all staff and stakeholders.

Specific Responsibilities:

Strategic

- Develop and sustain an inclusive culture that places the needs of service users at its centre, supports and inspires staff and actively seeks opportunities for partnership working.

- Develop, implement and manage strategies to sustain growth and financial viability. Prepare and present to the Board effective short, medium and long-term strategic business plans.

- Develop and manage effective service user strategies and services ensuring investment in research and initiatives required to drive the business forward, commercially, within a socially conscious framework.

Finance

- Manage the financial integrity of the Charity and exercise strict control over the commitment and authorisation of all Charity expenditure.

- To work with the Finance Officer to maximise income, ensuring that continuing revenue funding is negotiated with relevant funders and that other potential sources of funding are actively pursued to meet the Charity's commitments and enable delivery of strategic priorities.

- Research, identify and lead in negotiations to secure acquisitions, joint ventures and agreements to meet growth objectives.

- To be responsible to the Board for the overall financial health of the Charity; ensuring that the Board is kept fully aware of all significant financial management, human resources and strategic delivery issues.

Partnership

- To maintain and develop strategic relationships with other partner agencies and prepare SWA for future commissioning arrangements.

- To take a lead role in liaising with the external agencies and ensuring that the Charity is represented on all relevant partnerships and fora to enable it to play an active role in the development and delivery of services, to maintain constructive working relationships and identify opportunities for business growth.

- In consultation with Trustees, to work proactively with other specialist VAWDASV service providers to develop and maintain strategic partnerships to identity and secure opportunities for joint working.

- Promote the Charity and its work to strengthen its ability to achieve its objectives and establish effective partnerships and stakeholder working.

- Actively promote, develop and maintain relationships with existing and potential funders and other statutory bodies, regional service providers and other stakeholders.

Performance Management

- Recruit, lead and motivate the senior team to manage the Charity to promote its vision and values to ensure it achieves its objectives in accordance with the business plan and SWA ethos to secure positive outcomes for service users.

- Develop a performance management culture throughout the Charity to maximise staff performance and ensure services are delivered to high standards.

- Review the performance of Charity and individual Departments against objectives, budgets and business plans. To develop and implement a performance management framework to ensure all services have clear and measurable objectives, standards and outcomes. Revise plans and adopt strategies to increase performance, as appropriate.

- Maintain operational delivery in line with WWA National Quality Service Standards, ensuring adherence with legislative and policy requirements as well as training to take account of the ever-changing needs of our communities.

- Guide the Charity through a period of change and development maximising opportunities to secure service improvement.

- Develop and implement cost effective Human Resources policies and procedures to ensure that the Charity is appropriately resourced with the appropriate calibre of individual and that these individuals are utilised effectively to achieve the business objectives.

- Maintain integrity of the Charity's Remuneration and Benefits Policy ensuring that the policy is representative of the sector and that staff are appropriately remunerated with a view to retaining staff and building Charity loyalty. Develop revisions to policy to meet business requirements and present to the Board for approval.

- Ensure that effective appraisal, training and development programmes are developed and implemented to ensure that staff are equipped to deliver the short, medium and long term, business plans.

- Ensure the Health and Safety and Welfare of all employees, ensuring responsibilities are clearly understood by all employees and that legislative requirements are adhered to.

- To design, deliver and evaluate training for internal and external stakeholders and partner organisations as appropriate

Governance

- To develop and sustain a Quality Assurance Framework for the service.

- To work with the Board to review and strengthen governance arrangements, ensuring Trustees have sufficient information and capacity to enable them to govern effectively.

- To ensure the implementation of any relevant legislation and nationally agreed Women's Aid policies and to be proactive in developing policies and procedures that comply with best practice.

- To ensure that the Charity complies with statutory, governance and charity requirements. Ensuring that qualitative and quantitative information and reports are provided to all relevant external agencies as required by contractual funding agreements, the Welsh Government, local authority etc.

- Work with the Chair and Trustees to ensure compliance with the charity Code of Governance, and the Charity meets its constitutional, regulatory and legal obligations.

- Be responsible for the internal and external communications to all stakeholders, whilst safeguarding the Charity's reputation.

- To ensure systems are in place to seek the views of service users, staff and other stakeholders to inform the continued improvement of services.

- To ensure that all the Charity's activities comply with Equalities Legislation, policy and practice and the Welsh Language Act i.e. striving to offer bilingual services.

General

- At all times to protect the safety and security of service users, staff, volunteers and buildings, and the confidentiality of records and other information.
- To ensure that all business risk assessments are thoroughly prepared, and advise the Board as appropriate of compliance issues relating to Charity and Charity Law.
- To ensure all equality, safeguarding and health and safety requirements are fulfilled.
- To ensure clear and adequate records of work done are maintained, and to produce reports on work programmes and activities as required by the Board of Trustees.
- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature and knowledge relevant to the role.
- Attend supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Take direction on projects and priorities from the Board of Trustees, which may vary from time to time.
- Work within the values, policy and practices of SWA.
- Ensure SWA complies with the law and best practice in respect of data protection for manual and computerised records, health and safety regulations, and equality and diversity requirements in all aspects of our work.
- To be responsible for undertaking any other duties appropriate to the post as directed by the Board of Trustees

No job description can cover every aspect of the post and the post-holder is expected to carry out additional duties and responsibilities according to the needs of the Charity.

Any amendments necessary to meet changing circumstances will be discussed with the post holder

REVIEWED SEPT 2026