

## **New CEO role details**

16 Jan 2018

CIAO has built strong foundations since 2010 and is now ready for continued, sustainable growth through replication of our services, as well as taking our model into different settings with more varied groups within our criminal justice objects. This is a real chance to shape CIAO's future as you build relationships and contracts in and beyond the North West.

### **1. Location**

- Our base is in the North West with Manchester as our main hub.
- Travel is integral to the role with at least 1 day a week in or near Manchester.
- You will have your office in a bag, rather than your own office space.
- You'll be self-sufficient administratively (at least at the start).

### **2. Tasks**

- a) Overall accountability for the effective and safe delivery of CIAO's services, working with and reporting to the board.
- b) Lead the organisation to ensure business delivery and development in line with CIAO's vision.
  - General management to develop the business, brand, reputation and external relationships to the benefit of CIAO.
    - Ensure the day to day running of CIAO.
    - Secure contracts and convert them into operational services.
    - Ensure contracts are delivered with goodwill by great coaches.
    - Facilitate growth and improvement of people, finances and information flow by predicting, collecting and feeding back data internally and externally.
    - Increase the evidence base for coaching's efficacy.
- c) Develop and consolidate coaching practice and recruit coaches to ensure we maintain our reputation for great quality coaching and for doing all we can for our clients and commissioners.
  - Develop and ensure clarity around our coaching principles and practices (with a shared understanding of what coaching means to us and how we deliver it for clients and commissioners) both clarifying and agreeing these so our coaching model is consolidated across all our services.

- Develop supervision and other ways we assure quality.
  - Develop CIAO's coaching capability.
  - Develop induction, re-induction and further recruitment.
- d) Generate leads and external promotion work (which will build up gradually), as well as conversion of leads initially generated by the Founder in discussion with the CEO.
- e) Self-sufficient and able to undertake critical internal administrative tasks at the start including:
- Review and maintain contracts with coaches and commissioners.
  - Review and maintain policies.
  - Review internal procedures and update documentation.

### **3. Expertise / Experience** (including model of leadership to suit our business model)

- Essential
  - Coaching approach and belief in its effectiveness.
  - Able to connect with people with sensitivity and with tenacity when required.
  - Able to operate collaboratively both internally and externally.
  - Great flexibility and adaptability with ability to use technology to maximise effectiveness.
  - Managing people and relationships remotely with non-traditional contracts.
- Desirable
  - Coaching experience.
  - Prison / criminal justice experience.
  - Financial expertise, including complex spreadsheets.
  - Knowledge of a broad range of statutory funding sources.
  - If you'd prefer to be employed, or if it is legally essential for you to be, then one of your tasks will be to set CIAO up as an employer (with advice from experienced people inside and outside the organisation).

### **4. Payment**

- For the first year we have secured a FTE\* figure of £40-50,000 (subject to skills and experience) and this role will be 0.6 FTE. (\*Full Time Equivalent)  
Remuneration is dependent on ability to generate sustainable sources of income and bringing all the required expertise.
- Type of contract (e.g. employed or self-employed) will be subject to negotiation.