



# Chief Executive Officer

## Job Recruitment Pack

Welcome to SHARe Knowsley

Thank you for your interest in the post of Chief Executive Officer at SHARe Knowsley.

This is an exciting opportunity for you to lead SHARe Knowsley through the next phase of our development and be at the heart of an organisation that truly makes a difference to the lives of some of the most vulnerable people in our community.

We are a well-respected grassroots charity, committed to welcoming, supporting and empowering refugees and people seeking asylum who live in the borough of Knowsley, Merseyside, as they rebuild their lives. The name SHARe stands for *Supporting and Helping Asylum Seekers and Refugees* and reflects our core philosophy of sharing our lives with everyone we meet, regardless of their background, story, language, race, faith, gender, or sexual orientation.

From its humble beginnings as a simple coffee morning, eight and a half years ago, we now have a team of nine paid staff and approximately forty plus volunteers, focused on delivering high quality person-centred support and advocating for changes in our community that improve the lives of those we serve. We see part of our role as raising awareness of the challenges faced by our clients, while actively challenging common misconceptions. Our focus is on highlighting the richness that diversity brings and seeking opportunities for activities that foster integration. Many of our volunteers are from the local community and have been with us since the very beginning. We pride ourselves on the fact that friendship, acceptance and a warm welcome is at the heart of everything we do. We are committed to supporting everyone we work with to acquire the skills and confidence they need to flourish. We have several clients and former clients who volunteer with us, one has become a trustee and two now have paid employment with us.

You will lead this passionate and dedicated team of staff and volunteers, ensuring that our programmes are effective, sustainable, and aligned with our mission to help refugees thrive, not just survive.

Last year we became a Charitable Incorporated Organisation and were also successful in securing three years of funding from the National Lottery Reaching Communities Fund, which commenced in April of this year. We have secured significant grants from other funders for the forthcoming financial year: April 25 – March 26 and beyond, so are in a relatively strong financial situation. Part of your role will be to continue to ensure the financial sustainability of the organisation, so that we can continue to enhance our service delivery.

We recently secured two years of Organisational Development support from the Lloyds Bank Foundation, and you will be working with a dedicated trustee board, (two of whom have lived experience of forced migration), who are committed to the charity's mission and the development of SHARe Knowsley.

This is a great opportunity for someone who has vision with strong leadership and managerial skills; is passionate about working with people living on the margins of, or often excluded from, mainstream society; who shares our vision, ethos and values; and who is keen to sustain and develop SHARe Knowsley.

We look forward to hearing from you.

*Ann*

**Ann Henders, Chair of Trustees**

## About SHARe Knowsley

SHARe Knowsley is a local grassroots charity that began in May 2016 with a simple coffee morning aimed at providing asylum seekers and refugees in Knowsley with a warm welcome and a friendly face. The name SHARe stands for *Supporting and Helping Asylum Seekers and Refugees*, but it also reflects our core philosophy of sharing our lives with everyone we meet, regardless of their background, story, language, race, faith, gender, or sexual orientation.

The charity has grown organically in response to the evolving needs of our clients, and with the increasing demand for our services. Our strong relationships with the local council and other key organisations have helped us build a solid reputation for the work we do. We also have a proven track record with funders, successfully delivering projects and managing grants with robust monitoring systems that clearly demonstrate the impact of our work.

We remain committed to developing and providing high-quality services that support displaced people, while also adapting to the changing needs of our client groups and the broader political landscape, both locally and nationally, that shapes the lives of those we work with. By maintaining a flexible, responsive approach, we strive to ensure that our programs not only meet immediate needs but also empowers them to build sustainable futures, regardless of the challenges posed by shifting policies or circumstances.

Our work is about delivering three outcomes:

- People get the immediate support they need, can make informed choices, and can improve their health and well-being in the environment in which we operate.
- Our clients can access opportunities, learn new skills, make progress, and become independent.
- That our community better understands the needs of refugees and asylum seekers and that newly arrived people are welcomed, supported and can play a full part in a thriving and inclusive community.

From our initial welcome visits to seeing people settled in their own permanent homes, we ensure that asylum seekers and refugees can access all they are entitled to. We also advocate on behalf of our clients and try and influence policy and practices to be more inclusive.

We currently run 2 weekly drop-ins, that provide safe spaces for our clients to meet and where they can receive advice and support on a wide range of issues, particularly welfare benefits, housing and healthcare as well as understanding any letters they receive. Further appointments to see case workers are offered throughout the week. At the drop-ins our clients have access to free refreshments, cheap food, toiletries and second-hand clothing. We also run English & digital skills classes and try to link our clients with other activities on offer in the local community.

As part of our work, we also give talks to other organisations in the local community to try and challenge the myths that circulate about asylum seekers, give facts, and raise awareness of the challenges they face.

## Our Mission and Values

We are dedicated to supporting refugees and people seeking asylum in Knowsley, helping them navigate the challenges they face—such as poverty, homelessness, poor health, loss of confidence, and isolation. Our goal is not just for them to survive, but to thrive, and to become active, valued members of a community where diversity is celebrated, and everyone's rights are upheld.

We strive to create an environment where individuals feel safe, welcomed, and supported. Through person-centred care and guidance, we empower them to rebuild their lives and grow within a community that recognizes and respects their worth.

At the heart of our work is a commitment to treating everyone with dignity, compassion, and respect. We believe in the power of friendship and are driven by a deep care for those we serve.

Our values include:

*Dignity* – We recognise that we have a common shared humanity and believe everyone should be given their dignity and treated with respect.

*Inclusion* – We are committed to equality and treat everyone fairly.

*Compassion* – We were formed to give people the support they need at a very difficult time in their lives.

*Empowerment* – We strive to equip people with the necessary knowledge and skills to access all they are entitled, fostering greater levels of confidence and independence.

*Collaboration*– We encourage partnerships and supportive networks between individuals, teams and organisations.

*Integrity* – We always act in the best interests of the people we work with.

*Flexible* – In a changing, unpredictable world we aim to respond and adapt to be the best we can.

### Staff and Volunteers

From being a volunteer-led organisation between 2016 and 2020, we now have 9 paid staff, 4 of whom work full time; 40+ volunteers; and we regularly host students on placement, which further increases our capacity. The lottery funding we were awarded this year, has enabled SHARe Knowsley to employ two new staff with leading roles. The two new additions effectively form a management team with the deputy and the CEO.

CEO – Full time

Assistant Manager – Full time (37.5 hrs pw)

Senior Caseworker – Full time hours across 4.5 days (37.5 hrs pw)

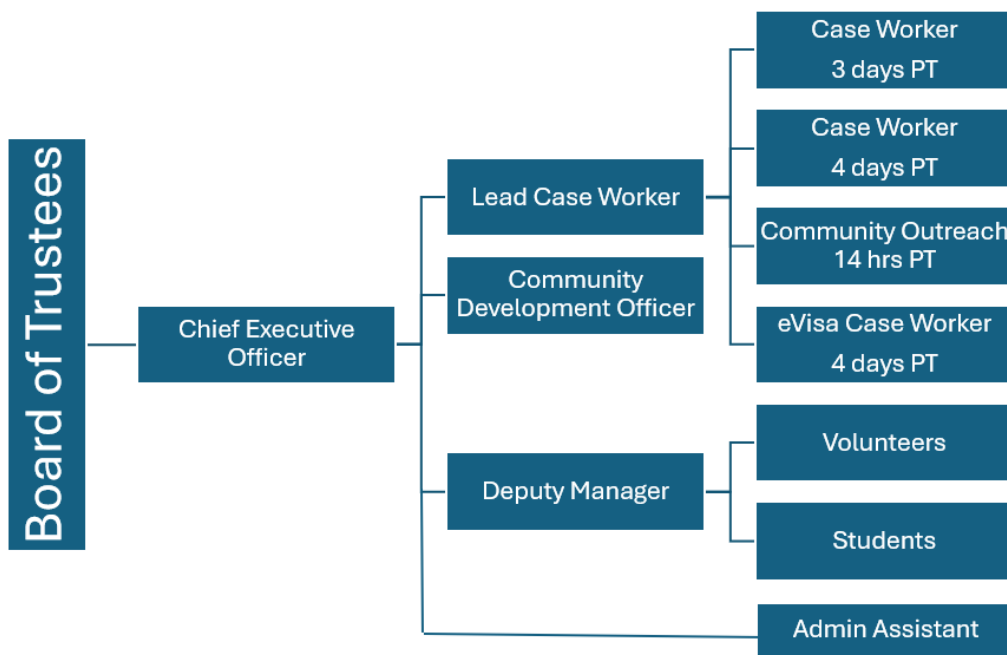
Community Development Officer – Full time (37.5 hrs pw)

Caseworkers x 2 part-time – 1 x 4 days , (1 x 3 days (37.5 hrs pw)

Evisa caseworker – 4 days per week (fixed term contract, ends Oct 25)

Community Outreach worker – 14 hours per week (contract ends March 25)

Admin assistant - 21 hours per week



### Organisational Structure

The Board of Trustees is responsible for governing the charity and making decisions that advance its purposes.

The CEO has overall responsibility to lead the whole team and reports to the Board of Trustees on a regular basis. They have direct responsibility for line managing the three senior staff and administrative assistant, giving one to one monthly supervisions and support to carry out their roles effectively.

The Deputy CEO is responsible for managing the drop-ins, managing and coordinating the volunteers and students on placement, as well as delivering myth busting and information sessions/assemblies for schools and other groups.

The Lead Case Worker is responsible for leading, supervising and managing the case work team.

The Community Development Officer is responsible for promoting SHARe Knowsley and to make stronger connections with other groups/organisations in the local community that will assist with the integration of our clients and help break down barriers.

Supporting the staff team, we have approximately 40 volunteers, some of whom are clients or former clients. The contribution our volunteers make is invaluable. Without their support we would not be able to run the drop-ins or our English classes. Some volunteers work one-to-one with clients who need additional focused support. We really value our volunteers who have lived experience, as they give us useful feedback and suggestions as to how we can improve our service delivery. Those with good English, help us to communicate with those clients who have little or no English. Many of our client volunteers move on to college, training and paid work.

## **Governance**

In 2023, SHARe Knowsley became a Charitable Incorporated Organisation (CIO). The Trustee Board is made up of six trustees, including two with lived experience of forced migration, one of whom is a former client, and they currently meet every month.

SHARe Knowsley's charitable aims are:

"The relief of need amongst refugees and asylum seekers primarily but not exclusively in the borough of Knowsley who are in conditions of hardship or distress; through the provision of emotional, economic and practical support to promote the integration and inclusion to the local community and raise awareness about the issues relating to refugees and those seeking asylum."

All our funds are directed towards our charitable activities.

The dedication and support of the Board of Trustees, along with a hardworking staff and volunteer team, all combine to make SHARe Knowsley a workplace where everyone is committed, engaged and valued, and we are able to meet all our charitable objects.

## **Our Impact**

The results of our client feedback survey and informal comments show that we are a lifeline for many clients upon their arrival and as they rebuild their lives here in the UK. The practical and emotional support they receive helps them to settle and feel more confident. 99% of respondents to our recent survey in April 2024, gave between 4 and 5 stars to the statement that they felt welcomed by SHARe Knowsley. 92% of respondents felt that they are better able to make decisions because of the information they are given.

The support offered, also prevents many of our clients from going into crisis. Having a safety net of support helps our clients develop resilience in very challenging times. 84% of respondents reported that they felt a lot less anxious and stressed because of the 1:1 support they have received with 83% giving a high rating to the statement that they are more able to cope with their problems. One client commented: "Without SHARe Knowsley, I wouldn't be here."

The following comments from clients are indicative of the difference we make to people's lives

"SHARe is like someone who holds me and tells me you're safe in this country."

"They helped me to come out of my shell and make friends."

“SHARe Knowsley is the only charity in this area, which is welcoming asylum seekers and guiding them about the place and helps with their different issues. Its staff is very welcoming and supportive.”

“Really thank you very much. You help with so many things. You support psychologically and morally. You also help us in teaching the language and help in society so that we can move forward. Really thank you very much.”

Not only does SHARe Knowsley benefit those who have suffered forced migration but has also benefited the wider community in Knowsley in various ways including: promoting diversity and understanding of other cultures, helping to develop greater awareness and understanding of why people seek asylum by holding awareness raising sessions, building community with local volunteers and people from the refugee & asylum community coming together.

<b>Job Information</b>	
Job title:	Chief Executive Officer
Salary:	£42,500
Hours of work:	37.5 per week, inclusive of a half hour paid lunch break
Paid holidays:	25 days plus Bank Holidays + Gratuity Christmas Holidays
Pension:	Employer will contribute 3% of eligible pensionable salary to Smart Pension Scheme
Expenses:	Expenses will be paid at the statutory rate in accordance with staff policy
Probationary Period	6 months
Accountability:	The postholder will report to the Board of Trustees who presently meet every month and will be subject to regular performance reviews.
Equipment:	a laptop and phone will be provided
Places of work:	<p>Old School House, St John’s Road, Huyton, Liverpool, L36 0UX                      As and when required at Weekly drop ins:</p> <ul style="list-style-type: none"> <li>• Methodist Church, Atherton St, Prescott, L34 5QN</li> <li>• Kirkby Christian Fellowship Church, Old Rough Lane, Kirkby, L33 0YL</li> </ul> <p>There is scope for remote working e.g. from home according to demands of the job.</p>

# Recruitment and Selection at SHARe Knowsley

## Completing your application

Please read the following carefully before completing your application form

### 1. Selecting the best person for the job

As part of SHARe Knowsley's commitment to equal opportunities all applicants are treated fairly throughout the recruitment process.

It is vital that you take care to complete the application form as fully as possible. The information in it will guide us in considering whether you have the right skills and/or experience for the job. We cannot make assumptions about your experience or skills – please spell them out.

### 2. Job description and person specification

The **job description** describes the duties of the job. It sets out the range of responsibilities and tasks.

The **person specification** describes the person we are looking for by describing the experience, skills and abilities needed to do the job. We will be looking at your application form to see how you fit the person specification – the extent to which you have the relevant skills and experience.

You need to consider:

- **is the job description one you are interested in?**
- **do you think you have the skills and experience to apply for the vacancy?**
- **can you demonstrate this in your application?**

### 3. The application form

#### i) Personal Details

Make sure that your contact details (name, address and post code, email address and telephone number/s) are clearly written or typed. If your details change after sending in your form please let us know as soon as possible.

Other personal details will not be used as part of the selection process unless there is a Genuine Occupation Qualification (GOQ) which applies to the post. For example, if a post requires that a woman be appointed. A small number of jobs can be specified as requiring a GOQ where certain criteria apply.

#### ii) Education, Qualifications and Training

Give a list of formal and informal training relevant to the job. Formal training is that which is certified, a degree, for example. Sometimes we ask for specific qualifications. You may need to provide information so we can assess whether you meet the qualification requirements, such as relevant qualifications for social work or accountancy.

#### iii) Present and previous employment

Starting with your current or most recent employer, list all the employers you have worked for.

Provide the job title and the period you worked for them. If possible give the exact dates, for example 25/2/02 to 31/3/07. Describe the **main duties** of the post in one or two sentences only.

This information may be used to assess whether you meet the experience required for the vacancy. Check that the dates are correct and in order.

#### iv) Personal statement

This is probably the most important part of the form. You have to make a case here for selection. Do not repeat your career history. Use only the relevant parts, drawing out the skills you have developed.

**Please do not send a CV as it will not be considered.**

Do not just repeat what we're asking for. You have to demonstrate how your experience matches the criteria.

An example of meeting the criterion "Ability to write clearly" in the person specification might be met by the following:

*In my last job, I produced written reports (or minutes), prepared agendas, and distributed relevant papers to the Resources Group Committee, recognising the need to be able to sum up points clearly and confidently, set out actions, and provide an accurate summary of the meeting, proof reading the final copy. I enjoy writing and believe I express myself well.*

In considering your experience, remember all of your previous work and draw on this to demonstrate that you have the necessary skills. Do not forget other relevant experience outside work, such as community/voluntary/ leisure and other interests – if they contribute to meeting the person specification. Describe any relevant skills this has helped you develop.

Remember, it is your skills and abilities **relevant to this job** that we are looking for. You do not have to write several pages in support of your application, but rather focus on ensuring you meet the essential criteria in the person specification.

#### v) Some general points to bear in mind

- Your form should be written in a concise, well organised and positive way. Use active words such as *I organised*, or *I planned*, or *I do*.
- It may help you to do a rough draft first. This avoids mistakes and allows you to organise your application properly.
- The selection panel members will be reading many applications so if completing the form by hand please use clear handwriting in an organised way.
- Do not send in the same application for different jobs – pay attention to the requirements listed in the person specification for each job.
- Send your completed application form to SHARe Knowsley via email to [admin@shareknowsley.org.uk](mailto:admin@shareknowsley.org.uk). Ensure you are clear about the title and reference of the job you are applying for. If you have any queries, call 07915 252300 and ask for clarification.

#### vi) Legal and organisational requirements when filling in an application form

**Rehabilitation of Offenders Act 1974:** You should not sign the application form without being clear about what you have to reveal about yourself. For instance, you do not need to disclose convictions which would be deemed as being spent under the Rehabilitation of Offenders Act 1974, or cautions, reprimands and final warnings which are over five years old, unless they are exempt from the Act. If you are not sure about what declarations to make, you should ring a Human Resources Adviser at SHARe Knowsley, who will give you confidential information about declarations (see Application Form).

**Referees:** These must be known to you in a work capacity, and should be your line manager. If this is not possible you should clearly explain the relationship and the reason for giving another person as a referee. It may be someone who can comment on your ability, skills, experience, for example, a community leader you have been doing community work with, setting up a crèche or sports club, etc.

**The Immigration, Asylum and Nationality Act 2006:** You will be asked to provide evidence for your legal right to work in the UK (valid passport, UK Birth Certificate or share code) to interview. Any documents will be photocopied and returned to you.

## The Interview

All shortlisted candidates will be invited by email or by telephone, to attend an interview. You will be informed of the time, location, and contact for the interview, as well as notice of any test or exercise you may be asked to do at the interview.

Applicants will be asked questions relating to the job description, person specification and application, and the panel will take notes during the course of the interview. This is part of the procedure to ensure that all applicants are treated fairly.

If you are not sure that you have understood the question, do not be afraid to ask for it to be repeated, or rephrased. Take your time and ensure you have included all the main points you want to get across in your answer.

In preparation for the interview, take the opportunity to read through the job description, application form, and any other literature sent as part of the information pack, and be prepared to talk about your experience, giving examples that illustrate your ability to do particular parts of the job.

#### Feedback

All unsuccessful interviewed applicants can request telephone feedback. Receiving constructive feedback can be useful for helping you in future interviews.

#### Internal Candidates

Internal applicants have to follow the same procedures as external applicants, and will be shortlisted and interviewed on the basis of their application form, i.e. by meeting the criteria in the person specification. No assumptions about previous knowledge and experience of the job can be taken into account by the selection panel.

## **JOB DESCRIPTION**

**Job Title:** Chief Executive Officer

**Location:** SHARe Knowsley, Huyton, Merseyside

**Reports to:** Board of Trustees

### **Role Overview:**

This is an exciting opportunity to lead a dynamic and growing grassroots organisation at the heart of community support for refugees and asylum seekers. As Chief Executive Officer (CEO), you will implement and guide the strategic direction, oversee the operations, and ensure the continued growth and impact of SHARe Knowsley's services. You will be responsible for creating an inclusive, supportive environment for refugees, asylum seekers, staff, volunteers, partners, and supporters alike. In this leadership role, you will work collaboratively with the Board of Trustees, staff, and key stakeholders to achieve the mission of SHARe Knowsley and to ensure the long-term sustainability of the organisation.

### **Key Responsibilities:**

#### **1. Strategy and Governance:**

- Implement SHARe Knowsley's strategic plan and guide the strategic direction of the charity in collaboration with the Board of Trustees.
- Regularly report to the Board on all areas of the charity's work, ensuring accurate, timely updates on funding, operations, and emerging needs.
- Serve as a key liaison between the Board and staff, providing guidance and support in decision-making.
- Ensure compliance with charity law, safeguarding regulations, and all relevant legislation, including employment law.
- Support the Board in maintaining accurate records and complying with all legal and regulatory requirements.
- Prepare the Annual Report and regular updates for key stakeholders, funders, and partner agencies.
- Monitor service delivery to ensure it is responsive to the needs of service users and remains aligned with the strategic objectives of SHARe Knowsley.

#### **2. Financial and Risk Management:**

- Identify new funding opportunities, apply for grants, and manage income streams to maintain the financial sustainability of the charity and uninterrupted service delivery.
- Create annual budgets and monitor financial performance through regular budget reviews at an operational level and report to the Board.
- Ensure proper stewardship of financial resources, with accurate and transparent tracking of income and expenditures.
- Cultivate and maintain positive relationships with funders, ensuring all reporting requirements are met.
- To support the board in its duty to manage risk by providing accurate records of activities and risks and to ensure effective strategies are embedded and implemented across the organisation.
- Safeguard the health, safety, and well-being of staff, volunteers, clients, and visitors at all times, across all sites and events.

#### **3. Operational Oversight & Development:**

- Continuously improve service delivery by collecting and acting on feedback from service users, staff, volunteers, and partners.



- Ensure that the charity's services are of high quality, effectively meet the needs of the community, and support the long-term well-being and progression of those we serve.
- Lead the exploration of new services and programs aligned with SHARe Knowsley's mission and available resources.
- Collaborate with staff to maintain strong relationships with external partners who enhance service delivery.
- Ensure regular reviews and updates of organisational policies and provide staff and volunteers with appropriate training to ensure compliance.

#### **4. Partnership Building, Advocacy & Representation:**

- Cultivate strong relationships with local authorities, community groups, and key stakeholders to advocate for the rights and needs of refugees and asylum seekers.
- Represent SHARe Knowsley at external events, networks, and with service providers, increasing visibility and support for the charity's work.
- Act as a media liaison, responding to requests
- Overseeing SHARe Knowsley's public profile, ensuring alignment with the organisation's mission, values, and strategic goals.

#### **5. Monitoring and Evaluation:**

- Lead the collection and analysis of data, ensuring compliance with data protection regulations and using insights for continuous improvement.
- Oversee the reporting of service outcomes to funders, stakeholders, and for public-facing communications.

#### **6. Team Leadership & Staff Management:**

- Create a positive and supportive work culture that prioritises staff and volunteer well-being.
- Provide strong leadership and guidance to staff, helping them meet their full potential through ongoing support, training, and performance reviews.
- Foster a collaborative team environment through regular team-building activities, development days, and team meetings.
- Ensure the recruitment, selection and ongoing management of staff are aligned with SHARe Knowsley's values, ensuring diversity, equity, and inclusion.
- Support the recruitment, training, and management of volunteers to ensure a well-supported and diverse volunteer network.

#### **7. Personal Development:**

- Stay up to date with changes in relevant legislation and best practices by participating in ongoing professional development.
- Engage with local and national networks to share knowledge, resources, and strengthen personal support networks.

**Please note that it is essential that the post holder hold a full, clean driving license and has access to a car**

<b>Chief Executive Officer SHARe Knowsley: Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>ACADEMIC BACKGROUND</b>		
An academic background in fields such as social work, human rights, psychology, or international relations, at degree level.		X
<b>VISION</b>		
A deep personal and professional commitment to advocating for the rights and well-being of people seeking asylum	X	
<b>STRATEGY AND GOVERNANCE</b>		
Understanding of Charity Commission regulations, governance requirements, reporting standards, and ethical guidelines to ensure transparency and accountability.	X	
Proven experience working effectively with a Trustee Board, demonstrating strong governance practices.	X	
Experience in strategic oversight, planning and management of services in a third sector organisation	X	
Track record of working both strategically and operationally with partner organisations.	X	
Ability to respond effectively to changes in external or internal environments, adapting services and supporting staff through change.	X	
Methodical and proportionate approach to updating and ensuring compliance with policies and procedures.	X	
<b>FINANCE AND RISK MANAGEMENT</b>		
Proven expertise in researching and writing successful funding bids and maintenance of strong relationships with funders.	X	
Strong understanding of grant compliance, reporting standards, and familiarity with reporting processes to ensure accountability and transparency to funders.	X	
Experience in budget setting and financial management, reporting to funders and/or Trustees	X	
Proven success in identifying and developing new income generation opportunities.		X
<b>SERVICE DELIVERY &amp; DEVELOPMENT</b>		
Proven experience in managing or overseeing front-line services, effectively allocating resources and supporting staff and volunteers on the ground.	X	
Ability to work collaboratively with staff and external partners to review and enhance service delivery, planning for new services where appropriate.	X	
Ability to make quick, informed decisions and take appropriate action in response to external or unforeseen factors to maintain safety and a high-quality service.	X	
Experience of working with refugees and asylum-seekers/people with different languages and cultures		X

<b>PARTNERSHIP BUILDING, ADVOCACY &amp; REPRESENTATION</b>	<b>Essential</b>	<b>Desirable</b>
Experience in building partnerships and coalitions with other charities, community groups, and government agencies, to enhance the impact and reach of the organisation.	X	
Familiarity with Corporate Social Responsibility (CSR) initiatives and their potential for organisational engagement.		X
Experience of engaging with public policy, advocate for asylum seekers, and influence policymakers and public opinion.		X
Excellent communication skills, capable of building and maintaining trust with clients, staff, volunteers, donors, and stakeholders.	X	
<b>MONITORING AND EVALUATION</b>		
Ensure the impact of service delivery and projects in both quantitative and qualitative terms, is measured and focused on actual outcomes for service users, and the wider community.	X	
<b>STAFF MANAGEMENT AND DEVELOPMENT</b>		
A supportive and empowering management style; proven ability to maintain morale and enthusiasm among staff in stressful front-line roles	X	
Experience in supervising and supporting and an experienced staff team to ensure their wellbeing is prioritised	X	
Ability to identify staff development needs and promote access to training and development opportunities	X	
<b>PERSONAL QUALITIES</b>		
Strong commitment to SHARe Knowsley's values, ethos and vision	X	
Well organised, responsive, collaborative, with excellent listening skills	X	
Flexible, creative, and solution-focused, with the ability to address complex challenges	X	
Ability to manage multiple tasks and priorities efficiently.	X	
Empathetic and compassionate in dealings with both service users and staff	X	
Resilient and adaptable, with the ability to navigate challenging situations and changing circumstances.	X	

**To apply for this role, please fill out and return the Job Application that can be found on the SHARe Knowsley web site - <https://shareknowsley.org.uk/chief-executive-officer/>**