

Job Description



Title:	Deputy Chief Executive
Responsible to:	Chief Executive
Location	London – with frequent international travel
Responsible for	People: Head of Strategic Partnerships, Head of Global Trusts and Foundations, Head of Individual Giving, Head of Global Programmes, Head of Core Mission Budget: TBC
Key Working Relationships:	CEO, World Board and Chairs Team, Heads of staff across the organisation
UK Salary Grade	E

Job Purpose:

The Deputy Chief Executive is a new role that will play a key role in the success of WAGGGS and our ability to deliver value for our Member Organisations in 154 countries. Together our Member Organisations represent 10 million girls and young women around the world.

You will directly manage our fundraising and programme teams (+50 people in total), leading a talented team to drive our ambitions of sustainable growth. Over the last 5 years, several major new programmes have been created in partnership with external donors across a range of thematic areas. The World Board have now invested significantly in fundraising which gives us exciting scope for further growth. You will provide strategic direction across a mixed discipline team to oversee this growth and ensure it adds significant value to our Member Organisations and the opportunities they can offer for girls and young women.

As well as direct management of programmes and fundraising, the role will also closely support the CEO by leading significant strategic projects, working closely with the CEO, Board of Trustees, and Heads of Department. The organisation has recently gone through a period of significant change, with a new operating model agreed and effective from 1 September 2019. In this new role you will have the opportunity to make a major impact by developing and embedding new approaches and fostering a positive culture across the organisation.

Job Description

Key Responsibilities:

Leadership:

- Provide clear, consistent, highly visible and authentic leadership across WAGGGS and act as a role model to create a 'one team' ethos and a positive working culture that inspires volunteers and staff, and builds trust, empowerment, high performance and continuous improvement
- Lead, manage, and develop a competent and highly motivated mixed discipline team to work collaboratively to achieve the organisation's strategic goals
- Support the Chief Executive to drive significant change through the organisation and in our work with Member Organisations, volunteers, partners and stakeholders, deputising for her directly where appropriate
- Support the Chief Executive in cross-organisational projects such as the implementation of a new customer relationship management (CRM) system and a global hub that can better inform and engage Member Organisations
- Create a working environment that empowers volunteers and staff to work together collaboratively, effectively, efficiently and respectful of each other's contributions and skills to maximise their contribution to WAGGGS Global Team.
- Provide strong leadership and line management for all direct reports.

Fundraising:

- Oversee Heads of Corporate Fundraising, Individual Giving and Trust and Foundation teams, with a total income accountability of +£3m
- Lead the development and implementation of a fundraising strategy that underpins the organisation's strategic goals to produce sustainable income growth from both restricted and unrestricted income sources
- Develop reporting systems on KPIs and milestones across the fundraising team to ensure that the investment into fundraising is successful in achieving both income growth and increased value to Member Organisations
- Establish structure, processes, competencies and systems to ensure the Fundraising department is fully equipped to accelerate growth and diversify income
- Embed a culture of fundraising across the organisation
- Provide strong line management to fundraising heads to ensure that income expectations are delivered

Programme Design, Development & Delivery:

- Provide strategic oversight of the organisation's non-formal educational programmes, leveraging work funded by both unrestricted and restricted funding in order to deliver added value to our full range of Member Organisations
- Oversee the content, quality of experience, and follow up of WAGGGS' programmatic teams and ensure they are effective in strengthening Member Organisation's core non-formal educational programmes (leadership practice, the Girl Guide / Girl Scout Experience and girl-led advocacy)

Job Description

- Ensure a consistent approach to engaging our Member Organisations, targeting national, regional and global programmes to MO priorities and aspirations and ensuring that contractual requirements and targets are met
- Direct a joined-up approach to the monitoring and evaluation of core mission and national, regional and globally funded programme development, design, delivery and impact
- Foster close working relationships between the programme management teams and the wider organization to ensure that MO priorities and donor requirements are met

Communication:

- Represent the organisation and participate in external events to promote WAGGGS' interests, brand and mission, and to extend the influence and voice of the organisation and the wider movement
- Foster effective, transparent communications at all levels throughout WAGGGS to enable staff, volunteers and Member Organisations to have access to the information they need in a form that is appropriate to them, and that reflects the diversity of the organization
- Work closely with staff and volunteers across the organisation to ensure that Member Organisations are accessing opportunities

Governance and Management:

- Support the CEO in taking a comprehensive, organisation-wide view of performance and collaborate to ensure that resources are aligned with strategic priorities for maximum impact; ensure that lines of accountability are clear, and monitor performance, quality and use of resources
- Direct and encourage staff to work collaboratively with other teams and volunteers, including leading or being part of cross-organisation projects to ensure a joined up, coordinated approach
- Support the CEO to focus departmental teams on delivering the agreed WAGGGS strategy and collating regular reports on progress against strategy and business plans

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.

Applicants must have the right to work in the country they are based in.

Person Specification

Area:	Essential:	Desirable:
<p>Qualifications:</p>		<p>Post-graduate qualification in education/management or equivalent in the social sciences and/or specialisation in social justice and gender equality</p> <p>Management qualification</p> <p>Leading organisational change</p>
<p>Experience:</p>	<p>Demonstrable experience of fundraising leadership, with the skills to persuade and influence the highest level of internal and external stakeholders</p> <p>Proven ability to oversee the design, delivery, quality assurance and evaluation of large scale non-formal development programmes, working with national and regional partners in an international setting across a variety of delivery platforms, achieving wide reach and scale across different cultures</p> <p>Well-developed range of management skills including strategy development; people management; relationship management; project and change management</p> <p>Experience of managing significant financial resources, including developing forecasts, budgets, monitoring expenditure and outcomes, risk management, managing accounting systems and procedures</p> <p>Significant experience of working in a membership-based organisation and/or an NGOs or other cause-based organisations</p>	<p>An understanding of the Girl Guiding/ Girl Scouting Movement, its aims and ethos</p> <p>Experience of working with remote staff and volunteers</p> <p>Experience of applying new knowledge or technology solutions in a complex organisation</p>

Person Specification

<p>Skills and Knowledge:</p>	<p>Retains a strong focus on priorities, gauges when to change direction and when to stand firm and actively promotes the organisation to enhance its reputation externally to partners and internally to Member Organisations</p> <p>Comprehensive and demonstrable knowledge of current trends, reforms and initiatives that impact on the experience of girls and women</p> <p>Capacity to accommodate and prioritise a variety of complex tasks and initiatives at any one time, and work effectively under pressure across several teams and sub-teams</p> <p>Political acumen, tact, diplomacy and capacity to express shades of opinion and views working within a diversity, equity, inclusion and equality ethos</p> <p>Consistently delivers inspiring, engaging and meaningful messages about the organisation’s direction of travel</p>	<p>Comprehensive and demonstrable knowledge of current gender equity and equality factors, reforms and initiatives</p>
<p>Personal Qualities:</p>	<p>Able to display the mind-set of a ‘global citizen’ through a highly developed understanding of diversity, cultural sensitivity, and the ability to display diplomatic skills that take account of the ethnic, religious, language and geopolitical differences that affect all areas of the organisation’s work</p> <p>Champions fairness, equity, equality & diversity across the organisation</p> <p>Creates a culture of flexibility and responsiveness, ensuring that direct reports act as role models, lead by example, are objective and professional</p>	

Person Specification

	<p>Demonstrates visible leadership – holds self to account for outcomes</p> <p>Considers challenges to strategy, shows the utmost respect and responds with feedback that is fully explained</p>	
Other Requirements:	<p>Together with the CEO and World Board, sets the agenda and strategy that meets best value for money and involves others appropriately</p> <p>Ability to travel internationally as required for business purposes</p>	<p>Language skills, in particular French, Spanish or Arabic.</p>
Working for WAGGGS:	<p>Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional.</p> <p>A passion and commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background.</p>	