

CHIEF EXECUTIVE OFFICER RECRUITMENT PACK



Closing Date: 8 am 21ST July 2025

WELCOME FROM THE CHAIR

Thank you for your interest in becoming our new Chief Executive.

We are a small, commercially astute, not-for-profit organisation with ambition to grow – a mature organisation that is well integrated into its community.

As pressure increases on health and social care provision, it is clear that Connex's services play an increasingly important role in contributing to the overall health and wellbeing of our communities.

We are excited about growing our services and the support we provide to help people make the most of living in the High Peak and Derbyshire Dales, working to remove barriers to participation and providing support to help increase independence and socialisation.

You would be joining us at a pivotal moment. Our retiring Chief Executive has been in post for 12 years, (and was a key part of the organisation for 13 years before that). We need a strategic leader who can demonstrate a track record of running organisations with strong social value outcomes. - someone with the judgement to keep what works well, but who isn't afraid to make changes.

Our work in the voluntary and social care sector can be complex, and challenging. Whatever your previous experience and background, you will need to be able to demonstrate your understanding of the specific challenges of providing care for people with additional needs and how your leadership experience will equip you to successfully transition into this role.

You'll be joining a committed leadership team, who are active in ensuring we deliver excellence across the organisation. You'll need to work collaboratively with them, and build strong relationships internally and externally.

We operate in two market towns, and across a wide rural hinterland. It's an attractive area in which to live and work, but with special challenges that come from a relatively low population density and from having pockets of severe need that are masked by the high average prosperity in the area.

This role is not for the faint-hearted, but it is an attractive opportunity for someone with the right skills and values to develop and support our staff and volunteer team, and to have a direct impact on the lives of thousands of people.

Tina Sullivan
Chair

WHO WE ARE

Connex Community Support is here to help people live life to the fullest—right in the heart of their community.

We believe everyone should feel connected, confident, and capable. That's why we're here—to empower people to take part in community life, stay independent, build resilience, and feel supported every step of the way.

From sympathetic care to hands-on practical support, we're passionate about helping people of all ages not just manage, but thrive. Whether it's a helping hand at home or support getting out and about, our incredible team is there—making everyday moments easier and brighter.

As a CQC registered provider rated 'Good', we're proud of the difference our dedicated care professionals make, not just to individuals but to families too, through vital respite and community-based support.

Our amazing volunteers are the heartbeat of Connex. Thanks to them, we offer a range of simple practical and support services that help people stay socially connected and ensure access to essential health and wellbeing support.

We're also champions of volunteering—helping people find fulfilling roles that make a real impact and energize the vibrant voluntary scene across the Dales and the High Peak.

Founded over 40 years ago, Connex Community Support has grown from humble beginnings into a dedicated team of approximately 230 volunteers and 85 staff members, collectively supporting around 3,000 people each year.

Looking ahead, we want to expand our services to meet emerging community needs and align with local and national priorities. Despite the financial challenges facing the sector, our commitment to supporting vulnerable individuals remains unwavering and we welcome opportunities to collaborate with like-minded organisations to strengthen our impact.

SUPPORTING COMMUNITIES
ACROSS DERBYSHIRE FOR
OVER 40 YEARS

THE DIFFERENCE WE MAKE

Whilst not an exhaustive list, this is a snapshot of some of the differences we make in the community:

- **Care & Support:** Providing highly regarded care for children and adults with health challenges and or a physical, sensory or learning disability, enabling them to live fulfilled lives and experience greater independence.
- **Volunteer Brokerage:** Encouraging community involvement by providing information about volunteering and assisting organisations in finding the volunteers they need.
- **Befriending & Wellbeing Support:** Providing one-to-one social contact and group activities to reduce isolation and promote social engagement.
- **Transport Services:** Taking people who are unable to access public transport to their medical appointments and social activities, removing barriers to access and helping to maintain their independence.
- **Home from Hospital:** Assisting individuals transitioning from hospitals to home, ensuring they have the support needed for recovery.
- **Digital Inclusion:** Helping individuals develop digital skills to be socially connected and able to access online services.



OUR VALUES & MISSION

Our Mission

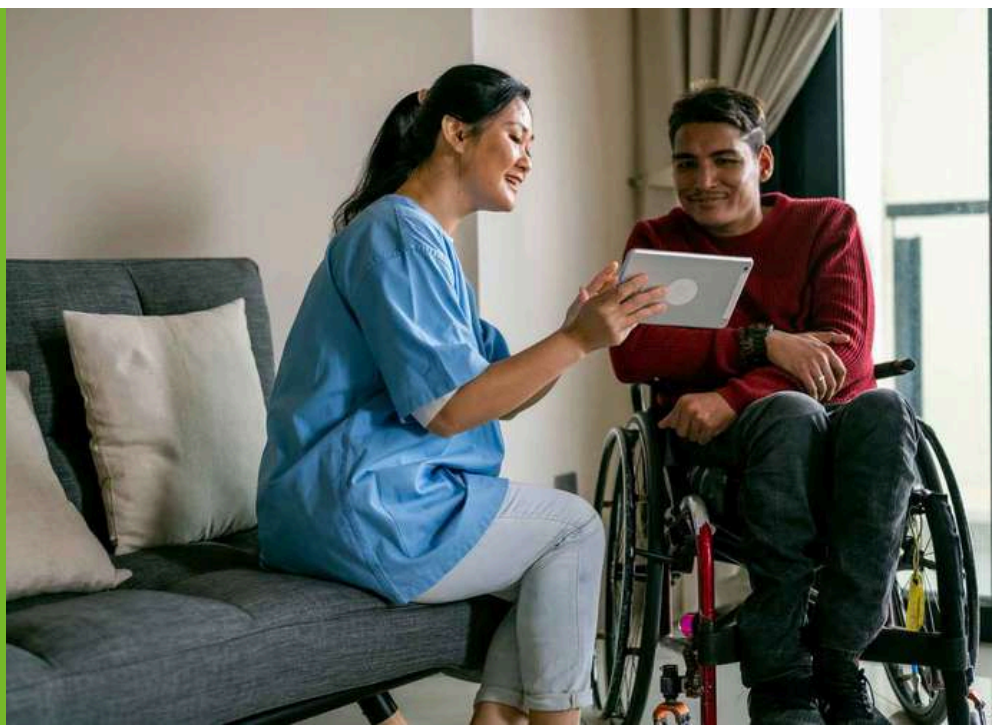
To help people make the most of living in their community – we empower people to build resilience, take part in community life and to continue living independently at home - feeling supported every step of the way.

Our Values

The services we provide will be

- **CARING** – supporting people with empathy and kindness
- **EMPOWERING** – enabling individuals to maintain their independence and have choice and control over their lives
- **SUPPORTIVE** – providing help, advocacy and encouragement
- **RESPONSIVE AND FLEXIBLE** – recognising and adapting to the changing needs of those we help
- **IMPARTIAL** – assisting people in a non-judgmental, unbiased and objective way
- **SOCIALLY RESPONSIBLE** – delivering services that are of benefit to the community with as little negative impact as we can reasonably manage

WE HELP
PEOPLE IN NEED
LIVE SAFER AND
MORE
FULFILLED LIVES
IN THEIR
COMMUNITIES.



The Role- Chief Executive Officer

Title: CEO

Duration: Permanent

Contracted hours: 37 hours per week

Location: Based at Buxton and Derbyshire Dales Offices

Reporting to: Board of Trustees

Salary: £53,460*

Purpose

To strategically lead Connex with vision and integrity, ensuring high-quality services, strong stakeholder relationships, and sustainable growth aligned with the charity's mission and values.

Key Responsibilities

Strategic Leadership:

- Provide inspirational leadership to shape and deliver Connex's strategic vision, ensuring alignment with both short-term priorities and long-term goals.
- Champion a values-led culture focused on excellence, innovation, and sustainable growth.

Management and Performance:

- Lead the effective day-to-day management of the organisation, ensuring the delivery of high-quality care, services, and initiatives.
- Embed a culture of continuous improvement, with robust systems in place to maintain and enhance service standards.

Compliance and Governance:

- Ensure the organisation operates in full compliance with statutory requirements, including those set by the Care Quality Commission (CQC) and other regulatory bodies.
- Maintain and regularly review organisational policies and procedures to ensure best practice and effective governance.

The Role- Chief Executive Officer

Public Relations and Stakeholder Management:

- Develop and maintain positive relationships with key stakeholders including commissioners, local authorities, voluntary sector partners, and the wider community.
- Ensure strong and meaningful engagement with service users, supporters, and the general public, acting as an ambassador for Connex, representing the organisation at strategic, public, and sector events to raise its profile and influence.

Team Leadership:

- Inspire, lead and support staff and volunteers, modelling a culture of respect, collaboration, and continuous development.
- Ensure robust systems are in place for staff management, supervision, performance appraisal, and professional development.

Financial Management:

- Provide strategic oversight of the organisation's finances, ensuring sustainability, value for money, and compliance with financial regulations.
- Oversee effective risk management and ensure timely and accurate financial reporting.

Reporting and Accountability:

- Be accountable to the Board of Trustees for the organisation's overall performance and governance.
- Make informed, values-driven decisions that align with Connex's strategic objectives and charitable purpose.

**pending agreement of NJC 2025/26 cost of living increase*



ABOUT YOU

Experience & Knowledge

- Experience of developing, implementing and evaluating organisation wide strategic plans.
- Strong financial acumen with the ability to interpret financial data and use it to inform decision making and planning, and communicate decisions around it effectively.
- Knowledge of the care sector with familiarity of relevant regulations, standards, and best practice within the sector.
- A relevant degree (e.g., in business administration, law, or a related field), professional qualification (e.g., Chartered Management Institute certification), or demonstratable experience of working in senior management within an organisation of comparable size and complexity.

Skills & Attributes

- Strong leadership and management skills with the ability to inspire, motivate, and guide a team, and to effectively manage resources and operations.
- Exceptional communication and interpersonal skills, with the ability to influence and effectively engage with a variety of stakeholders, both internally and externally.

ABOUT YOU

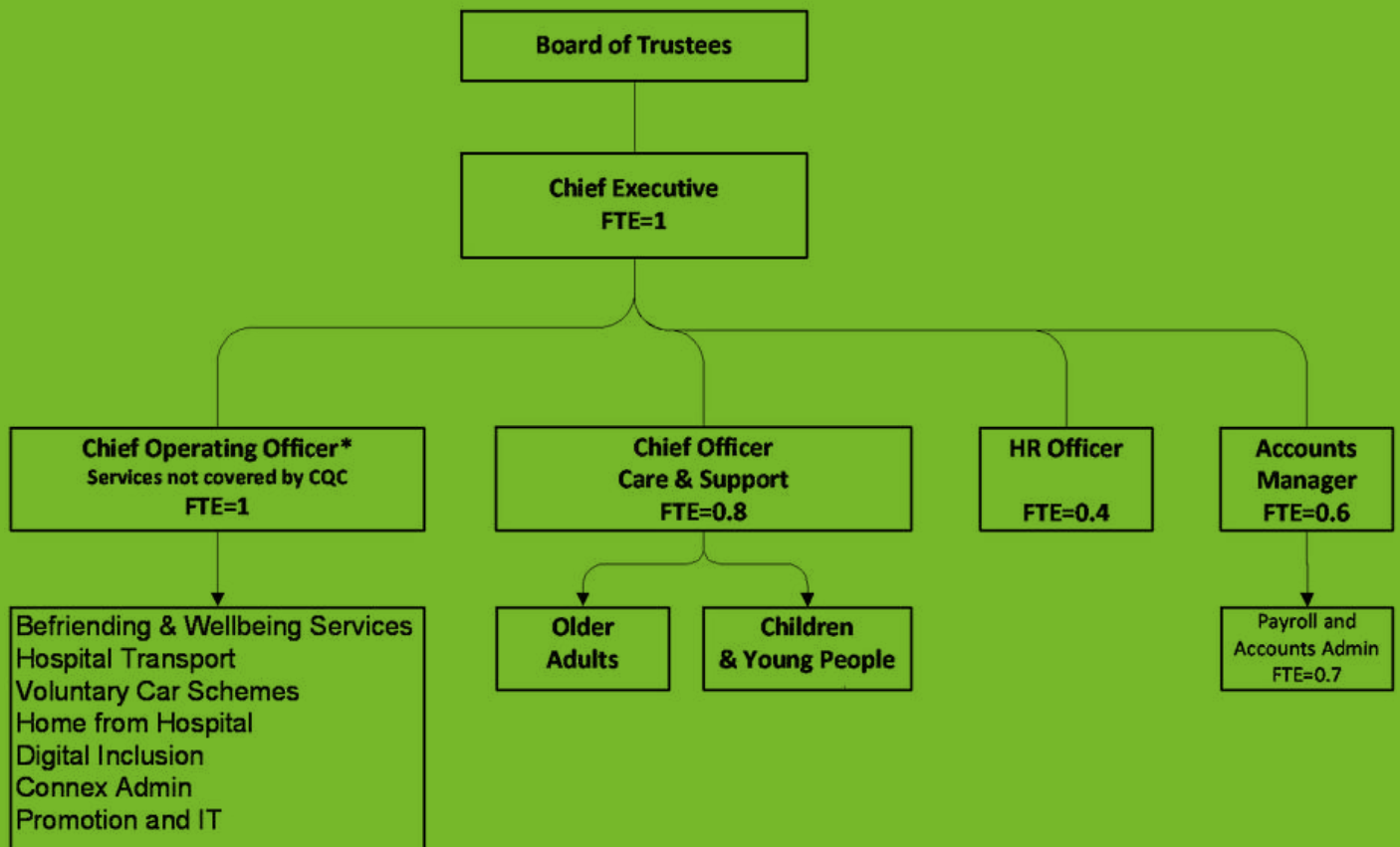
- Able to overcome hurdles and problems in a constructive manner, using innovative and creative thinking.
- Well developed facilitation, delegation, influencing, and negotiation skills.

Values & Ethics

- Committed to high standards and focused on exceptional delivery.
- Ability to create and communicate a shared vision which energises and inspires staff and volunteers.
- Passionate about working in the care sector with a desire to remove barriers and provide support to help increase independence and socialisation.
- A strong commitment to equality, diversity & inclusion, and be able to effectively engage people from all backgrounds and areas of society.



ORGANISATIONAL STRUCTURE



* Chief Operating Officer deputises for Chief Executive

REWARDS & BENEFITS

- Annual leave – 33 days, including Bank & Public holidays, increasing to 37 days after 5 years' service
- Pension – 6% contribution to NEST
- Enhanced sick pay scheme, benefits dependent on service
- Office presence is generally required 4 days/week, with occasional working from home



HOW TO APPLY

PLEASE ENSURE YOU HAVE READ THE FULL RECRUITMENT PACK BEFORE APPLYING.

KEY DATES >>>

Closing Date: 21st July 2025, at 8am

First Stage Interview: 31st July (remote)

Final Stage Interview: 6th August (in person at our Buxton office)

[**CLICK HERE TO APPLY**](#)

To apply please visit our online application portal where you will be asked to answer the following questions:

- a)** Why are you interested in applying and how do you feel your personal values align with the organisation?
- b)** What are the key achievements and outcomes within your career that make you a strong candidate for this role?
- c)** Please describe a time when you led a charity or organisation through a period of strategic change or growth, while maintaining strong day-to-day operations. How did you balance immediate priorities with long-term vision, and what was the outcome?

Please respond to each of the questions with a maximum of 400 words per answer. You may wish to prepare your answers in advance, to avoid losing your responses before you submit them in the form.

In the application portal you will also be asked to attach your CV.

Anticipated start November.

USING AI TO HELP WITH YOUR APPLICATION

We get it - writing application letters and answering questions takes time, and it's sometimes hard to find inspiration and know where to start. We therefore recognise that some candidates might use AI (such as Chat GPT) to help them write their application. This can lead to some challenges that might impact your application. So, we've put together some tips to help you avoid some of the common pitfalls. [Read them here.](#)

WHAT TO EXPECT FROM OUR SELECTION PROCESS

Applying for a new role should feel exciting, not confusing. At Atkinson HR Consulting, we work closely with values-led organisations to deliver fair, inclusive, and structured recruitment processes that give candidates a clear sense of what to expect at each stage.

Here's how our typical selection process works:

Step 1: Application Form

Start with a simple application form hosted on our online portal, Hireful. You will be asked to complete a short online application form. This usually includes 2–3 tailored questions, which are designed to help you demonstrate your experience, motivation, and alignment with the organisation's values.

Step 2: Upload Your CV

As part of the application, you'll also be asked to upload an up-to-date CV. This should highlight your most relevant experience and give us a broader view of your professional background alongside your written responses.

Step 3: Interview Stages

Most roles follow a two-stage interview process:

- **Longlist or First Stage Interviews** - This will be conducted remotely via Microsoft Teams and give us a chance to explore your application in more detail - particularly your experience, motivation, and alignment with the organisation's goals.
- **Final Interviews or Selection Days** - Final interviews will be held in person, and may include a task, presentation, or scenario-based questions to explore your suitability in more depth. You'll have the chance to meet key individuals and get a feel for the culture of the organisation.

Our approach is about more than just filling roles - we want candidates to feel supported, informed, and respected throughout the journey. If you have any questions about the process, feel free to get in touch with the contact listed in the recruitment pack.

AtkinsonHR

For an informal and private conversation about the role please contact our partners, Atkinson HR via nida@atkinsonhrconsulting.co.uk

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Community Support

