

Job Description

Executive Director

The Pickering Cancer Drop-in Centre

Reports to	Chair of the Board of Trustees, on behalf of the Board
Accountable to	The Board of Trustees – interface between day to day operational provision of the team in the centre and the Board of Trustees
Responsible for	Directly supports: Centre Manager (voluntary) and Volunteer Manager (voluntary).
Location	The Pickering Cancer Drop-in Centre (transitioning to the new centre)
Hours	Part-time, 3 days per week or 22.5 hours. The Board will keep this under review and may move the role to full-time as the charity grows.
Salary	£50,000 – £70,000 FTE (pro-rata to 0.6 FTE for 3 days per week: £30,000 – £42,000 actual)
Contract	Permanent, subject to satisfactory references and a DBS check

Role purpose

This is the first paid role in the charity's history. Until now, every part of Pickering – leadership, delivery, governance – has been carried by volunteers. The Board's decision to create this post is a deliberate step-change for the charity, and the appointee will be setting the standard for what a paid leadership role at Pickering looks like. We are looking for someone exceptional: capable, credible with a long-standing volunteer community, and able to justify the investment the Board is making.

The Executive Director (ED) is the senior operational officer of The Pickering Cancer Drop-in Centre. The role exists to translate the Board's strategy into delivery on the ground and to act as the single point of accountability between the operation and the Board of Trustees.

The Centre runs a deliberately flat hierarchy. The ED directly supports the Centre Manager (a voluntary role responsible for the Centre's day-to-day running, including visitor appointments) and the Volunteer Manager (also a voluntary role, responsible for the volunteer team). The ED's role is to support and develop those two managers – not

to duplicate their work – and to give the Board confidence that the operation is well-run, compliant and aligned with strategy.

Key responsibilities

Leadership and operations

- Directly support the Centre Manager and Volunteer Manager, providing leadership and guidance.
- Hold overall accountability for the operation – including support to Centre Manager and Volunteer Manager, service delivery, premises, safeguarding, health and safety, and data protection – through those managers, rather than carrying out their day-to-day tasks.
- Work with the Centre Manager to shape and evolve that role over time as the charity grows and moves to the new centre.
- Continue to practise a culture that puts visitors first and supports volunteers
- Maintain a short, shallow hierarchy: avoiding unnecessary layers and facilitating decision making.

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Strategy and Board relationship

- Work with the Chair and Board to develop, deliver and review the charity's strategy.
- Act as the Board's single point of accountability for operational performance, reporting against agreed KPIs and milestones.
- Attend Board meetings and sub-committees (project specific), providing clear, candid written and verbal reports.
- Maintain a clean separation between governance and operations: keep the Board well-informed without drawing it into day-to-day decisions.

Supporting trustees in their statutory duties

The Board carries vicarious liability for the charity. The ED is how trustees see, and can evidence, that the Charity Commission's six trustee duties are being discharged. The ED will provide the information, systems and assurance the Board needs to:

- Ensure the charity is carrying out its purposes for the public benefit.
- Comply with the charity's governing document and the law.
- Act in the charity's best interests.
- Manage the charity's resources responsibly, including financial controls and safeguarding of assets.
- Act with reasonable care and skill.
- Ensure the charity is accountable, including to the Charity Commission, funders, regulators and the public.

Risk, compliance and safeguarding

- Own and maintain the operational risk register; escalate material risks to the Board promptly and present the register at every Board meeting.

- Own and maintain the charity's policy suite; bring each policy to the Board for review on a scheduled cycle (annual or biennial as appropriate) and ahead of any material change in law, regulation or operating model.
- Ensure full compliance with safeguarding, health and safety, GDPR, employment law, and all charity regulatory requirements.
- Act as the charity's designated safeguarding lead, or ensure a competent named lead is in place and supported.
- Act as the first port of call for complaints from visitors, volunteers, staff and external stakeholders – acknowledging promptly, investigating fairly, resolving where possible at operational level, and escalating to the Chair and Board where a complaint concerns a trustee, a safeguarding matter, or any issue that materially affects the charity's reputation or risk position.
- Maintain a written complaints policy and log, and report to the Board on volume, themes and resolution at each meeting.

Finance and fundraising

- Work with the Treasurer to prepare the annual budget and monitor income and expenditure.
- Lead on income generation – grants, trusts, community fundraising and corporate partnerships – with Board support.
- Ensure financial controls and reporting are robust and audit-ready.

Stakeholders and external profile

- Build and maintain relationships with funders, the Spa, local clinical partners, referrers, and the wider community.
- Act as a visible ambassador for the charity, representing it externally and in the media as appropriate.

New centre and service redesign

- Lead operational planning working with all stakeholders for the move to the new centre, including transition of volunteers and visitors.
- Lead the redesign of service days, hours and offer in light of the planned visitor, volunteer and community surveys, ensuring the new centre's delivery reflects evidenced need rather than legacy patterns.
- Lead and assist with embedding change with care – this is a long-standing volunteer community, and how the change is brought about matters as much as what is changed. The ED will be expected to evidence adoption, not just delivery.

Insight and evidence – the survey programme

- Working with the Centre Manager and Volunteer Manager, as well as other key stakeholders, design, commission and deliver a programme of three linked surveys to inform the new centre's service model: a visitor survey (what visitors need, when and how often), a volunteer survey (what volunteers can deliver and where they feel stretched or under-used), and a wider public survey (awareness, perception and unmet need in the community we serve).
- Analyse the findings, identify any gap between need and current capacity, and bring evidence-based recommendations to the Board on service days, hours, and offer.
- Establish ongoing feedback mechanisms so the Board has a continuing line of sight into visitor and volunteer experience, not just a one-off snapshot.

Brand and external positioning

- Lead a rebrand of the charity to align with the move to the new centre and the refreshed service model – name (if applicable), visual identity, tone of voice, website, and supporting collateral.
- Manage the rebrand to a budget agreed with the Board, using external suppliers where appropriate, and bring the proposed direction to the Board for sign-off before launch.
- Plan and deliver a launch that brings visitors, volunteers, funders and the wider community with us, treating the rebrand as a community moment rather than a marketing exercise.

Value for money and income generation

- Demonstrate, through the work, that the role earns its keep – this is the charity's first paid post and cannot sit as a pure cost line.
- Identify and deliver operational efficiencies and cost savings, freeing resource for front-line delivery.
- Grow restricted and unrestricted income through grants, trusts, community fundraising and corporate partnerships, with the explicit aim of more than covering the cost of the role over a reasonable horizon.
- Report to the Board annually on the net financial impact of the role, alongside operational and strategic performance.

Person specification

Essential

- Senior leadership experience in a charity, healthcare, social care or comparable mission-led setting.
- Demonstrable experience reporting to and working with a board of trustees or non-executive directors.
- Strong understanding of charity governance and the trustee duties set out by the Charity Commission.

- Track record of leading through other managers in a small-team setting, with empathy and clear accountability.
- Sound financial literacy – budgets, management accounts, financial controls.
- Experience of safeguarding, risk management and regulatory compliance.
- Excellent written and verbal communication, including Board-level reporting.
- Commitment to the charity's purpose and to the people we serve.
- Proven track record of leading and embedding organisational change – not just delivering a project, but evidencing how the change has been adopted and sustained by the people affected. Candidates should be ready to talk through specific examples at interview.
- Demonstrable ability to make a leadership role pay for itself – through cost savings, income generation, or a combination – with concrete examples of net financial impact achieved in previous roles.

Desirable

- Fundraising experience across grants, trusts and community sources.
- Knowledge of the cancer support sector or lived experience relevant to our visitor community.
- Familiarity with the local community in and around Pickering.

Terms and how to apply

The role is offered on a part-time basis at 3 days per week, 22.5 hours, with a salary of £50,000 – £70,000 FTE (pro-rata: £30,000 – £42,000 for 3 days). Working pattern to be agreed with the successful candidate. The Board will keep the part-time arrangement under review and may move the role to full-time in line with the charity's growth and the move to the new centre. The appointment is subject to satisfactory references and a DBS check.