

Application

Information Pack

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April 2022

Dear Applicant

**Chief Executive - The Food Chain**

Thank you for your interest in applying for the role of Chief Executive with The Food Chain. We hope the information enclosed in this pack provides enough detail for you to prepare your application.

The closing date for applications is Wednesday 18th May at 17:00

The selection process will include the following elements

First stage: Initial interviews to be held on Thursday 26th May 2022 in our kitchen in King’s Cross

Second stage: selected candidates to visit our Eating Together meal service on Saturday 28th May or Saturday 4th June between 12.30 – 14:00 to meet with volunteers and service users in an informal setting

Third stage: selected candidates to attend a panel interview on Wednesday 22nd June and to meet the staff team informally at 16:00

If you have any questions regarding the position or any information in this information pack that you would like to discuss prior to applying please feel free to contact me at

trustees@foodchain.org.uk

If you would like an informal conversation with Siobhán Lanigan, our current CEO, please contact her on siobhan.lanigan@foodchain.org.uk to arrange a call.

Yours faithfully

Teresa Rider

Chair of Trustees

The Food Chain, Acorn House, 314-320 Gray’s Inn Road, London, WC1X 8DP

Telephone: 020 7843 1800

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| **CHIEF EXECUTIVE** | **£45,000 plus benefits** |
| Significant opportunity for an inspiring individual to lead The Food Chain charity at a pivotal time in our development. In the 4th decade of serving our community, The Food Chain plays a crucial role in meeting the nutrition and support needs of the most vulnerable and marginalised people living with HIV in London at times of crisis in their lives.  We have just moved in to a new kitchen and are ready to develop new forms of income and activities including a community cafe and catering facilities. We are looking for an individual to lead us through a significant period of change, developing our strategy while maintaining focus on our core services. We support 200 households every week in the form of HIV specialist dietetic advice, home delivered groceries, communal meals, nutrition and cookery classes.  Our experienced small team of staff is helped by around 150 fantastic volunteers each year.  |
| **Do you want to be a key link in The Food Chain? If so, visit www.foodchain.org.uk to download an application pack.** **https://bit.ly/3jUZIdm****The closing date for applications is Wednesday 18th May 2022 at 17:00** |
| The Food Chain is an inclusive employer and welcomes applications from all members of the community. The Food Chain, Acorn House, 314-320 Gray’s Inn Road, London, WC1X 8DP  |

About The Food Chain

**The Food Chain in 2022**

The Food Chain occupies a unique position in the UK HIV sector. For 34 years now we have been successful in our mission to provide food and nutritional support for people living with HIV at times of crisis.

During the past two years we responded to a huge increase in referrals to our service and were flexible in meting the needs of people thorughout the pandemic. We are now opening up our in-person services once again and have moved into a new kitchen and community café to begin an exciting new chapter in our story.

Our current CEO, Siobhán Lanigan, is leaving us after 10 years, to enjoy semi-retirement. Our new CEO needs to be ready to lead our experienced and dedicated team of staff and volunteers as we develop new services, activities and income generation possibilities in our beautiful new kitchen and café close to King’s Cross in London.

We believe there are exciting possibilities to become an inclusive community hub that is a safe, stigma-free space where everyone will feel welcome and involved, irrespective of HIV status.

We are a creative community organisation that is responsive to the changing needs of our service users in an ever-changing and challenging environment. Whatever the circumstances we always find a way to best meet the needs of our service users.This is at the heart of everything we do.

We expect you to share our passion, have the organisational skills to motivate and lead our staff and volunteers, and to be keen to make a full contribution to the life of The Food Chain.

In return this role gives you the opportunity to take a key role in the HIV sector and to achieve positive and lasting change in the lives of those we serve. It is a challenging role, but one in which you will be well supported.

We hope that, after reading this information pack, you will be motivated to apply. We look forward to receiving your application.

**Who we are**

The Food Chain exists to provide food and nutrition support at times of crisis. We enable people to move out of crisis, get well and live well with HIV.

We provide a range of tailored services for anyone living with HIV in London who needs help because of poor physical or mental health, poverty, isolation or lack of nutrition knowledge and cookery skills.

We provide one-to-one dietetic assessment and advice, essential groceries, cookery and nutrition classes and hot nutritious lunches served in our safe and welcoming kitchen close to King’s Cross.

Founded on Christmas day 1988, our work is tailored to meet the needs of people living with HIV. Due to a complex interaction of health, economic and social factors, many of our service users are vulnerable, marginalised and isolated at the time we first meet them. For many, our support is a lifeline that helps them survive and then improve so they can live as healthy a life as possible with HIV.

We work collaboratively across the whole of Greater London with referrers from the NHS, local authorities, HIV charities and the wider voluntary sector who are all providing support for people living with HIV and can make referrals to us.

We have an extraordinary cohort of more than 150 active volunteers. We are able to recruit, support and retain volunteers who become involved in all aspects of our service delivery. Each year, their contribution is equivalent to 2 -3 FTE posts.

**Our Activities**

The core work of The Food chain centres on removing all of the barriers – economic, social and emotional, so that a vulnerable person living with HIV can access good food and nutrition.

Each new service user referral begins with a Dietitian-led telephone assessment to ascertain their dietary and cultural nutritional needs, eating patterns, HIV progression, acute and chronic health conditions, and general household set up. They also ask about cookery skills and kitchen facilities. Then they agree personalised goals. The service user’s unique package of Food Chain support, tailored to their individual needs is for 3 months on average.

A uniquely tailored package of support for each individual can include some or all of the following: access to fully qualified HIV specialist dietitians for nutritional assessment and advice, a time limited grocery delivery service, home delivered meals, a communal eating service and cookery classes designed to meet the needs of people with HIV.

In the case of those experiencing ongoing severe food insecurity we may provide further support with an extension of the time limited grocery delivery service up to **3 grocery deliveries** and in exceptionally complex cases a further extension.

In terms of our communal eating service **Eating Together**, service users would normally attend at least 12 social lunches at the Food Chain kitchen (Wednesdays and Saturdays) where they meet and interact with other people living with HIV. Communal eating with like-minded people in a ‘safe space’ can help reduce social isolation, lessen stigma and widen people’s social and support networks.

Our cookery classes **Eating Positively** are offered to clients over 4 sessions where they attend classes in our kitchen. The classes are also a great opportunity to meet other people living with HIV and share experiences. Each class is led by our friendly chef, dietitians and volunteers. The topics are Introduction to nutrition and HIV, eating well on a budget to manage symptoms and side-effects, how to keep your heart healthy and reducing your risk of diabetes. We have also developed a suite of Eating Positively online cookery classes and nutritional advice.

Removing the barriers to good food and nutrition is not just economic or educational but also paramount is removing the social and emotional barriers as well. Our **community café** opening in new premises in 2022 will provide a safe space for people living with HIV where people can be themselves - free of stigma – to share experiences, seek advice and expand their support networks and make friends. There will be volunteering opportunities for service users who choose to give back and add some structure to their daily life.

Improving people’s overall mental health and wellbeing is an important strand of our work; good nutrition can only be sustained by addressing the needs of the whole person. With our extensive network of partners, we are able to signpost individuals effectively and efficiently to the most appropriate organisations to enable them to access support around housing, benefits and asylum issues.

As we enter a new stage in our kitchen and café space the CEO will take a lead role along with our Trustees and staff team in setting our vision for the future and refreshing our strategic aims. Our current strategic aims are summarised below.

1. **Maintain our core nutrition support services**
* HIV specialist dietetic assessment and advice
* Essential grocery deliveries
* Eating Together communal lunches
* Eating Positively cookery and nutrition classes

1. **Develop ways of alleviating the hardship experienced by our service users by**
* Signposting to other providers
* Creating partnerships that bring other providers in to The Food Chain
* Accessing hardship related grants, funds and items

1. **Raise awareness of the complex and multiple needs of people who are not living well with HIV by**
* Sharing our experience and demonstrating the impact of our support services at every opportunity.

1. **Relocate to a new premises** at the end of the lease period for Acorn House

1. **Build the long-term financial sustainability of The Food Chain** by diversifying our income and providing cost effective services.

**Our Service Users**

In the financial year 2021-2022, we provided services for 679 people living with HIV and their 510 dependents.

The age range was 15yr – 75 yrs old, 53% male, 46% female,1% transgender.

Average household income was £66 per week.

The ethnicity of our service users was 27% white, 73% black and ethnically minoritised communities.

The gender identity of our services users was 31% LGBTQ+, 54% heterosexual,15% who preferred not to say.

Our Patrons and Medical Advisory Board

We are fortunate in having a group of dedicated patrons and advisors who support our work. Amongst these are journalist, writer and food critic Jay Rayner, Chef and restauranteur Allegra McEvedy and Food poverty campaigner and cook Jack Monroe. From the world of entertainment Julian Clary, Sir Cameron Mackintosh and Jimmy Somerville and from the world of politics, The Rt Hon Lord Smith of Finsbury.

Our Management Structure

Our Board of Trustees is made up of people with wide ranging skills and experience in the HIV sector, wider voluntary sector, the NHS and other public services and the corporate sector. The full Board meets 6 times each year as well as attending Strategy planning days.

There is a smaller executive working group that meets with the CEO on a monthly basis as way of supporting ongoing work and facilitating swift decision making if that is needed between Board meetings.

This year the Board has also set up a Fundraising Working group to assist with the fundraising challenges facing all charities as we navigate the challenges created by the Covid19 pandemic, and a Community Café development group to help guide and develop our new social enterprise venture.

### CHIEF EXECUTIVE OFFICER - Job description and person specification

**Accountable to:** The Board of Trustees through the Chair of The Food Chain

The Food Chain supports people living with HIV to ensure they access the nutrition they need to get well, stay well and lead healthy, independent lives. We deliver essential groceries, offer cookery and nutrition classes and communal eating opportunities to people living with HIV in London and their dependents

Under the overall direction of the Board of Trustees, and in accordance with The Food Chain’s strategy, policies, procedures and practices, the Chief Executive will be responsible for the staffing, management, budget and overall operations of the charity. They will report to the Chair of Trustees and are a member of the Board.

**The function of the CEO is to:**

1. Provide inspirational leadership to the staff and volunteers of The Food Chain and give overall direction to achieve The Food Chain’s charitable purpose, ensuring that the values and ethos of the organisation are guarded.
2. Manage the organisation’s strategic development; develop a corresponding programme of projects and services to deliver The Food Chain objectives; and achieve associated income generation to ensure the financial security of the organisation.
3. Implement the strategic priorities as set by The Food Chain’s Board of Trustees; develop long-term strategic plans and manage staff in the implementation and ongoing evaluation of these plans.
4. Be responsible for protecting the financial health of the organisation; ensuring constitutional, legal and regulatory obligations are met.
5. Oversee the effective implementation of The Food Chain’s programmes and services, and take responsibility for the management and administration of the charity within the strategic and accountability frameworks established by the board of trustees.
6. Work with the Chair to enable the board of trustees to fulfil its duties and responsibilities for the proper governance of the organisation and to see that the board receives advice and information in a timely, thorough and appropriate manner.

**MAIN RESPONSIBILITIES**

1. **Strategic Development**
* Support the Board of Trustees in the development of a long-term strategy for growth of the Food Chain within the vision, mission and values established by the Board.
* Oversee the development of a strategic approach towards the development of projects, services and social enterprise activities relating to the community café and catering offer
* Oversee the design, development and implementation of the corresponding income generation strategy to secure restricted and unrestricted income necessary for The Food Chain to remain sustainable with positive long-term cash-flow and adequate reserves.
* Identifying opportunities to develop projects relevant to The Food Chain’s objectives; overseeing and assisting the Trust & Foundations Fundraising Manager in the preparation and submission of grant and trust fund bids, to undertake these projects, following up such submissions, and in the event of success ensuring smooth implementation of the projects and reporting on progress to the Board of Trustees and donors as required.
* Work with the Strategic Management team to ensure the effective management and risk assessment of all projects, services and social enterprise activities with appropriate reporting and performance management

**2. External Relationships, Promotion and Project Development**

* Develop, as appropriate, The Food Chain’s public profile, and influence and foster good relationships through liaison with statutory, voluntary and private bodies, Food Chain members, volunteers, patrons and supporters and the public.
* To ensure that the Food Chain is well profiled in the media and to act as the main spokesperson for the organisation, representing it to all forms and levels of media concerning programmes and services, events and other matters as appropriate; to ensure that all Food Chain internal and external stakeholders are aware of the charity’s mission, vital activities and successes.
* Maintain a thorough and in-depth knowledge of all aspects of the work of the Food Chain and its related issues and keep informed of current trends, practices and external affairs that may affect the organisation.
* To be the external face of the organisation, networking at a high level, presenting at conferences, and representing the Food Chain at a senior level to ensure the charity is at the forefront of HIV and other voluntary sector organisations in the UK.

**3. People Management**

* To oversee all activities to ensure efficiency, quality, service, and cost-effective management of resources.
* Provide inspirational leadership to the staff and volunteers of The Food Chain
* Regularly review and update The Food Chain’s human resource policies and procedures.
* Oversee arrangements to ensure the appropriate recruitment, training, support and retention of volunteers.
* To ensure that the organisation has the human, material, financial and research resources it needs to operate effectively.
* Ensure that the recruitment, management, training, development and appraisal of staff (including project managers) are directed to achieving the objectives of the organisation, including the implementation of current employment and equal opportunities legislation and good practice.
* Maintain a climate which attracts, retains and motivates good quality staff.

**4. Income Generation**

* To ensure fundraising and income generation is at the forefront of the activities of the organisation
* To work with staff to ensure income targets are set, effective fundraising strategies and activities are implemented and that the organisation is able to capitalise on its income generation activities.
* To meet with key funders regularly ensuring that supporters are kept up to date with work and recognised for their contributions.
* To research new funding sources and work with fundraising staff to bid for contracts, apply for funding and new work, and proactively seek out new funding and social enterprise opportunities.
* To ensure financial security for the organization to deliver its objectives in conjunction with the Board of Trustees

**5. Finance & Legal Affairs**

* Ensure that the resources of the organisation are best deployed to achieve the required objectives and to implement decisions.
* To ensure that all legal constitutional and regulatory obligations are met and that insurances, liabilities, auditing, legal counsel and internal policies are reviewed, updated and renewed annually.
* To be responsible for the operation of the financial management of The Food Chain ensuring that the organisation remains within the financial parameters set by the Board of Trustees with appropriate risk assessment and that that the annual budget and projected income and expenditure are set, monitored and regularly assessed.
* Act as authorised signatory to all Food Chain accounts and authorise payments in relation to company expenditure and to ensure that the annual accounts and Directors’ report are completed, audited, approved by the Board of Trustees and submitted to Companies House and the Charity Commission annually.
* Produce regular and relevant financial reports, plans and advice for the Board of Trustees and monitor performance against the annual financial budget.
* Oversee the organisation’s legal affairs and advise the Trustees on courses of action where appropriate.

**6. Governance**

* Work with the Board of Trustees, Officers and Advisors and staff to ensure that The Food Chain’s mission is safeguarded, statutory duties are satisfied and strategic objectives and decisions are well-informed, clear and implemented on schedule.
* Ensure the provision of support and effective servicing of meetings and the timely provision of information and advice to the Board of Trustees
* Ensure that an annual budget is set and that there are clear mechanisms in place for monitoring its implementation, and that the Board has timely warning in order to make any necessary adjustments.
* Ensure the Board of Trustees receives regular and appropriate reports on the organisation’s progress in implementing and achieving agreed strategic objectives
* Ensure that appropriate risk management strategies are in place, including full risk assessment and risk monitoring at the project level.
* Ensure effective communications between staff and the Board of Trustees, Officers, sub-committees and working groups and that all staff possess a clear and accurate understanding of The Food Chain’s agreed aims and objectives and plans.
* Ensure the Board of Trustees can be satisfied that the lines of accountability in the staff structure are clear and appropriate, and foster and maintain effective and good relationships between trustees and staff.

**Required profile and person specification**

You will have significant and proven experience of leading and managing a small to medium sized organisation in the UK and will have experience of generating and growing income streams. A strong people manager, you will be able to ensure operational effectiveness and develop the team to deliver existing and new projects and services. You will have a strong grasp of finance management, be capable of advising the Board of Trustees on strategic financial decisions and will be an astute and confident networker who can raise the profile of The Food Chain externally.You will be able to work in a creative and responsive way in an ever-chainging and challenging environment.

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# EDUCATION, KNOWLEDGE & EXPERIENCE

# *Essential*

* Significant recent experience with proven senior management experience in a charity, voluntary organisation or company.
* Successful experience of fundraising with proven knowledge and understanding of the fundraising process and the requirements of funders
* Experience of the strategic planning process including identification of both financial and non-financial risks and their subsequent management for services and projects
* Experience of working to and developing SMART strategic and financial plans
* Experience of communicating effectively to internal and external audiences
* Understanding of working in partnership with volunteers
* Experience of successful partnership working with other organisations
* Extensive knowledge of charity and employment legislation
* Clear and practical understanding of equality, diversity and inclusion policies and best practice
* Significant experience of staff management
* Experience of working with an organisation and its governing body to promote good governance

***Desirable***

* Knowledge and experience of the current issues relating to people living with HIV
* Understanding of general nutrition issues as they relate to poverty and health
* A keen interest in the food and hospitality industry
* An understanding of the UK’s voluntary and statutory healthcare sector
* Experience of managing community-based services in the voluntary sector
* Experience of working in a charity with a health-related mission.

# ABILITIES, SKILLS & APTITUDES

* Excellent written and verbal communication skills, including preparing presentations and talks and public speaking at events
* Persuasive and diplomatic at all levels
* A highly organised and inspirational director, delegator, and motivator
* A team builder, committed to equality, diversity and inclusion
* A facilitator, networker and coordinator
* Able to demonstrate strategic thinking

# PERSONAL ATTRIBUTES

* Committed to working with a charity using volunteers in a variety of capacities
* A demonstrable interest in the issues, policies and strategies affecting people with HIV and empathy with them
* Authoritative, confident and decisive
* Ability to operate effectively under pressure and in a crisis
* Prepared to work unsocial hours, when necessary

**Summary of terms and conditions of service (in addition to statutory rights):**

**Salary:** £45,000 pa

**Hours:** You will work a five-day week of 42.5 hours, including meal breaks.

**Leave:** You will have25 days paid leave, in addition to bank holidays.

Pension: 5% employer contribution

Healthcare: Uk Healthcare insurance scheme

#### **How to apply**

If you wish to apply for this post, please respond by completing the enclosed form, preparing a supporting statement and sending your CV.Please also complete the enclosed Equal Opportunities Monitoring Form.

The supporting statement of each applicant is the only document that will be used for selecting candidates to attend a first stage interview. It is therefore **essential** that you give evidence or examples of your proven experience in each of the area listed above in the **required profile** and person specification.

The recruitment panel will not see any of your personal details at this stage of the selection process.

For those candidates invited for interview, your responses and previous work experience will be discussed further.

Please note that you should also give names, positions, organisations and telephone numbers of at least two referees one of whom should be your current or most recent employer.

For candiates who are selected for the final interview stage we would like to approach your referees prior to the interview, with your agreement.

Applications should be submitted by email to

recruitment@foodchain.org.uk

Your information will be treated in line with our confidentiality policy and practice. The Food Chain will respect the privacy of any and all expressions of interest and/or or applicants for the role.