

Job Description

Title:	Deputy Chief Executive
Responsible to:	Chief Executive
Location	London – with international travel
Responsible for	People: Head of Member Engagement, Head of Core Mission, Springboard Partner, Head of Global Programmes Budget: TBC
Key Working Relationships:	World Board, Lead Volunteers, Regional Chairs, Chairs Team
UK Salary Grade	E

Job Purpose:

The Deputy Chief Executive role ensures the appropriateness and effectiveness of WAGGGS support and delivery to Members Organisations and Regional Committees in line with the WAGGGS strategy. This includes sharing best practice, delivery of programmes, supporting the delivery of the core mission of Girl Guiding and Girl Scouting (leadership practice, girl-experience, girl-led advocacy) with a particular emphasis on delivering demonstrable benefits and services to our Member Organisations. Working with the Chief Executive this role operates at a strategic level within the context of a volunteer led, global charitable organisation.

Our ten aspirations are Girl-powered; Member led; Regionally focused; Volunteer run; A global connector, Fundraising driven; Looking to grow; Raising girls voices; A 12-year vision; Lean, low cost organisation.

The organisation is going through a period of change requiring changes to our ways of working across staff and volunteer teams. During this period, there is a strong emphasis on leading change to develop and embed new approaches, and on complex stakeholder and relationship management across multiple cultures to ensure a shared approach to delivery.

Key Responsibilities:

General

- Work closely with the CEO and World Board on the development and delivery of strategic and operational plans, to deliver the vision and mission of the organisation
- Develop and foster a positive organisational culture, demonstrated through our core values and behaviours that actively supports the delivery of our strategic goals.
- Provide strong leadership and line management for all direct reports. Lead, manage, and develop a competent and highly motivated team that is focused on strategic goals, works collaboratively and maintains a credible professional presence with managers, staff and volunteers.
- 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.

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- Support the Chief Executive to drive significant change through the organisation and in our work with member organisations, volunteers, partners and stakeholders.
- Advise the Chief Executive and World Board on the status of delivery of corporate and strategic plans.
- Identify opportunities where the organisation can make the maximum contribution to members by cross-referral of benefits and services or where there are gaps in member benefits offered.

Member Engagement

- Oversee the Members Engagement team to ensure that member benefits and services are delivered to Member Organisations through a regional structure which is connected to global strategy
- Ensure the effective management of constructive and collaborative relationships with and between Member Organisations, reflecting their particular needs, and take personal responsibility for managing key relationships to ensure the provision of targeted services to support their growth and development
- Support the effective operation of the five volunteer Regional Committees through an integrated approach to planning, delivery and monitoring, and work collaboratively across WAGGGS in the organisation of annual Regional Committee meetings, triennial Regional Conferences and regional representation at the triennial World Conference.
- Ensure the effective coordination of processes for the recruitment, induction, development and deployment of volunteers involved in WAGGGS committees, Working Groups, and operational delivery to maximise their engagement and impact.
- Working with the IT manager to support implementation of new customer relationship management (CRM) systems/ processes to ensure a coordinated streamlined approach to understanding Member Organisations and planning communications
- Oversee communication with Member Organisations to inform organisational learning, including through the volunteer resource network (Mobilise) and the global hub and ensure they are listened to and engaged in WAGGGS strategy development and operations
- Lead the implementation of the annual membership survey and have oversight of any other data collection, evidence and research initiatives
- Create, foster and manage effective relationships with Member Organisations, ensuring the highest standards of member benefits and service are maintained and acting as a senior level conduit for the two-way flow of strategic information.

Core mission and Programme Development & Delivery

- Provide strategic oversight of the organisations' educational programmes, directing relevant staff and volunteers to work with the regional committees and relevant working groups to ensure the effective and efficient delivery of a successful and coherent educational programme
- Oversee the work of core mission team to strengthen Member Organisations non-formal Girl Guiding/Girl Scouting education programmes (leadership practice, girl experience and advocacy)
- Oversee the content, quality of experience, and follow up of WAGGGS core mission and globally funded programmes, and ensure that they are in line with the mission and vision of WAGGGS

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- 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
- Ensure a joined-up approach to the monitoring and evaluation of core mission and national, regional and globally funded programme development, design, delivery and impact
- Ensure close working relationships between the core mission, strategic partnership, member engagement and global programmes teams to meet MO priorities and donor requirements

Cross organisation

- 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
- Provide clear, consistent, highly visible and authentic leadership across WAGGGS and act as a role model to create a 'one team' ethos and a working environment that inspires volunteers and staff, and builds trust, empowerment, high performance and continuous improvement
- Focus the efforts of departmental teams on delivering the agreed WAGGGS strategy; 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
- Take responsibility for regular reporting on progress against the organisational strategy and business plans
- Take 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
- 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

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:
Qualifications:	<ul style="list-style-type: none"> • Post-graduate qualification in education/management or equivalent in the social sciences and/or specialisation in social justice and gender equality or equivalent experience 	<ul style="list-style-type: none"> • Master’s degree in related discipline • Management qualification • Leading organisational change
Experience:	<ul style="list-style-type: none"> • Significant experience of working in a membership-based organisation and/or an NGOs or other cause-based organisations • Successful experience of overseeing partnership with volunteers and volunteer-led committees and working groups at a strategic and operational level • Successful track record in overseeing 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 • Experience of managing significant financial resources, including developing forecasts, budgets, monitoring expenditure and outcomes, risk management, managing accounting systems and procedures • Well-developed range of management skills including strategy development; people management; relationship management; project and change management 	<ul style="list-style-type: none"> • An understanding of the Girl Guiding/ Girl Scouting Movement, its aims and ethos • Able to effectively oversee the management of remote staff and volunteers and the delivery of benefits, services and programmes through remote staff and volunteers • Takes steps to address root causes of highly complex problems • Is an innovative thinker and a focal point for expertise across work covered by direct reports • Develops ways of applying new knowledge or technology and ensures lessons are learnt

Person Specification

	<ul style="list-style-type: none"> • Experience of high-level management decision making e.g. at Leadership, Board/strategic level 	<ul style="list-style-type: none"> • Identifies trends from complex or conflicting data
Skills and Knowledge:	<ul style="list-style-type: none"> • 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 • Comprehensive and demonstrable knowledge of current trends, reforms and initiatives that impact on the experience of girls and women • 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 • Political acumen, tact, diplomacy and capacity to express shades of opinion and views working within a diversity, equity, inclusion and equality ethos • Consistently delivers inspiring, engaging and meaningful messages about the organisation's direction of travel 	<ul style="list-style-type: none"> • Comprehensive and demonstrable knowledge of current gender equity and equality factors, reforms and initiatives
Personal Qualities:	<ul style="list-style-type: none"> • 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 	

Person Specification

	<ul style="list-style-type: none"> • Champions fairness, equity, equality & diversity across the organisation • Creates a culture of flexibility and responsiveness, ensuring that direct reports act as role models, lead by example, are objective and professional • Demonstrates visible leadership – holds self to account for outcomes • Considers challenges to strategy, shows the utmost respect and responds with feedback that is fully explained 	
Other Requirements:	<ul style="list-style-type: none"> • Together with the CEO and World Board, sets the agenda and strategy that meets best value for money and involves others appropriately • Ability to travel internationally as required for business purposes 	<ul style="list-style-type: none"> • Language skills, in particular French, Spanish or Arabic.
Working for WAGGGS:	<ul style="list-style-type: none"> • Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional. • 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. 	