



Blackpool

Deputy Chief Executive Officer

Recruitment pack

Hours: 37 hours per week (full-time)

Location: Whitegate Drive, Blackpool (hybrid working available)

Benefits: 5% employer pension contribution, Cycle to Work Scheme, EV Salary Sacrifice Scheme, and a comprehensive Employee Assistance Programme

Make a lasting difference to people's lives in Blackpool

Citizens Advice Blackpool has grown significantly in recent years, expanding our reach and developing innovative projects that respond to local needs. We're proud of our impact — helping thousands of people every year to find a way forward with the issues they face, from debt, benefits and housing to employment, energy, and health.

We are now seeking a **Deputy CEO** to join our leadership team at an exciting stage in our development.

Working closely with the Chief Executive and Trustee Board, you'll play a key role in shaping our future, driving income generation through trusts, foundations and grant funding, overseeing the delivery of funded contracts, and ensuring we can clearly demonstrate our impact to funders and partners.

You'll bring experience from the voluntary, community, faith and social enterprise (VCFSE) sector — someone who understands the challenges and opportunities of leading a local charity. You'll be confident in writing successful funding bids, managing funded projects, analysing data, and producing high-quality reports.

Most importantly, you'll share our values of **social justice, inclusion and respect**, with a genuine commitment to helping local people build better lives.

Closing date: 7th November 2025

Initial Interviews: 19th November 2025

Second stage interviews: 28th November 2025

For an informal discussion about the role, please contact Tracy Hopkins CEO, tracy.hopkins@blackpoolcab.org.uk

To apply, please send your CV and a supporting statement (no more than two sides of A4) addressing the person specification to lorraine.fisher@blackpoolcab.org.uk. Please mark the email as 'private and confidential Deputy CEO application'.

Job Description

Job Title: Deputy Chief Executive Officer

Responsible to: Chief Executive Officer

Hours: 37 hours per week

Salary: £46,500 – £51,250 per annum

Location: Whitegate Drive, Blackpool (hybrid working available)

Purpose of the Role

The Deputy CEO will provide strategic and operational leadership alongside the CEO, supporting the continued growth, sustainability, and impact of Citizens Advice Blackpool. The postholder will lead on income generation, contract compliance, and impact reporting, ensuring that our services are well managed, well-funded, and delivering measurable outcomes for our community.

Key Responsibilities

1. Leadership and Strategic Development

- Work closely with the CEO and Trustee Board to develop and deliver the organisation's strategic plan.
- Deputise for the CEO as required, representing Citizens Advice Blackpool at meetings, networks, and external events.
- Provide clear leadership to staff, volunteers, and project leads, supporting a culture of inclusion, learning, and high performance.
- Contribute to the ongoing development of the charity's business plan, identifying opportunities for innovation and partnership working.

2. Income Generation and Fundraising

- Lead on developing funding applications to trusts, foundations, and statutory sources.
- Identify new income opportunities and partnerships that align with the organisation's aims and capacity.
- Maintain a rolling funding pipeline and monitor progress towards income targets.

- Support project leads in developing cases for support and capturing evidence of impact for future bids.

3. Contract Compliance and Impact Reporting

- Oversee the effective management and delivery of funded projects, ensuring compliance with contractual, financial, and reporting requirements.
- Lead on developing systems for monitoring, evaluation, and impact measurement across the organisation.
- Produce high-quality narrative and data-driven reports for funders, partners, and the Board.
- Ensure that learning from delivery and data analysis informs future planning and service improvement.

4. Governance and Risk Management

- Support the CEO and Trustees in ensuring robust governance and compliance with Citizens Advice membership standards, charity law, and funder requirements.
- Contribute to risk management and business continuity planning, ensuring the organisation is resilient and sustainable.

5. Organisational Development and Culture

- Support continuous improvement in processes, systems, and communications.
- Promote the values and culture of Citizens Advice Blackpool, ensuring equity, diversity and inclusion are embedded in all areas of work.
- Contribute to staff wellbeing, team development, and internal communication.

Relationships

- Reports directly to the Chief Executive Officer.
- Works closely with senior managers, project leads, and the Trustee Board.
- Liaises with key partners, funders, and external stakeholders across public, private, and voluntary sectors.

Person Specification

Essential Criteria

Experience and Knowledge

- Proven experience in the voluntary, community, faith or social enterprise (VCFSE) sector.
- A strong track record of successful income generation through trusts, foundations, or grant funding.
- Experience of managing or overseeing funded projects, ensuring compliance with funder requirements.
- Understanding of the challenges faced by people accessing Citizens Advice services, including poverty, debt, housing, and welfare issues.
- Knowledge of impact measurement, data analysis, and reporting to demonstrate social value and outcomes.

Skills and Abilities

- Excellent written skills, including funding bids, board reports, and impact summaries.
- Strong IT skills, including use of data management and analysis tools.
- Ability to think strategically while maintaining attention to operational detail.
- Confident communicator able to build strong relationships with partners and funders.
- Capable of leading and motivating staff and volunteers in a values-driven environment.
- High level of personal organisation, resilience, and adaptability.

Values and Behaviours

- Commitment to the aims and principles of the Citizens Advice service.
- Passion for social justice, inclusion, and community empowerment.
- Integrity, professionalism, and respect for confidentiality.
- Collaborative and positive approach to problem solving.

Desirable Criteria

- Experience of working within the Citizens Advice network or a similar advice-based setting.

- Understanding of local and regional partnership structures, including health, local government, and voluntary sector networks.
 - Experience of financial management and budgeting.
 - Knowledge of relevant local issues affecting Blackpool residents.
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Terms and Benefits

- Full-time, 37 hours per week
 - Salary: £46,500 – £51,250 per annum (depending on experience)
 - 5% employer pension contribution
 - Cycle to Work Scheme and EV Salary Sacrifice Scheme
 - Comprehensive Employee Assistance Programme
 - Flexible, hybrid working arrangements
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How to Apply

Please submit your CV and a supporting statement (no more than two sides of A4) outlining how you meet the person specification.

Email your application to: lorraine.fisher@blackpoolcab.org.uk

We value diversity and welcome applications from all sections of the community.

Citizens Advice Blackpool is committed to equity, inclusion, and ensuring a workplace where everyone is respected and supported.