



Job title:	Deputy CEO
Reporting to:	Chief Executive
Salary:	Circa £50,000 + 5% pension
Hours:	Full Time (35hrs)
Based:	Hybrid (Home Working, with access Hub in Edinburgh).
Start date:	ASAP

About Firstport

The Firstport Group is Scotland's leading agency for supporting social entrepreneurs, social enterprises and purpose-led businesses. Encompassing Firstport for Social Entrepreneurs and trading subsidiaries FirstImpact & Impact Investment Partnership Scotland, the group has over 14 years' experience supporting thousands of entrepreneurs to develop, start, and grow their businesses.

Firstport is Scotland's development agency for start-up social enterprise. We support early-stage social enterprises and highly motivated people to test, refine and grow their ideas into viable social businesses. Our package of support includes seed funds, business advice, training, practical tools, and connections to help social entrepreneurs make their ideas a reality.

FirstImpact works with the wider business as a force for good movement across all sectors who want to structure and grow their businesses in a way that is profitable, mission-led, and impact-focused.

In 2019 we launched our strategy, [Increasing Social Impact Through Entrepreneurship](#), with a focus on increasing our capacity to support the growing interest in social entrepreneurship and playing a more purposeful role in shaping the wellbeing economy in Scotland. While we continue to pursue the principles outlined in the strategy, we are doing so with a renewed and refreshed focus, considering the context in which we now operate, and the need to respond to a different future.

We are committed to equality, diversity, and inclusion, and we aim to recruit and retain the best candidates from the widest pool of talent, one which reflects the communities we serve.

We strive to create an environment where everyone can be themselves and do their best work. We offer:

- A generous holiday package with 33 annual leave entitlement (including bank holidays). Office closure the days between Christmas and New Year
- Pension scheme
- Flexible working
- An Employee Assistance Programme, which provides access to a range of support relating to work/life balance, physical, emotional, and mental health
- Bike-to-work scheme

Find out more about us on our website - www.firstport.org.uk



Job purpose:

The Deputy CEO (DCEO) will oversee the design, enhancement, implementation, reporting, and oversight of Firstport's financials, operations, human resources and compliance. Reporting to the Chief Executive and working as a key member of the Senior Management team, the DCEO will take a leadership role in building, implementing, and overseeing all of the organisations systems, processes, workflows, and procedures. The DCEO will also play a critical role in helping to shape and guide the future growth and development of Firstport. The DCEO will develop, refine and implement Operations strategy including aspects such as staff selection, product design and delivery, quality management, client outreach and communications. S/he will be responsible for the management of the overall quality and efficiency of operations. S/he will ensure that the company delivers an outstanding service that is client focused and efficient at all times and meets companywide social and commercial KPIs.

Essential Duties and Responsibilities:

Achieve Business Performance

- Be accountable for the aggregate plan and delivery of systems, operations, and the general operating model of Firstport.
- Leverage the advantages of bringing together the operational expertise and drive through more efficient ways of working.
- Ensure strategic objectives shaped at Senior Management Team and Board level are translated into business plans with mechanisms for key measurements in place to monitor progress.
- Ensure that programmes are delivered in line with directions from the Chief Executive and Board of Directors.
- Support the group commercial strategy helping the CEO and Head of Business Development's
- Coordinate the efforts of the different operational areas under management to ensure minimal duplication of efforts, maximum efficiency and to maximize value for money.
- Re-balance resources between different areas e.g. reallocating budgets, but within overall approved resources for the year.
- Contribute to the development of organisational strategy for the next 2-3 years by providing a view on potential improvements for products or services and an assessment of the existing situation and anticipated changes in the external environment.
- Oversee the management of departmental budgets including signing off of invoices and quotes within mandate. Escalate out of budget items to the Chief Executive for approval.
- Analyse effectiveness of processes and systems in use in general for Firstport and recommend corrective action or automation.
- Review performance against strategic priorities, discuss gaps and agree on action plans to close gaps.
- Benchmark productivity of the department against industry standards and create measures to improve productivity.

People Management/Leadership

- Build strong relationships with key stakeholders and peers on the Senior Management Team to ensure the correct focus.
- Line Manage the Head of Programmes, Programme Managers and Business Advisors.

- Work with the Chief Executive to provide support for the Head of Business Development and Head of Comms & Digital.
- Provide clear directions on strategic goals, translating and prioritizing them into business and performance measures.
- Lead, inspire and coach a team of high calibre professionals.
- Ensure that managers create effective workforce plans for their areas.
- Review Performance reports to determine effectiveness of interventions.
- Deputise for the CEO as required

Driving Business Direction

- To be an integral part and driver of the strategic planning, budgeting and forecasting of business requirements and decision making process.
- Build strong relationships with key external stakeholders, government, suppliers, etc. to ensure correct focus and direction for Firstport at operations level.
- Ensure an effective and efficient operating model is maintained.
- Develop and facilitate planning across the operational environment.
- Ensure that a proper infrastructure (building, systems and staff complement) is maintained and developed.
- Accountable for planning and operationalising newly secured contracts and newly developed programmes.

Person Specification:

- Detailed knowledge of issues in the social enterprise sphere across Scotland
- Detailed knowledge of policy / decision making framework in this area and the ability to input into development plans accordingly
- Detailed knowledge of business support delivery and awards management processes
- Experience of managing development programmes
- Able to develop and interpret information sources which assist in achieving objectives and decision making e.g. capacity management, workflow analysis
- High level communication and people skills
 - able to engage with, and develop rapport with a wide spectrum of people in the social enterprise sphere
 - able to oversee and line manage a number of work-streams and projects across the Operational team
 - able to work in conjunction with other internal functions e.g. Business Development, Marketing and Communications
- Experience of managing a team of people working on inter-related activities
- Project management skills
 - able to manage high levels of uncertainty and ambiguity
 - able to develop flexible project plans whilst ensuring that key milestones are achieved
 - able to manage several projects at different stages simultaneously
- Sound financial skills – able to develop plan which are cost efficient
- Clear thinker, who is able to set own priorities, objectives and plans – and manages time accordingly



- Able to travel frequently and widely across Scotland to visit any location where the organisation operates, or may operate

Person specification - skills and key qualities

We are looking for talented people from a wide range of backgrounds and communities. Whether through lived or gained experience, or both, you will understand and share a passion for what we do.

Essential

- Significant experience leading a fast paced and growing organisation
- Entrepreneurial flair.
- Understanding of the issues and challenges in setting up a new enterprise and particularly an impact driven enterprise in Scotland.
- Qualified to a degree level or equivalent
- Robust Financial Management Skills including income forecasting.
- Innovative and proactive mindset and able to contribute to the development of new services/ways of working/methods of support.
- Flexible and autonomous in their approach
- High level communication and people management skills:
 - able to engage, develop rapport with and influence thinking
 - able to challenge, motivate and encourage with coaching style
 - able to work with people from diverse backgrounds and communities, with different types of support needs
- Ability to think strategically and plan operations appropriately, with high levels of uncertainty and ambiguity
- Clear thinker, who is able to set own priorities, objectives and plans
- Ability to travel widely across Scotland to visit any location where the organisation operates or may operate.
- Digitally confident, open to working in digital ways and using a range of tools and technologies
- Target-driven

Desirable

- An understanding of the social enterprise and purpose driven business ecosystems
- A grasp of business start-ups and the issues faced by entrepreneurs.
- A sound knowledge of funding mechanisms and processes is advantageous.
- Understanding of the needs of both rural and urban communities
- An understanding and/or interest in digital ways of working and agile principles
- Experience using Salesforce or other CRM