



Chief Officer Application Pack

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Please contact us; jobs@possabilitypeople.org.uk
or phone 01273 89 40 40

Welcome from our Chair of Trustees

Dear applicant

I'm Maddy Hamp, and I've been Chair of Trustees at Possability People since 2019. As a disabled person myself, I feel proud to be part of an organisation that brings real change to the lives of disabled people and those living with long term physical and mental health conditions.



We have a committed and passionate team of staff, volunteers, and trustees, all of whom are united in a common goal to improve the lives of disabled people and those living with long term health conditions.

We are proud to have supported and empowered tens of thousands of people since we first began in 1981, and we are dedicated to continuing to do so.

I am delighted that you are considering joining our team. This pack aims to give you an insight into our work, values, and culture.

I hope you find this information useful, and I look forward to hopefully working together in the future.

Best wishes

Maddy Hamp

Chair of Trustees

PS – [Have a look at our 24/25 Impact Report](#) to see the difference we make to our community.

About Possability People

Possability People is an established, user-led disability charity working across Brighton & Hove and Sussex. Founded in 1981, we have more than 40 years' experience of working alongside disabled people and people with health conditions.

Our vision:

A society where anything is possible regardless of ability.

Our mission:

Enabling and empowering people with health conditions to live the life they choose.

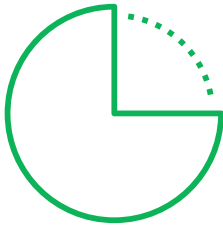
We are a **user-led organisation**, which means the experience and expertise of disabled people is central to how we understand issues, make decisions and develop our work. We believe people should have choice and control over the support they receive and the lives they lead.

Our strength comes from the people who make up Possability People. Our members, staff, volunteers and Trustees bring a mix of lived experience, professional expertise and a deep understanding of the barriers disabled people can face.



Our work and impact

We are a relatively small organisation with a strong local identity, but our work reaches across Brighton & Hove and Sussex. We have built a trusted reputation over many years and have developed strong relationships with communities and organisations across the region.



**75% of our staff and volunteers
have lived experience of disability**

We provide practical, person-centred support that helps disabled people and people with long-term health conditions have greater choice, independence and control over their lives.

Our work spans direct support, community engagement and influencing change:

- **Advice Centre** – providing free, independent information, advice and support on issues affecting disabled people and people with long-term health conditions.
- **At Home** – providing care and support that helps people live independently in their own homes, with dignity, choice and continuity.
- **Community Engagement and co-production** – creating opportunities for disabled people to have their voices heard, influence services and shape decisions that affect their lives.
- **Hospital Discharge Support** – helping people return home safely from hospital, including practical support and grants to prevent delays and avoid unnecessary readmissions.
- **PA Noticeboard** – connecting disabled people who employ Personal Assistants with people looking for PA work.
- **Payroll and Supported Bank Accounts** – providing practical support to people who employ Personal Assistants, including payroll and financial administration.
- **Shopmobility** – providing mobility equipment to help people get out and about and take part in their community.

Our impact in numbers

27,766 hours of care delivered through At Home

5,859 contacts with our Advice Centre

4,751 people engaged through our community work

1,151 clients supported through Payroll and Supported Bank Accounts

543 mobility hires through Shopmobility

268 hospital discharge referrals including 140 delayed discharges prevented and 83 hospital admissions avoided

But our impact isn't only measured in numbers. Through our community and co-production work, disabled people help shape services, influence commissioning and bring lived experience directly into strategic decision-making. Our lived-experience groups and patient-led work have influenced mental health services and wider system change across Brighton & Hove and Sussex.

The figures above are taken from our Impact Report. [Read our full Impact Report](#) for more about our work, achievements and impact.



Our values

Our values aren't just written down - they're lived

We show up with empathy, honesty, and care, and we stick around when it counts. We help people find their voice, and when needed, we raise ours in solidarity. We keep our promises, act with integrity, and stand with courage and conviction. That's what makes the difference, and that's why we're proud of who we are.

Our values

Honest. Holistic. Human

Co-produce, don't impose.

We design services with the people who use them. It's just better that way.

Personalised support

Every person's different, every journey's different.

Support shaped around real lives, building tools and confidence to move forward.

Everyone gets a voice

Inclusive. Intersectional. Unapologetic.

We're here for everyone. And if a system shuts people out, we challenge it.

We get stuff done

We do what works.

We're bold, practical, and action-driven. We don't tick boxes - we get results.

Aspiring to disrupt

Change takes courage.

We're not afraid to do things differently.



Where we are now

Possability People is at an important point in its development. We have a strong identity, a clear purpose and committed staff, volunteers and Trustees. We operate in a challenging environment, however, and need to be realistic about what we can deliver with the resources available to us.

We have a diverse range of services and activities, strong relationships across Brighton & Hove and Sussex, and considerable expertise and lived experience within the organisation. We also have opportunities to build on our profile, partnerships and income, while ensuring that our resources remain focused on the areas where we can have the greatest impact.

The next phase will require clear choices about our priorities, how we use our resources and how we develop the organisation for the future. We are looking for a Chief Officer who can work with Trustees, staff and volunteers to provide that direction while maintaining the quality and accessibility of our services and staying true to what makes Possability People distinctive.

The opportunity

What you might love about this role

This is an opportunity to lead Possability People into its next phase. We have a strong foundation, an established reputation and people who care deeply about what we do. The next Chief Officer will work with our Trustees, staff, volunteers and wider community to build on that foundation, make clear choices about our future and strengthen our ability to deliver lasting impact.

You'll be leading an organisation with a clear purpose and a strong sense of identity. Our user-led approach isn't just something we put in our policies, it shapes how we think, work and make decisions.

You'll have the opportunity to make a real difference. Our services have a direct impact on people's everyday lives, from getting home after hospital to accessing benefits, finding a Personal Assistant or simply being able to get out and about.

You'll work with people who care deeply about what we do. Our staff and volunteers bring commitment, lived experience and a genuine connection to our purpose.

You'll have room to shape what comes next. This is an organisation with a strong history and established services, but it is not standing still. The next Chief Officer will have the opportunity to build on what works, tackle what doesn't and help shape our future.

And you'll get to lead in a way that feels human. We're ambitious about our impact, but we're also a relatively small organisation where relationships matter, people know each other and your leadership can make a visible difference.



Fancy a chat?

To arrange an informal conversation before applying please contact Emily Keller, Interim Chief Officer: emily@possabilitypeople.org.uk

Priorities for the Chief Officer

1. **Set clear strategic direction and strengthen governance**, working with the Trustee Board and Senior Leadership Team to establish a realistic, focused strategy and delivery plan for the next 3 years, with clear priorities, outcomes and accountabilities.
2. **Strengthen financial resilience and sustainable growth** through robust financial management, realistic planning and a diversified pipeline of sustainable income, grants, contracts and partnerships.
3. **Build trust, cohesion and confidence** across staff and volunteer teams through visible, accessible and open leadership; listen before acting and involve people meaningfully in change.
4. **Protect what makes PP special while developing for the future**, maintaining service quality and organisational stability, making difficult decisions when required and ensuring resources are directed to the greatest impact.
5. **Keep understanding of disability and lived experience at the heart of PP's work**, ensuring that strategic and organisational decisions remain grounded in the experiences, needs and expertise of disabled people.
6. **Raise Possability People's profile, reach and influence**, developing relationships across Brighton & Hove and beyond with communities, commissioners, funders, the NHS, local authorities, employers and voluntary-sector partners.

Staff and volunteer feedback

We asked our staff and volunteers what they want from our next Chief Officer.

*“I would like to see someone who **understands the lives and experiences of disabled people and the barriers they face** — not just from a policy perspective, but by genuinely listening to people and understanding what life is really like.”*

Their feedback was clear. They want a leader who will **listen, communicate openly, bring people together and make sure staff have a voice**. Someone who can provide stability while also helping Possability People look ahead and develop.

*“It is critical that the new CEO has a **strong sense of justice and equality**, and is willing to go against the grain to stand up for the most vulnerable in our disabled communities.”*

*“Someone who can **manage the day-to-day challenges but still has big ideas**, ambitious plans and clear goals for the future.”*

They want a Chief Officer who understands and respects our user-led approach, builds strong relationships across the organisation and creates a sense of connection between our different teams and services.

In short, they want a leader who will listen, communicate, collaborate and bring people with them.

*“Just a daily **5 minutes in the kitchen talking to staff (including volunteers!)** about what they do and how they do it works wonders for morale.”*

*“**Understand and share the values of the charity** and always put the customer first.”*

*“...you have to spin lots of plates at the same time and **be comfortable getting stuck in.**”*

This feedback has helped shape the recruitment process and the qualities we are looking for in our next Chief Officer.

*“There is a solid foundation of trust, credibility and goodwill to build on, and this provides **real opportunities for growth**, influence and long-term sustainability.”*

*“**This organisation is something truly special** and although innovation is required, the core values must be preserved.”*

With thanks to everyone who took part in providing this feedback.



Job Description & Person Specification

CHIEF OFFICER

Salary:	£55,000
Reports to:	Chair of Trustees
Working Hours:	35 hours per week, full time
Holidays:	28 days plus Bank Holidays

About Possability People

Possability People is a user-led pan-impairment disability charity based in Brighton and mainly working across Sussex, with some services further afield in the UK. We work with people with a range of health conditions, including mental health, as well as older people, to remove the barriers disabled people face and support disabled people to have choice and control over their lives.

Role's purpose

Possability People provides advice, practical support, community engagement and other services to disabled people. We combine direct services with partnership working and work to influence wider systems and communities.

The Chief Officer provides overall leadership for Possability People, working with Trustees, the Senior Leadership Team, Project Leads, staff and volunteers to ensure the charity has clear direction, sustainable finances, effective services and the organisational capacity to deliver its purpose. The Chief Officer will build on the strengths already within the organisation while providing the leadership, challenge and momentum needed to develop PP for the future.

Context

As a user led organisation, any applicant of Possability People must be able to demonstrate that they prioritise the needs of service users and demonstrate an empathetic, confidential and understanding approach at all times.

This role is located at our head office in Kemp Town, Brighton, East Sussex. There are opportunities for flexible and home working, with an expectation that approximately 50% of working time will be office-based.

The role may require attendance at meetings and events outside normal working hours, including six-weekly or quarterly Trustee meetings, which are usually held on Wednesday evenings, and occasional weekend events or fundraising activities.

Notes

All appointments are subject to a six month probationary period.

All appointments are subject to satisfactory references being received and verified.

All appointments are subject to confirmation of identity.

All other terms and conditions are fully described in the contract of employment.

All posts within Possability People have the opportunity of an annual review/evaluation.

Job Description

Strategy and organisational direction

- a) **Lead the development and delivery of PP's strategic direction** with Trustees, SLT and Project Leads, maintaining a clear whole-organisation view and momentum.
- b) **Review priorities as circumstances, evidence and opportunities change**, bringing significant changes to Trustees.
- c) **Challenge activity that** does not align with PP's purpose, priorities, capacity or resources, and take action where appropriate.

Financial sustainability, income and resource management

- d) **Lead PP's financial sustainability**, working with the Finance Manager to understand the organisation's financial position and using this information to make informed decisions about resources, expenditure and investment, ensuring these are affordable, sustainable and appropriately risk assessed.
- e) **Lead PP's approach to developing sustainable and diverse income**. Build strategic relationships with funders, commissioners, and partners, and identify and assess opportunities to generate income from PP's expertise, services, relationships and assets. Ensure significant opportunities have clear ownership and momentum.
- f) **Provide Trustees with clear financial information** and assurance, enabling effective oversight of PP's financial sustainability and performance.

People, culture and leadership

- g) **Lead and manage the SLT**, setting clear priorities and expectations and fostering collaborative leadership and a positive organisational culture in which people are supported, accountable and able to develop.
- h) **Ensure managers and Project Leads take responsibility** for leadership, performance, development and wellbeing within their areas, working with the People & Operations Lead on workforce planning, structure, reward and organisational development.
- i) **Make difficult leadership decisions** where required, seeking appropriate advice and support.

Services, quality, impact and effectiveness

- j) **Provide overall leadership** for the quality, relevance, accessibility, sustainability and impact of PP's services, ensuring decisions reflect lived experience, evidence, demand, impact, capacity and financial viability.
- k) **Work with SLT and Project Leads** to maintain quality, address issues, improve processes and identify opportunities to increase reach, impact and efficiency, including through effective use of digital technology and innovation.
- l) **Ensure PP has the systems, structures, capacity and clear responsibilities needed to deliver its priorities effectively**, with operational issues resolved at the appropriate level and organisational commitments realistic and deliverable.

Partnerships, profile, and influence

- m) **Act as PP's principal external champion** and public face, building strategic relationships across Brighton & Hove, Sussex and beyond to strengthen PP's profile, influence, partnerships and reach.
- n) **Develop and maintain a clear, compelling and accurate external voice for PP**, working with SLT to ensure it reflects the organisation's work, experience and impact and connects external relationships and opportunities to strategic priorities, services and income.

Governance, risk and compliance

- o) **Maintain an effective working relationship with the Board and Chair of Trustees**, ensuring meetings, agendas, papers, reports and minutes are well planned and provided in a timely manner. Work with the Chair to agree and review the Chief Officer's objectives and performance
- p) **Provide Trustees with clear, timely and honest information** on performance, risks, opportunities and significant decisions, ensuring matters are brought to the Board at the appropriate time.
- q) **Ensure PP meets its legal, regulatory, contractual and governance obligations**, working with SLT and relevant leads to manage risks and compliance within their areas.

- r) **Maintain oversight of organisational risk, compliance and safeguarding**, ensuring significant issues are identified, managed and escalated appropriately, and that safeguarding is embedded in organisational leadership, decision-making and service delivery.
- s) **Take responsibility for safeguarding** and promoting the welfare and protection of children and adults with whom they have contact or for whom they are responsible.

Job Review

This is a summary description of the role, as it is constituted at present. The above does not represent an exhaustive list of the duties and responsibilities of the role.

It will be the practice of Possability People to examine periodically employee's job descriptions to ensure that they accurately reflect the job being performed and/ or that proposed developments are incorporated, as part of the process of personal objective setting.

It is the Trustees aim to reach an agreement on reasonable changes but if such agreement is not possible, Possability People reserves the right to insist on changes after appropriate consultation with the post holder.

Person Specification

Essential Experience & Qualities

Working with disabled people

1. Lived experience *OR* an in-depth understanding of the barriers disabled people face and an enabling approach to overcoming them.
2. Understanding of and commitment to the social model of disability and to providing high-quality, person-centred and accessible services and support for disabled people.
3. Understanding of and commitment to equality, diversity and inclusion in practice, with a commitment to embedding it in organisational culture, services and decision-making

Strategy and organisational direction

4. Significant senior leadership experience in a charity, not-for-profit or other relevant organisation, with experience of developing and implementing strategy.
5. Ability to take a whole-organisation view, set priorities, manage competing demands and lead through significant change and difficult decisions.

Financial sustainability, income and resource management

6. Strong financial understanding, including an understanding of charity finance and funding, with experience of making informed judgements about resource allocation, expenditure, income and organisational sustainability.
7. Experience of developing income and/or fundraising opportunities and leading others to pursue them, with the ability to see the bigger picture, identify and assess opportunities, and turn them into sustainable income.

People, culture and leadership

8. Experience of leading teams and developing a positive, inclusive and accountable culture, with the ability to build trust, set expectations and support others to succeed.

Services, quality, impact and effectiveness

- 9. Experience of overseeing services, projects or programmes, with a focus on quality, accessibility, impact and continuous improvement.
- 10. Ability to use evidence, lived experience and feedback to inform decisions and organisational development.

Partnerships, profile and influence

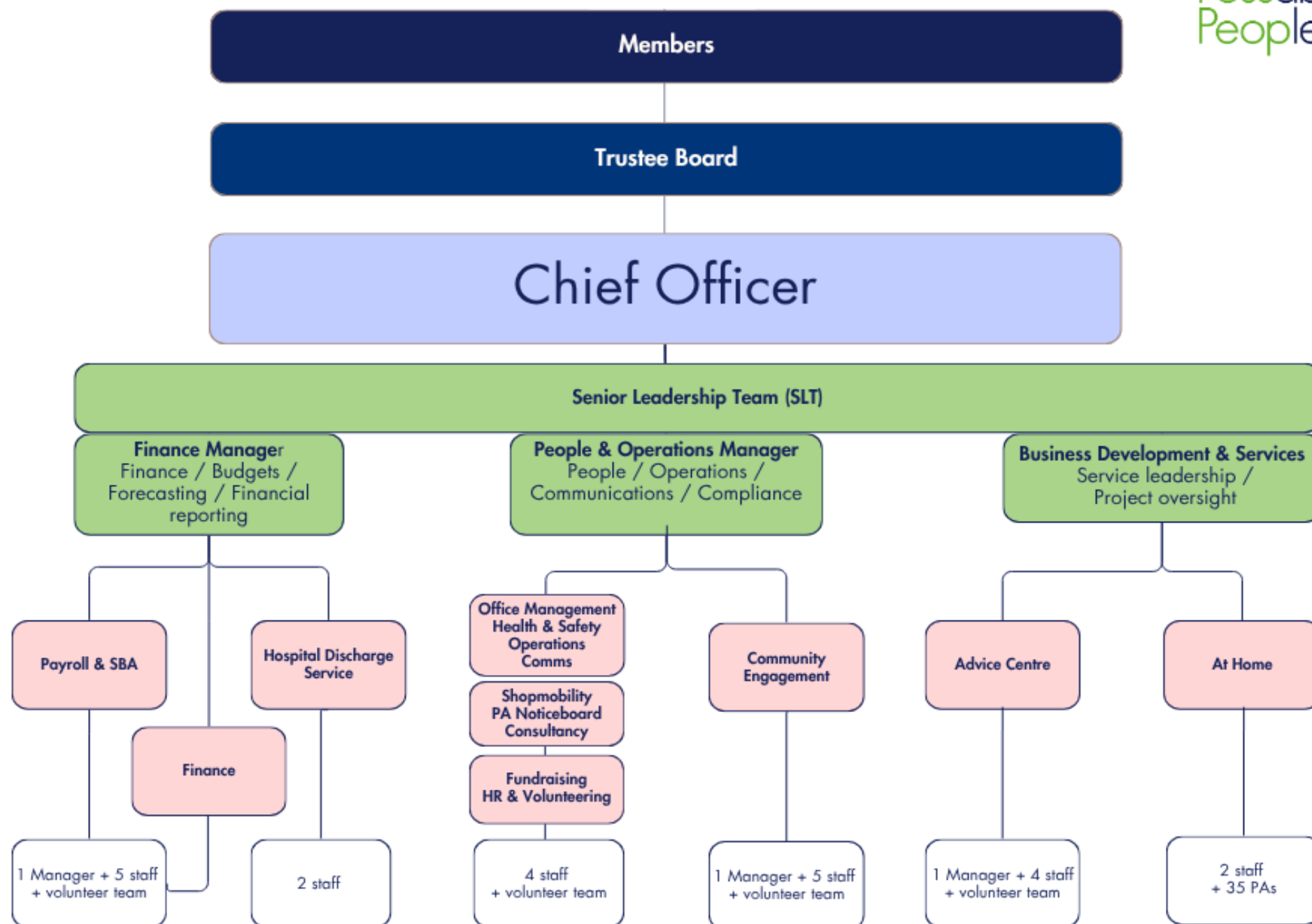
- 11. Significant experience of building and maintaining effective relationships and networks with a range of stakeholders, including funders, commissioners and partners.
- 12. Excellent written and verbal communication skills, with the ability to listen, communicate clearly, represent an organisation externally, challenge constructively and bring people with them.
- 13. Demonstrable ability to respond pragmatically to challenges, identify opportunities, take action and maintain momentum.

Governance, risk and compliance

- 14. Understanding of charity governance and the relationship between Trustees and senior management, with the ability to work effectively with a Chair and Board.
- 15. Experience of overseeing organisational risk, compliance and safeguarding, with the ability to identify, manage and escalate significant issues appropriately.

Desirable Experience & Qualities

- 16. Previous experience as a Chief Executive, Chief Officer or equivalent organisational leadership role.
- 17. Commercial or income-generation experience, particularly developing income-generating services, partnerships or opportunities.



The organisational chart provides an overview of current reporting lines and may evolve as the organisation develops.

Why work for us?

Working for Possability People means doing work that matters. You'll have the opportunity to **make a real difference to the lives of disabled people**, while working as part of a committed, values-led organisation.

We want our people to do great work without sacrificing their wellbeing. We offer **flexible working, generous leave, supportive management and a strong commitment to learning and development**.

Benefits

- ✓ **28 days annual leave**, rising to 33 day days after 5 years' service, plus bank holidays (pro rata for part time staff)
- ✓ **35 hour full-time working week**
- ✓ A range of **flexible working arrangements** (dependent on role) including job sharing, flexible hours, remote working
- ✓ **Reasonable adjustments** and support to help you work at your best
- ✓ **Pension scheme** (3% employer contribution)
- ✓ **Employee Assistance Programme**, including support with work, relationships, health, debt and legal issues, and free counselling
- ✓ **Mental Health First Aiders**
- ✓ Support with **Wellbeing Action Plans, Reasonable Adjustments** and **Access to Work claims**



Learning and development

We want our people to have the opportunity to learn, develop and grow.

- Comprehensive induction and training
- Regular supervision and support from your line manager
- Face-to-face, online and on-demand learning
- Shared learning resources
- Ongoing development opportunities
- Opportunities to join working groups and attend outreach events

More than just a job

We're committed to creating an environment where people feel **comfortable, valued and respected**, whoever they are.

As a user-led disability organisation, **inclusion is part of who we are**, not simply something we talk about. We recognise that creating a genuinely inclusive organisation is a continuous journey, and we're committed to learning and improving.

We're proud to hold a range of quality marks and memberships including being Disability Confident Leaders and holding the Queens Award for Voluntary Service.

Everyone who works for Possability People has the opportunity to be part of something that is more than just a job.

If you want your work to have a tangible impact on disabled people's lives, we'd love to hear from you.



Application Instructions

Chief Officer - £55k, full time

Thank you for considering a role with Possability People. We appreciate your interest and look forward to hearing from you.

What to include in your application

The decision on whether to invite you for interview will be made on the basis of the information you provide in your CV, cover letter, and Application Form.

To give you the best chance of success, please make sure to include the following documents:

1. Cover Letter

We'd love to hear from you! Your cover letter is your chance to show why this role excites you, what you can bring to Possability People, and the experiences that make you a great fit. Keep it to a maximum of **750** words.

Include relevant paid, voluntary, or life experience. We value all the experiences that have shaped how you work and what you bring to the table.

What we'd like to hear about

- **Your motivation** - Why you are interested in Possability People and the Chief Officer role, and what particularly interests you about leading the charity at this stage.
- **Your leadership experience** - Examples of your strategic leadership, including developing and delivering strategy and leading through change.
- **Financial and organisational sustainability** - Examples of how you have contributed to financial and organisational sustainability, including developing income, managing resources or making difficult decisions about priorities.
- **Leading people through change** - Examples of how you have led and supported people through change, built trust and developed effective working relationships.
- **Your approach to user-led leadership** - How your leadership approach aligns with a user-led organisation and our commitment to the expertise, experience and contribution of disabled people.

Please use relevant examples from your career and experience to demonstrate what you would bring to the role.

2. CV

Detailing your experience, qualifications, and relevant work history.

3. Application Form

This includes essential details and an additional employment history section for any jobs not listed on your CV.

How to apply

[Apply here via the online application portal](#)

Key dates

	Monday 26 October (9am)
Application deadline	Submit via the online portal in either Word or PDF format. Late or incomplete applications may not be considered
	Week commencing 26 October
Shortlisting	We'll be in touch with all applicants to let you know if you've been invited to interview.
	Monday 16 November & Tuesday 17 November (in person, Brighton)
Interview	If you are unable to attend the proposed dates please detail your availability on the application form.
Second interview	To be confirmed (Likely Friday 20 November)

Equal opportunities monitoring

To support our commitment to equal opportunities, we'd be grateful if all candidates could [complete the Equal Opportunities Monitoring Questionnaire via this link](#).

This information is confidential and will not form part of the decision to select candidates for interview or make an appointment.

Positive action statement

To help us better reflect the diversity of the communities we serve, we actively welcome applications from disabled people, people from minority ethnic backgrounds, and people who are LGBT+ or gender-diverse.

We know that some of these groups are currently under-represented in our organisation, and we particularly welcome applications from people with these backgrounds.

We guarantee an interview to disabled applicants who demonstrate that they meet all of the essential criteria for the role and who tell us that they are disabled.

Questions?

Please contact us on jobs@possabilitypeople.org.uk