



# Omega...

ENDING ISOLATION | ENDING LONELINESS

Registered Charity No.1120322  
Registered Company No.6196052  
[www.omega.uk.net](http://www.omega.uk.net)

## Chief Executive Officer

Recruitment Pack · February 2025



### Message from the Trustees

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Thank you for your interest in the role of CEO for Omega. Omega is a small, well-established charity based in Shrewsbury, which aims to reduce loneliness and social isolation among vulnerable adults through a range of fully safeguarded befriending and support programmes.

We are seeking a new CEO to build on our success to date and to help us respond to the increasing challenges of loneliness across all sections of society. This is both an ambassadorial and hands-on role, supported by a passionate team of staff and volunteers. It is also a rewarding role in that the nature of outcomes can be seen in results.

### What we do

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Omega provides pathways of support to develop positive wellbeing, reduce loneliness and encourage increased social contact amongst adults. Most social contact roles within Omega are performed by volunteers, who are trained and supported by skilled staff to help vulnerable people.

We recognise that those who are referred to us may be feeling anxious, lonely and isolated for many different reasons. By working together, we support them to make steps towards achieving positive changes to their overall wellbeing. People are referred to us by professional services or can refer themselves. Our clients and volunteers are spread across the UK, with a concentration in the West Midlands. We are committed to serving those suffering loneliness, irrespective of religion, culture, gender identity, disability or personal circumstances.





## About the role

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The role will particularly appeal to those who are able to understand and empathise with loneliness and its effects, and are passionate about making a difference to those experiencing disconnection / isolation. The main purposes of the role are:

- To provide strategic leadership, building on a shared vision, which will guide Omega through the next phase of its growth, to reduce the impact of loneliness
- To lead the operational management of Omega and manage a committed team of part-time staff, who work alongside more than 300 volunteers
- To take the lead in creating new avenues of volunteer recruitment and oversee the training and ongoing support of our volunteers
- To lead the organisation locally and nationally, promoting its mission and values, through clear communication at events, and through networking
- To take the lead in securing grant funding, supporting the crucial work of our small fundraising team, as well as developing and influencing relationships to secure other channels of income
- To work with the Board to ensure compliance with Omega's legal, financial and safeguarding responsibilities

## Omega services

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These are the main elements currently provided to our service users:

- Enquiry service:** In addition to individuals approaching Omega directly, referrals come through individuals and organisations including health professionals, social prescribers, Age UK, housing associations, mental health charities and many more. An informal discussion with each person referred enables the Omega team to understand and support the individual's needs, or signpost to other sources of help if required.
- Letterbox:** Our safeguarded penpal service, Letterbox, connects clients with a volunteer penpal who maintains regular contact about their interests, concerns and news. We also support a growing number of clients across the UK via our exciting Pupil Pals initiative, whereby pupils from primary schools provide cards and posters to lonely and isolated people.
- Chatterbox:** Omega's free telephone befriending service is delivered by trained volunteers and paid coordinators. Volunteers commit to giving their client a call once a week for at least 26 weeks for a friendly, confidential chat and support session. Wherever possible, these are aimed at encouraging greater social engagement and independence.
- Support groups:** We aim to develop a small number of supportive social groups through our Umbrella initiative, working with other public or third sector providers to offer support across Shropshire and beyond. These groups will offer a welcoming, safe and supportive environment in which clients can gain confidence in relating to others, develop new friendships and increase engagement with people and activities in their local community.



**Special events:** These are one-off occasions designed for different purposes which could be fundraising, an opportunity to bring volunteers together, or part of our outreach work.

## Looking forward

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In all, during 2024, we supported over 700 Omega clients across the UK. Experience and national surveys confirm that demand is growing. We plan to expand our current programmes, which are well-established and consistently receive excellent feedback from users. Trustees are keen to increase the range of face-to-face support groups as opportunities arise.

We have recently extended our range of collaborative partners including, for example, with local faith groups. Trustees recognise opportunities to extend this work. We have steadily increased our social media presence during 2024, which has included the online campaign #ThisIsHowItFeelsToBeLonely. Skilful use of social media will be increasingly important in building our services.

## Organisation

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**Staff team:** A small team of about 8 part-time staff support the CEO. Between them, they fulfil a range of roles in direct service delivery to clients, including initial assessments and ongoing monitoring of impact. They recruit, train, support and coordinate volunteers and manage finances, administration, publicity, and communication.

**Volunteers:** Omega is heavily reliant on a team of dedicated volunteers who fulfil a range of roles, including supporting the services directly through one-to-one and small group support, impact measurement, programme management and fundraising. We currently have over 300 active volunteers.

**Trustee Board:** Omega is managed by a Trustee Board, which seeks to ensure that the wide-ranging needs of its service users are reflected through the diversity and skill mix of the Trustee body. The full Board meets 4 times per year with the CEO. Subgroups are set up to address specific areas of activity.

## Funding

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Of c.£300,000 total income in 2023/24, about 70% came from grants and most of the remainder from donations, both regular and one-off, together with fundraising events.



## Role outline

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### Main purposes:

- To build on the existing success of Omega in identifying and supporting lonely and socially isolated adults across the UK
- To strengthen our existing programmes and take the lead on development of additional services
- To develop and expand income streams and volunteer recruitment, to meet increasing demand

## Key responsibilities

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### Leadership / vision:

- Provide clear strategic direction and management of Omega
- Work with the Board of Trustees to agree and exemplify the Omega vision, strategy, values and objectives
- Promote the cultural values for Omega through example
- Develop marketing and communications strategies
- Keep abreast of relevant research and developments, and maintain personal professional expertise

### Operation / people:

- Maintain staff culture where all are valued and equipped to do their job
- Manage the staff team in order to meet the agreed plan and strategies within the framework of Employment Law
- Lead staff meetings, attend Board Meetings, engage with Board subgroups and participate in working groups, away days and similar events
- Oversee recruitment, training, deployment and support of volunteers
- Promote effective use of the extensive Omega database to record, analyse and report appropriate impact measures
- Ensure all staff receive regular supervision and annual appraisal to promote professional and service development and the achievement of agreed objectives
- Work with the Financial Officer in managing grant income and expenditure, keeping accurate records and preparing necessary reports
- Support the Financial Officer and the finance and general purposes subgroup to develop a sustainable business model, set annual budgets and update quarterly forecasts
- Support the development of an improved communication strategy to assist in the recruitment of staff, volunteers, donors etc. and ensure the success of Omega is widely recognized

### Relationships:

- Develop and build relationships with local, regional and national organisations working with socially isolated adults
- Represent the Charity at external events and attend conferences / networking events
- Promote the work of Omega through talks and presentations to partners, including faith and community groups



#### **Fundraising:**

- Work with the fundraising team in applying for grants to national charitable trusts, grant-making bodies and in building relationships with corporate partners
- Develop and maintain relationships with regular and occasional donors
- Ensure data is collected and reports submitted in accordance with the terms and conditions of grant-making bodies
- Work with Omega Trustees to contribute to the generation of income through events and regular giving by individuals
- Use opportunities to thank and acknowledge existing supporters and keep them up to date with our progress

#### **Policy / Governance:**

- Ensure that Omega staff, volunteers and Trustees comply with legal, financial, and other responsibilities and that written policies and procedures are in place
- Consult with the Chair to prepare meeting agendas, enabling efficient discussions which move the charity forward
- Provide a written report to Board meetings to update Trustees on operational matters and any breaches of procedures (e.g. in relation to risk, GDPR or safeguarding)
- Work with the Chair and Trustees in maintaining a balanced skill mix on the Board
- Work with the Financial Officer to ensure timely preparation of the annual audited accounts, annual report and other ad hoc reports as necessary to ensure strong governance

## **Person specification**

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We are looking for a leader who can demonstrate an understanding of, and empathise with, the challenges of social isolation, whilst being passionate about making a difference to those experiencing disconnection / loneliness. The position will appeal to someone who is keen to continue to develop their professional expertise whilst leading the charity.

The ideal candidate will have senior management experience in a similar organisation. Applicants should have a degree, professional qualification or other evidence of relevant knowledge and experience. Desirably, they will also be able to show evidence of continuing professional development. Applicants will need to be able to demonstrate:

- Clear strategic thinking and the ability to develop a vision; to take Omega forward and increase the scope and range of its services
- Proven leadership and management in a relevant sector, and the ability to manage and motivate staff, volunteers and supporters
- Strong organisational skills and attention to detail, with the ability to prioritise and manage time effectively
- Excellent listening skills and a willingness to learn from others, providing a strong lead derived from observation and shared understanding
- The ability to communicate clearly on a one-to-one and group basis, as well as externally, both verbally and in writing
- Awareness and understanding of mental health issues associated with loneliness
- A good level of numeracy and be comfortable with IT
- Ability to understand charity finances, budgeting and planning
- Understanding of fundraising and grant applications, and leadership ability in that area



- Ability to maintain and develop strong relationships, and network effectively as an ambassador, recruiter and fundraiser
- Working knowledge of charity governance including charity law, employment law, safeguarding and other relevant legislation

Omega welcomes applications from all sections of the community, and will endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties because of disability.

## Terms of appointment

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<b>Starting date:</b>	April 1 <sup>st</sup> 2025 or as soon as possible thereafter
<b>Salary:</b>	£40,000 with potential for annual performance-related increases
<b>Location:</b>	Shrewsbury-based with option of hybrid working; free parking onsite
<b>Hours:</b>	30 hours per week; flexible working in line with business needs
<b>Holidays:</b>	28 days statutory leave plus bank holidays calculated pro rata
<b>Pension:</b>	Auto-enrolled in a defined contributions pension scheme; Omega matches up to 5% of employee contributions
<b>Responsible to:</b>	The Chair and Board of Trustees
<b>Safeguarding:</b>	As the CEO may come into contact with vulnerable adults, applicants will therefore be subject to a Disclosure and Barring Service (DBS) check prior to confirmation of employment

## How to apply

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Please email your CV and letter of application, addressing how your experience matches the job description and the person specification, to David James (Trustee): david66james@yahoo.com. Your letter of application should be no longer than one side of A4. All applications will be acknowledged.

You may request an informal conversation about the role by contacting the current CEO, Pete Brophy, on 01743 245 088. Shortlisted applicants will be required to submit the names and contact details of two referees, at least one of whom should be a work contact.

**Deadline for applications: 5pm, Friday 28<sup>th</sup> February 2025**

We anticipate holding interviews in Shrewsbury, week commencing Monday 17th March 2025.