

Chief Executive Officer (CEO)

- ⇒ **Organisation:** The Relationships Service (TRS)
- ⇒ **Location:** Within reach of any TRS office (currently in Maidenhead and Hemel Hempstead) - the Senior Management Team (SMT) meets in person one day a month in either office. Otherwise, work is remote with virtual meetings.
- ⇒ **Salary:** Competitive
- ⇒ **Reporting to:** Chair of the Board of Trustees
- ⇒ **Contract:** Permanent, Full-Time

About The Relationships Service

As of 1st June 2025, The Relationships Service (TRS) is the new identity for Relate London North West, Hertfordshire, Mid Thames & Buckinghamshire. TRS is a registered charity committed to providing inclusive, expert relationship support. Our services include:

- ⇒ Adult Relationship Counselling (for couples, throuples and individuals)
- ⇒ Psycho Sexual Therapy (PST)
- ⇒ Family Counselling
- ⇒ One Session Therapy
- ⇒ Therapy for compulsive sexual behaviour
- ⇒ Couple Counselling for Depression
- ⇒ Family Mediation
- ⇒ Children and Young People's Counselling
- ⇒ Planning Together for Children (CAFCASS programme)
- ⇒ Relationships Education and Training

Following a recent organisational restructure and transition from the Relate national framework, TRS operates as an independent and forward-looking organisation. We deliver over 12,000 hours of direct client work annually, serving diverse communities across London and the surrounding counties.

About the Role

As Chief Executive Officer, you will lead TRS through its next chapter—strengthening our financial sustainability, evolving our service model, and championing our brand and mission. This is a strategic and operational leadership role, requiring a hands-on, emotionally intelligent, and mission-driven leader. You will work closely with the Board and Senior Management Team to deliver long-term impact while nurturing our inclusive culture and collaborative ways of working.

Key Responsibilities

Strategic Leadership & Governance

- Lead the development and execution of TRS's strategic plan, working closely with the Board.
- Maintain and strengthen governance structures in line with Charity Commission and legal requirements.
- Identify and advise on emerging policy and practice issues relevant to TRS and its stakeholders.

Brand, Marketing & External Influence

- Define and drive TRS's brand and marketing strategy, addressing current gaps in leadership.
- Serve as a visible, persuasive ambassador for TRS locally and nationally.
- Build strong relationships with health commissioners, NHS partners, local authorities, funders, and national networks.

Financial Oversight & Income Diversification

- Take full P&L responsibility, including budgeting, reserves management, and financial reporting.
- Lead income generation efforts including grants, contracts, philanthropy, and commercial pricing models.
- Work with the Treasurer and SMT to present robust annual budgets to the Board.

Service Development & Operational Leadership

- Ensure TRS delivers high-quality, inclusive services that are responsive to community needs.
- Oversee a team of ~22 part-time staff and a flexible pool of ~53 sessional practitioners.
- Continuously evolve the operating model, staffing structure, and systems to support future growth.

People & Culture

- Lead and support a positive, inclusive and development-focused workplace culture.
- Oversee effective recruitment, induction, supervision and ongoing development of all staff and volunteers.
- Champion diversity, equity and wellbeing across the organisation.

Governance & Compliance

- Act as Company Secretary, ensuring full compliance with Charity and Company Law.
- Produce Annual Reports and support Trustee recruitment, induction and governance.
- Contribute to the development of the Relationships England and Wales network.

Person Specification

Essential Experience

- P&L accountability and financial oversight in a leadership role.
- Business planning and implementation in a complex, client-facing organisation.
- Leading income-generation and/or fundraising strategies.
- Experience managing change and organisational development.
- Managing and developing diverse teams.
- Working autonomously and managing workload across multiple priorities.

Desirable Experience

- Understanding of the voluntary/charity or counselling sectors.
- Experience of leading a service-delivery organisation through transition or restructuring.
- Successful management of commissioned contracts and reporting to funders.
- Familiarity with Charity Commission, Company Law, and governance requirements.

Skills & Attributes

- Able to influence, motivate and lead in a values-driven culture.
- Strong communication skills—written, verbal, and presentation.
- Comfortable working at both strategic and operational levels.
- Digitally literate and confident with common business systems (e.g. MS Word, Excel, Outlook).
- Demonstrated commitment to TRS's mission and ethos.
- Willingness to work flexibly, including evenings or weekends if required.