



Chief Executive Officer

Appointment brief • February 2026

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About us

ECT Charity is a specialist community transport charity and a recognised sector leader. We enable access for people who need it and measure the social value of everything we do - most notably through our CT Social Value Toolkit, which is being promoted across the sector. We are also acknowledged partners and idea-leaders in conversations with TfL, the GLA and other London community transport operators.

Our CEO of 4 years retired at the end of January this year, and we currently have an interim CEO in place, on a contract until mid-July 2026. We are now looking to appoint to the permanent CEO role, with the ideal start being in mid-June 2026 to allow a thorough handover. This is an opportunity to build on our interim CEO's effective stabilisation work, while identifying and pursuing opportunities for organisational growth.

Our immediate strategic picture:

- Income is reducing materially: a combination of local authority funding cuts, contract retendering and rent rises is driving turnover down from c. £7m to c. £5m.
- The charity has served notice on the Ealing depot (18 months) and is in the process of securing a new lease in the area. Ideally, this will be complete by mid-June.
- We are deciding on the future of our Cheshire depot, with closure being most likely. This will be completed by mid-June.
- Our operations in Dorset remain comparatively strong.



Short-term priorities – the focus of our interim CEO - therefore revolve around stabilising cashflow and core services at a smaller scale, managing estate and contract renegotiations and transitions with sensitivity, protecting staff morale, and rebuilding business development capacity. With this work largely done by mid-June, our new permanent CEO will have an immediate focus on income diversification, and the identification of alternative operating models and/or funding streams will be a priority.

Despite a tough operating environment that is affecting the whole community transport sector, we have some significant strategic opportunities. ECT's position as a recognised sector leader and owner of the CT Social Value Toolkit (now in Version 2) gives the charity a rare asset. While the toolkit itself cannot be monetised due to the sources of funding for its creation, the insight it provides and partnerships it supports represent opportunities. The toolkit is licenced to other community transport operators, and this may open access to fee-based training and consultancy around further measuring and evidencing social value - creating new streams of earned income that align directly with ECT's mission. Properly presented and resourced, the toolkit could become a flagship USP to engage with organisations and commissioners seeking robust, comparable impact data-led evidence. Discussions for a wider more commercially focussed Toolkit 3.0 are under way.

That opportunity is reinforced by genuinely valuable relationships across London and beyond. ECT already works with transport bodies including TfL, DfT, GLA, local authorities and sector partners, and has attracted strong support from organisations such as the Motability Foundation. Those networks create immediate routes to partnership income and collaborative delivery: joint bids, leveraging toolkit connections, paid pilots and multi-partner service models that share risk while expanding reach.

Operationally, Dorset provides a strong, stable base from which to test and scale new models. Preserving and investing in the Dorset operations creates a practical platform for stabilisation while wider reshaping proceeds elsewhere. Using Dorset as a demonstrator site would allow ECT to pilot partnerships, refine commercial offers and prove return on investment before wider rollout.

Taken together, these assets mean ECT does not have to choose between financial rigour and mission. A modest, credible financial reset - focused on cash stabilisation and realistic efficiencies - combined with targeted leverage of our expertise and partnership development, can restore organisational sustainability without diluting purpose. The right leader will prioritise pragmatic, deliverable steps that convert ECT's intellectual capital and sector standing into reliable income and strengthened impact.



About the opportunity

Immediate leadership priorities (first 100 days)

- Smooth leadership transition: a thorough handover from our interim CEO to our new permanent CEO, with minimal disruption.
- Financial management and income diversification: building on our interim CEO's stabilisation work, maintain strong financial management and identify and build new income sources.
- Operational assurance: guarantee continuity of core services for existing users while communicating transparently.
- Staff & stakeholder communications: regular briefings, wellbeing support, and clear communication of strategy and vision for the organisation.
- Rebuild business development capacity: prioritise resource to maintain and update the social value product and to pursue partnership/commercial routes.
- Board partnership: establish an effective working relationship with the Board, with regular reporting.



What success looks like

Context:

Our interim CEO is focusing on immediate stabilisation:

- Stabilising cashflow through a formal short-term budget and scenario plan agreed with trustees.
- Delivering core services without material safeguarding or service failures during the transition.
- Managing Ealing depot options negotiations and the Cheshire transition with minimal service disruption and clear communication to stakeholders and clients.
- Stabilising staff morale and preparing an operational leadership plan for handover.

For our permanent CEO, success would look like:

- Development and delivery of a sustainable financial and operational model that moves toward growth, with a reduction on reliance on statutory funding and a restoration of organisational reserves to an agreed level.
- Diversified income streams established (partnership income, development of options for and leveraging of the toolkit, charity fundraising), contributing a measurable portion of income within 12–18 months.
- An operating model redesign implemented appropriate to the new scale (including depot footprint and delivery strategy).
- Rebuilt business development capability with at least one income-generating partner.
- Restored culture and staff confidence; improved retention and robust succession/management structures.

Job description

Role title: Chief Executive Officer

Reporting to: Co-Chairs of the Board of Trustees

Location: London (Greenford/Ealing) with regular travel to Dorset and partner sites; minimum three days per week in one of the offices.

Salary: circa £80,000

Purpose

Provide visible, ambitious and practical leadership to ensure ECT Charity is financially sustainable, operationally reliable and strategically influential across the community transport sector.

Key responsibilities

- Lead and manage delivery across all activities; set strategy with the Board and senior team and be accountable for execution.
- Secure financial sustainability: lead budgeting, cashflow management, and deliver a financial reset and new income model.
- Oversee and strengthen governance and compliance (transport regulations, Health & Safety, safeguarding).
- Build partnerships and commercial routes (commercialisation of opportunities to develop growth, such as consultancy, training, grants and fundraising).
- Manage estate and contract negotiations and transitions with sensitivity and legal/financial diligence.
- Represent ECT externally with partners including local authorities, TfL/GLA, Community Transport Association and key funders.
- Lead and develop senior team; create an inclusive culture and robust staffing model.
- Ensure the organisation can measure and report social impact; produce social impact reporting and promote the CT Social Value Toolkit.

Accountabilities & measures

- Monthly financial reports and KPI dashboard to Board.
- Delivery of an approved financial remediation plan within 12 weeks.
- Stakeholder communication log for all depot/contract negotiations.
- Annual trustee report and social impact report and rollout plan for the Toolkit.



Person specification

Essential

- Significant leadership experience at comparable organisational scale OR proven senior leadership in complex multi-site operations.
- Business development experience including partnerships, income diversification and product commercialisation.
- Demonstrable track record of strong financial management, budget setting and managing cash-constrained transitions.
- Strong people management and interpersonal skills.
- Experience with contract negotiation, tendering and estate management.
- Experience working with a governing Board and reporting to trustees.
- Knowledge (or rapid demonstrable learning capability) of transport regulation, safeguarding and health & safety.
- Excellent internal and external stakeholder management skills, public representation and external advocacy skills.
- Commitment to mission, inclusive leadership, and robust operational delivery.
- Willingness to be physically present (minimum 3 days/week) and travel; driving licence preferred.

Desirable

- Prior experience in community transport, social enterprise or charities with mixed trading models.
- Experience of productisation/licensing of sector tools or consultancy services.
- Understanding of measuring social value and social impact methodologies.

Terms of appointment

Role title: Chief Executive Officer (CEO) – ECT Charity

Reporting to: Chair of the Board of Trustees

Location: London (Greenford/Ealing) with regular travel to Dorset and partner sites; minimum three days per week in one of the offices.

Salary: circa £80,000

Practical requirements and recruitment considerations:

You will be expected to be physically present in one of the offices **at least three days a week**, travel regularly between locations and ideally hold a driving licence. The Board prefers London-based candidates but will consider strong Dorset-based applicants.

The Board will prioritise candidates with demonstrable experience of turnaround and delivery in constrained financial circumstances, proven partnership development and income-generation skills beyond sole reliance on public sector contracts, and the operational credibility to manage multi-site services and regulatory requirements.



How to apply

If you would like to apply for the CEO role at ECT Charity, please send the following:

- An up-to-date CV outlining your employment history, academic and professional qualifications, and contact details
- A Supporting Statement (no more than 2 x A4 pages), which:
 - Demonstrates how you meet the criteria outlined in the Person Specification.
 - Explains your interest in becoming the CEO of ECT.

If possible, please combine the CV and supporting statement into one document (Word or PDF).

Please submit your completed application to executive@harrishill.co.uk by **9am, Monday 23rd March 2026**.

Recruitment and appointment timelines:

Applications close	Monday 23 rd March 2026
Shortlisting meeting	Week commencing 30 th March 2026
First-stage interviews (remote)	Week commencing Monday 6 th April 2026
Second-stage interviews (in-person, London)	Week commencing Monday 13 th April 2026
Preferred start date	mid-June 2026

Please state in your application if you have any commitments during the interview period that may coincide with these dates, or if you require any special provisions should you be called forward for interview.

For any queries or to arrange a confidential conversation, please contact Jenny Hills at Harris Hill (executive@harrishill.co.uk) with your availability.



Advertisement

Chief Executive Officer - ECT Charity

Location: London (Greenford / Ealing) with regular travel to Dorset and partner sites; minimum three days per week in office

Salary: circa £80,000 per annum

Contract: Permanent, full-time

Are you ready to consolidate financial stability, rebuild income and lead the next phase of sustainable growth at the sector leading community transport organisation that delivers tangible impact across London and Dorset?

About ECT Charity

ECT Charity is a leading specialist community transport organisation enabling mobility and social inclusion across London and Dorset. We deliver essential door-to-door transport and influence sector policy with partners such as TfL and the GLA, including through the use of our pioneering CT Social Value Toolkit. Facing reduced statutory income, operations changes, lease negotiations and contract retendering, we need to stabilise cashflow and protect services. Significant opportunities include leveraging our network and resources to develop our training and consultancy, build strategic partnerships to generate earned income, and using Dorset as a demonstrator site to pilot sustainable, mission-aligned commercial models.

Role priorities (first 12–18 months)

- Deliver a sustainable financial model and restore reserves.
- Redesign operations for the new scale.
- Leverage our networks and resources to develop commercial opportunities (partnerships, training, consultancy).
- Rebuild business development capability and secure partnership income.

Who you are

- Senior leader with experience of multi-site operations or similar scale.
- Strong partnership, commercialisation and Board reporting skills.
- Proven track record of strong financial management, contract negotiation and estate management.
- Commitment to inclusive leadership; willing to be office-based (min three days/week) and travel; driving licence preferred.
- Desirable: Experience in community transport, social enterprise or productisation/licensing.

Why ECT?

- Lead a sector-recognised charity with a strong social value toolkit and immediate partnership routes.
- Combine financial rigour with mission-aligned commercial innovation.
- Shape ECT's stabilisation and long-term sustainability.

For full details of the role including how to apply, please download the full appointment brief. For an informal and confidential conversation about this position, please contact **Jenny Hills at Harris Hill** at executive@harrishill.co.uk with times to speak and (optional but appreciated) a CV or professional profile which will be treated with the strictest confidence. We advise reading the full brief first.

Closing date for applications: 9am, Monday 23rd March 2026.

As leading charity recruitment specialists and a certified B Corp, Harris Hill is committed to high and ever-improving standards of equitable and inclusive recruitment. We actively welcome applications from all sections of the community regardless of age, disability, gender, race, religion, sexuality and other protected characteristics.

