

Head of CEMAS (Community Equipment Services and Mobility Aids Service)

Job Level	6	Kornferry Function	19
Directorate	Social Enterprise	Function/Service	Social Enterprise
Direct Reports	6	Indirect Reports	c. 100
Line Manager Title	Senior Director of Social Enterprise	Budgetary Responsibility	c. £10 million

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in [Our Leadership Framework - RedRoom](#).

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	<p>The Head of CEMAS provides leadership and oversight of the Community Equipment Services and Mobility Aids Service functions.</p> <p>They hold budgetary responsibility for the CEMAS operation and are responsible for all aspects of the operation, including the profitability of the social enterprise models.</p> <p>They are responsible for managing external contracts and supplier relationships across both CES and MAS as well as ensuring effective management of the employees and volunteers who are provide the services of CEMAS.</p>
Key Responsibilities	<ul style="list-style-type: none"> Responsible for management (and re-negotiation) of external contracts and suppliers, and for ensuring that service agreements and contractual obligations are met by all parties. Responsible for assessing the ongoing viability of contracts and renewing or terminating agreements appropriately in line with organisational requirements. Responsible for all aspects of budget and financial reporting. Responsible for providing strategic forecasting on business profitability, reviewing the effectiveness, efficiency and profitability of the operating model at regular intervals, and taking appropriate action in the best interest of the organisation. Responsible for ensuring that standards of service user experience are maintained, including plans for service continuity and contingency planning. Responsible for ensuring working practices workplace compliance with all relevant legislation, regulations and BRC policies including Health and Safety (HSAW), Right to Work checks etc. <p>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</p>
Know-how	<p>To be successful in this role, the role holder must have:</p> <p>Essential:</p> <ul style="list-style-type: none"> Experienced in managing complex stock regimes Experience in running multi-site logistics and geographically dispersed operational locations. Experience in contract and supplier management (ideally in a Social Enterprise context), including contract negotiation.

	<ul style="list-style-type: none"> • Experience of liaising with public sector bodies, and statutory services. • Experience of managing a significant budget and large operational workforce, including not only employees but also volunteers and agency workers. • Skilled in leading and motivating people in a busy operational environment. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of leading a large social enterprise/ leadership in a large Charitable organisation.
Additional Requirements	<p>Travel to multi-site locations that are not always easily accessed via public transport is an essential part of this role.</p> <p>We therefore ask candidates to either hold a full, valid UK Driving Licence or be able to complete the travel required within this role readily, at a cost commensurate with (and not in excess of) the reimbursable mileage costs that would be afforded when driving for the purpose of the role.</p> <p>Candidates who do not hold a full, valid UK Driving Licence will be asked at interview about their alternative travel arrangements.</p>

Pre Engagement Checks	
Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None
Driver Check	Yes/No
International Roles Only	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference	Review Date	Jan 2026
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.