

Twins Trust, Interim Chief Executive

Reports to: Board of Trustees (through the Chair)

Direct Reports: Head of Communications, Co-Heads of Development, Head of Family Services, Head of Finance and Operations, Head of Healthcare Engagement and Research

Salary: c.£80-85k p.a. FTE

Hours: 28-37 hours/ week (negotiable for the right candidate)

Length of contract: 6 months

Start date: late July 2026

Location: Twins Trust is a virtual operation, but we have a couple of desks at the Royal College of Obstetricians and Gynaecologists in London which enable staff to meet and to network with other charities in the same space. The successful candidate will therefore need to be available to travel to London as well as accommodate other travel as appropriate.

Purpose To provide leadership to the charity, deliver effective financial management and governance, empower staff to drive delivery of the strategy, and to engage with key stakeholders.

Primary responsibilities

1. To lead the delivery of the 2026/27 operational plan, in line with the 2025-28 strategy
2. To ensure that Twins Trust's staff and financial resources are fully aligned to deliver successfully, maintaining effective financial controls as well as the sustainability of the organisation
3. To be the accountable officer for the charity, responsible for all legal, financial and regulatory issues as delegated by the Board
4. To work with the Chair and Board of Trustees to ensure that appropriate levels of governance are in place, including timely production of papers and reports and effective reporting of risks and impacts
5. To champion a high-performing, ambitious and resilient culture among all staff
6. To provide effective performance management and support to the charity's senior team and other direct reports
7. To develop and nurture relationships with a wide-ranging network of key donors, supporters and external stakeholders to provide positive benefits for the charity, and to maintain Twins Trust's external reputation as the leading national charity representing families with Twins, Triplets and more.
8. To be an ambassador for the charity, representing Twins Trust on external working groups, in the media and at a range of public events
9. Any other duties as may be reasonably required.

Interim CEO key success criteria

We are appointing an interim Chief Executive Officer at a pivotal moment in the charity's current strategic period. We have invested in and launched a new website, brand and membership proposition with the aim of creating a more inclusive feel to the charity.

We want all families who are expecting or have twins, triplets, or more to be supported, understood and connected, and to feel that their needs are recognised in care, policy and research.

Over the next 6 months there will be three key challenges which the Interim Chief Executive Officer will need to address:

- Build, empower, and develop a strong and cohesive senior leadership team.
- Ensure that staff maximise the opportunities provided by the investments made in the website, brand, and membership proposition and work together to increase income, engagement and participation.
- Raise our profile with key stakeholders and develop stronger working relationships with other Parent and Baby Charities.
- Success will also require the candidate to:
- Provide strong, positive, and motivational leadership to the entire workforce within a virtual operation.
- Ensure that Twins Trust's staff and financial resources are fully aligned to deliver successfully, maintaining effective financial controls as well as the sustainability of the organisation
- Ensure that appropriate levels of governance are in place, including timely production of papers and reports and effective reporting of risks and impacts to the Board.

Key competencies

- **Vision, Mission and Strategy** - Proactively scans the landscape to identify the big picture of opportunities and challenges and works alongside the Trustees to determine the strategy and structure of the organisation; demonstrates a deep understanding of the ecosystem in which the charity sits (Note: for the interim we have a strategic plan in place. Your role will be to ensure that the organisation is delivering against it.)
- **Making a difference** - Ensures that the organisation is creating real world change in line with its vision, mission, strategy and values and ensures that this is monitored and evaluated in accordance with industry best practice
- **Leadership** - Ensures that the organisation has a set of values and behaviours that reflect where we have come from and where we want to go, builds a positive workplace environment in line with these by ensuring there are frameworks in place to guide staff; and ensures proactivity in tackling behaviours that undermines this
- **Leadership and Management** - Ensure organisational accountabilities are understood and communicated effectively to all stakeholders organisation and takes accountability for own actions. Is able to lead, manage, and motivate staff within a virtual operation.
- **Management style** - Easily flexes management style for different situations including upwards;
- **Developing People** - Identifies and support high potential employees at a senior level within the organisation. Offers constructive feedback to others and actively seeks out feedback and adapts behaviour accordingly
- **External Influencing** – Influences a wide range of stakeholders outside of the organisation

Person Specification

Essential

- Successful track record as a Chief Executive or senior manager within a complex organisation; preferably working in the charitable or health sectors
- Experience of implementing organisational strategies and plans, and managing organisational change
- Experience of working with and supporting a Board of Trustees, including appropriate levels of escalation as required
- Demonstrable experience of financial planning and management of significant budgets across an organisation
- Successful track record of building effective teams and empowering individuals within them, and supporting teams through significant change and uncertainty
- A thorough understanding of charitable and/or public sector organisations, including governance and income generation processes
- Extensive management experience with the ability to motivate teams and coach individuals within a virtual operation
- Significant experience as an effective external ambassador for an organisation
- Experience of influencing a wide range of stakeholders (for example volunteers, clinicians, government)
- Ambition, a high degree of professionalism and a commitment to achieve outstanding results
- High standard of critical thinking
- Excellent written and verbal communication skills, including proven experience of external representation with and presentations to high level audiences
- High degree of numeracy and financial literacy
- Ability to identify and empathise with the needs of families with Twins, Triplets or more or those that have suffered a bereavement of one or more babies.

Desirable:

- Knowledge and experience of working on issues relating to health and the NHS.

Special conditions:

- Able to demonstrate a commitment to the aims and objectives of Twin Trust
- Willingness to work outside office hours and weekends on occasions
- Willingness to travel across the UK