
Chief strategy and governance officer – job description and person specification

Location:	Birmingham or London with frequent travel
Responsible to:	Chief executive
Responsible for:	Head of governance, head of planning, performance and risk, head of PMO, head of safeguarding, health and safety manager, executive assistant to the CEO.

About the role

The chief strategy officer is a critical member of Sense's chief officers' group, responsible for driving the successful delivery of the organisation's strategy and three-year plan through effective business planning, performance, risk and governance. This role leads on impact measurement and project management and supports the board of trustees and chief officers' group with high-quality insight and coordination. Acting as company secretary, the chief strategy officer ensures legal and regulatory compliance, while championing inclusive governance that empowers disabled people. They also provide executive leadership for safeguarding, health and safety, and internal audit, ensuring a culture of accountability, learning, and continuous improvement across Sense

Objectives

- Lead the design and delivery of coherent business planning, performance, and risk management frameworks to ensure successful implementation of Sense's three-year strategic plan.



- Oversee the development of a cross-organisational approach to impact monitoring and reporting, enabling evidence-based decision-making and accountability.
- Act as company secretary and lead on all governance matters, supporting compliance across Sense's charity, company, and regulated service functions while advancing inclusive governance practices.
- Provide executive leadership of safeguarding and health and safety, ensuring both areas are well resourced and person-centred, with an emphasis on learning and sector-leading practice.
- Transform Sense's approach to project delivery through the development of a values-led, strategically aligned project management office.
- Ensure the board of trustees, chief executive and chief officers' group are effectively supported to lead Sense with clarity, confidence, and purpose.
- Oversee and contract manage the delivery of a high-quality internal audit function through an external partner, ensuring risk mitigation and continuous improvement.
- Ensure that Sense has appropriate plans and processes in place to effectively operate business continuity plans and disaster recovery, both locally throughout operations and trading, as well as corporately and across key sites such as Sense TouchBase Pears, in partnership with the chief technology officer.

Leadership in the chief officers' group

- Demonstrates strong leadership as both a skill and a professional interest, consistently modelling Sense's values in approach and decision-making.
- Shares collective responsibility for corporate leadership across the chief officer group, actively driving cultural and strategic change through all roles by championing transformation, embedding change management principles, and contributing to the direction and success of Sense beyond individual functions.
- Leads proactively and empowers others to lead across departments and disciplines through a matrixed, collaborative approach.



- Possesses emotional intelligence and coaching and mentoring skills to support team and peer development.
- Acts as the executive lead for one or more committees of the board of trustees and brings experience of working closely with trustees or other non-executives.
- Models and embeds Sense's values through inclusive, values-led leadership, demonstrating a sustained commitment to equity, diversity, and inclusion—actively championing disability equality through the social model of disability, and upholding the rights and responsibilities of all individuals to foster a fair and respectful culture, for example by actively promoting anti-racism across the organisation.
- Supports and contributes to Sense's active response to the climate crisis, aligning leadership with sustainability and social responsibility goals.
- Lead a culture of collaboration and inclusion by embedding co-production and participatory methods in the development, implementation, and evaluation of work across the organisation.

Key responsibilities

- Develop and implement a cross-organisational business planning framework that connects strategy, delivery and risk in a coherent and accountable structure.
- Oversee corporate performance reporting and risk management processes, ensuring clarity on progress, priorities, and potential challenges across the organisation.
- Lead the development of a robust and accessible impact measurement framework, in collaboration with colleagues in operations, fundraising, social change and other teams.
- Act as company secretary, ensuring full legal and regulatory compliance, effective board operations and timely support to trustees and executive governance structures.
- Act as Sense's senior information risk officer (SIRO), providing senior oversight of information risk, ensuring compliance with data protection regulations and promoting a strong culture of information security.



- Act as Sense's Caldicott Guardian, ensuring lawful and ethical use of personal information and advising on data sharing and confidentiality.
- Guide and support the head of governance and the wider governance function in delivering high-quality, inclusive governance that reflects Sense's ambition to increase the power and influence of disabled people.
- Provide executive leadership and strategic assurance for safeguarding and health and safety, promoting a proactive, person-centred and accountable culture.
- Lead the evolution of Sense's project management office, embedding a values-aligned, flexible and high-performing project delivery model across the organisation.
- Ensure the chief executive and chief officers' group have timely and accurate information and governance support to make informed strategic decisions.
- Support the effective functioning of the board of trustees, ensuring papers, briefings, and risk data are delivered to a consistently high standard.
- Manage the relationship with the external provider of internal audit services, ensuring delivery of an effective programme that supports improvement and strategic assurance.
- Contribute to cross-organisational leadership, collaborating with other chief officers to ensure coherence, alignment and shared responsibility for Sense's strategic success.
- Work collaboratively with fundraising colleagues to identify, secure and deliver funded projects that contribute to Sense's impact and sustainability.
- Responsible for strategic oversight of budgets within their directorate, ensuring effective resource allocation, financial compliance and alignment with Sense's priorities.
- Champion co-production and participatory approaches by actively reviewing and shaping current and future projects, initiatives, and strategic actions in collaboration with stakeholders, partners, and communities.



Person specification

- Significant senior-level experience in strategy, performance, governance, or organisational development roles.
- Strong understanding of business planning, performance measurement, and risk management frameworks in a complex organisation.
- Proven experience of governance leadership in a charity, regulated service, or public sector context, including acting as or working closely with a company secretary.
- Experience developing and implementing impact frameworks and using data to support strategic insight and accountability.
- Knowledge of safeguarding and health and safety leadership, including regulatory responsibilities and cultural transformation.
- Experience in establishing or transforming a project management office or strategic programme delivery function.
- Demonstrated experience working closely with boards, executives, and senior stakeholders in a governance or strategic advisory capacity.
- Familiarity with managing external providers to deliver assurance or audit services.
- Maintains regulatory and legal compliance within their areas of functional expertise, while remaining inquisitive and up to date on developments that may impact Sense.
- Demonstrates a deep commitment to equity, diversity, and inclusion, particularly disability equality, through the lens of the social model of disability.
- A commitment to disabled people with complex needs and Sense's vision and values; a willingness to learn how to communicate with disabled people with complex needs and identify the barriers to their participation in all aspects of Sense's work.
- High standard of literacy and numeracy, with the ability to interpret complex information, draft strategic documents, and communicate effectively at all levels.
- Proficient in using workplace technologies—including AI tools, collaboration platforms, and data visualisation—to enhance effectiveness of self and team, and support timely,



informed decision-making. Strong digital literacy with an appreciation of the societal benefits of online services.

Our values

Everything we do is underpinned by five core values.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.

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