

Job Description – Chief Operating Officer

Responsible to: Chief Executive Officer

Place of work: Hybrid working with travel expected to any of our sites across West Sussex, Brighton and Hove.

Brief overview of the role: To lead on the development and implementation of the organisation wide operating plan and to contribute to the positioning of the organisation strategically.

To deputise when required for the CEO providing exemplary leadership and senior level oversight.

To enable and support teams through project management to fulfil their strategic and delivery objectives; and to meet our wider obligations in terms of operational performance. To lead and develop organisational KPI's and business indicators.

Main duties:

Strategic leadership:

1. Leading the customer insight, data collection and customer service functions across the organisation.
2. Leading on quality frameworks and operational policies and procedures.
3. Leading the marketing and communications team in partnership with the Head of Marketing and Engagement including wider PR and press opportunities.
4. Leading on the organisation modernising strategy working across the organisation to embed new ways of working through IT and digital opportunities.
5. Leading the Finance team by working closely with the Head of Finance to manage the organisation's financial resources, budgeting and reporting. Ensuring fiscal responsibility and sustainability.
6. Shaping and creating individual giving and trust fundraising opportunities; working collaboratively to embed fundraising opportunities across the organisation.
7. Build and develop relationships with key stakeholders, including trust funders and individual donors and wider organisational contractors.
8. To provide exemplary leadership through values driven behaviour and collaborative practice.

Delivery:

9. Develop effective organisational plans and wider KPI's and management information.
10. Coordinating internal teams for smooth, timely, effective and efficient delivery.
11. Creating organisational enthusiasm for organisational transformation.
12. Holding regular service meetings to manage budgets and targets.
13. Develop and implement quality frameworks and wider compliance related plans; including health and safety and complaints.
14. Working in close partnership with the wider leadership team to develop and implement our one organisation and modernisation strategies.
15. Leading on our property strategy and building maintenance programme in partnership with the Head of Operations and Premises.
16. Providing commercial acumen and business development support as part of the Executive Leadership Team (ELT).

17. Leading on our financial sustainability plan and oversight in partnership with our Head of Finance.
18. To help the organisation to deliver effective and focused services that also minimise environmental impact.

People Management:

19. To manage, supervise and motivate staff - establishing a culture of open communication, support and teamwork.
20. Ensure mandatory staff training is updated and skills are developed as required by the organisation's business needs.
21. Undertake regular staff one to ones, team meetings and Annual Development Reviews.
22. Plan for and carry out workforce recruitment in partnership with the People team as and when required.
23. Embedding a culture of coaching and collaboration across the organisation.
24. Co-ordinating internal teams for smooth, timely, effective and efficient service delivery.

Supporting leaders:

25. Supporting overall performance standards with managers and their teams to enable progress towards goals in an aligned and efficient way.
26. Supporting leaders and managers to develop services, activities, operational and digital transformation.
27. Report progress of work, goals, problems and other opportunities to the Chief Executive, directors and board of trustees.
28. Supporting the development of our wider communication and fundraising strategies and opportunities to grow our brand and income.
29. Carrying out any other duties as required; which are consistent with the duties and responsibilities of the post.

Governance

Compliance with all AUKWSBH and agreed NHS policies and procedures, with particular attention to:

- Completing all mandatory training, as directed.
- Health and Safety, risk management, lone-working and accident reporting.
- Safeguarding and low-level safeguarding reporting.
- Data integrity and management, compliance with the Data Protection Act 2018.
- Updating relevant Client Management Systems, such as CharityLog.
- Contributing to organisational goals and strategies.
- Commitment to AUKWSBH's vision, mission and values.

Equality, diversity and inclusion

Age UK West Sussex Brighton and Hove is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

The above reflects the immediate requirements and responsibilities of the post and is not exhaustive. It gives an indication of work expected and any substantial changes will be made in consultation with the post holder and may lead to a revised job description.

Person specification – Chief Operating Officer:

Experience	Essential	Desirable
Proven ability to think strategically, with experience of turning organisational objective into workable plans and programmes	✓	
Demonstrated ability to successfully lead and inspire a high-performing team	✓	
Senior level leadership in Health & Safety and organisational compliance	✓	
Proven experience in a relevant senior leadership role	✓	
Strong strategic thinking and problem-solving skills, with a track record of driving organisational growth and success	✓	
Financial acumen and experience managing budgets and financial resources and strategic financial management	✓	
Understands customer segmentation and how to interact with identified target audience in a compelling way. Ability to drive excellence in customer service	✓	
Familiarity with charity and company compliance, regulations, and best practices	✓	
Effective influencer and negotiator with experience of stakeholder and client relationship management	✓	
Proven ability to successfully tender for government contracts	✓	
Knowledge/qualifications		
Bachelor's degree in business administration, charity management, or a related field; MBA or relevant advanced degree preferred	✓	
A sound understanding of all aspects of sustainability so as to deliver effective and focused services that also minimise environmental impact	✓	
An understanding of, and interest in older people, their situations and the opportunities they may want and/or need addressing	✓	
Knowledge of property management	✓	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	✓	
Knowledge and experience of leading digital transformation	✓	
Ability to drive and travel to different locations including other AUKWSBH sites	✓	
Knowledge of adult social care		✓
Commercial acumen		✓
Skills		
Excellent interpersonal and communication skills, with the ability to build relationships with diverse stakeholders	✓	