

Job Description



KEY INFORMATION

Post:	Chief Operating Officer
Hours and Location:	36 hours per week. Hybrid. Based at our offices in Burpham, Guildford with the option of working from home 2 days per week. Hours may include evening and weekends for planned engagement activities.
Responsible to:	Chief Executive
Responsible for:	Line management of Service Managers x 3 Operational leadership of organisation
Salary:	£55,000-60,000

JOB PURPOSE

We are seeking a highly motivated and experienced senior leader to fulfil this newly created role. The Chief Operating Officer will play a pivotal role in operationalising our revised strategy, ensuring the effective implementation and delivery of services for unpaid carers, leading our front-line delivery teams, and ensuring high standards of service delivery. This role will deputise for the CEO in their absence.

MAIN DUTIES AND RESPONSIBILITIES

The postholder will be responsible for:

- Leadership:** Provide organisational leadership and direction with line management responsibility for front-line services and contract delivery. You will foster a collaborative and innovative work environment that maximises impact, whilst setting clear expectations and managing performance.
- Delivering Strategy:** Lead the operationalisation of our strategy, working with senior managers to develop plans and deliver change.
- Contract Management:** Support senior managers with the implementation and delivery of contracts, ensuring compliance with contractual obligations and operating within budgetary constraints. Lead on contract management meetings with funders and commissioners, performance reporting and quality improvement.

4. **Quality Assurance:** Develop and lead cross-organisational quality systems to ensure a focus on continuous improvement, ensuring that the carer voice is clearly heard and informs change.
5. **Performance Monitoring:** Develop performance metrics to monitor the effectiveness of service delivery and work with senior managers address areas for improvement.
6. **Business Development:** Identify opportunities to develop new services and diversify income, support the CEO and SMT on preparation of tender responses and actively contribute to fundraising strategy.
7. **Stakeholder Engagement:** Build and maintain positive relationships with key stakeholders, including funders, partner organisations, and statutory bodies.
8. **People:** Model a coaching and developmental approach to leadership across the organisation, working closely with the HR manager to ensure a strong programme of CPD that helps people grow and contribute to organisational objectives.
9. **Resilience:** Be a positive role model for managing self well, whilst building and developing organisational and staff resilience to be able to respond positively to opportunities and challenges.
10. **Safeguarding and Safety:** Work with senior managers to ensure that systems, processes and services are designed and implemented with safeguarding and safety embedded.
11. **Risk Management:** Work with senior managers to ensure that potential risks to service delivery and operational effectiveness are identified and mitigated.
12. **Resource Allocation:** Manage resources effectively to optimise service delivery, including workforce and budget.
13. **Reporting:** Prepare regular reports for CEO, trustees, funders, and other stakeholders, providing updates on contract performance, service delivery, and key milestones.
14. **General**
 - To promote, model and adhere to Action for Carers values: Focus; Inclusion; Respect and Excellence.
 - To attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
 - To work within agreed budgets.
 - To attend mandatory training identified by ACS.
 - To ensure all work meets current legislative requirements, good practice and is in line with ACS policies and procedures.
 - To work in accordance with the ACS Code of Conduct and to understand and implement policies, standards and the procedures of ACS.
 - To undertake any other duties as appropriate and commensurate with the grading of the post.

Personal Specification



PERSON SPECIFICATION

Experience	Requirement
Senior leadership experience of operational delivery ideally in the not-for-profit sector	Essential
Proven track record in improving service delivery and implementing quality assurance systems.	Essential
Proven experience of managing managers, with the ability to build, inspire and motivate teams.	Essential
Excellent communication and interpersonal skills, with a track record of building effective relationships with a diverse range of stakeholders and a dispersed workforce.	Essential
Demonstrable experience in successfully managing publicly funded contracts (pref. £1m+ value) and working with commissioners, including the related budgeting, monitoring and reporting.	Essential
Experience of designing and developing programmes to meet new and emerging needs.	Essential
Experience of leading provision in either health, social care, youth or education.	Desirable
Experience of writing external funding bids and building new income streams.	Desirable
Education & knowledge	Requirement
Good working knowledge of GDPR and data protection.	Essential
An understanding of best practice in adult and child safeguarding and a commitment to maintain a safeguarding culture.	Essential
Able to analyse, review and report on data.	Essential

An understanding of emerging technologies and how these can improve our operations and delivery.	Desirable

Abilities	Requirement
An entrepreneurial approach to developing new business, diversifying income and expanding services.	Essential
Commitment to the mission and values of Action for Carers.	Essential
Strong analytical and problem-solving skills, with the ability to make sound decisions under pressure.	Essential
Excellent written and verbal communication skills with ability to deliver information to colleagues clearly and accurately.	Essential
Other	Requirement
Flexible approach to working and travel to meet the needs of the business.	Essential
Current driving license and use of a road worthy vehicle <i>or</i> able to use public transport to travel across delivery area.	Essential