**Community360**

**Job Description and Person Specification**

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| **Job Title:** | Chief Operating Officer (COO) | **Salary Grade:** | £45K-£55K |

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| **Responsible to:** | Chief Executive Officer (CEO) |
| **Line Management responsibility for:** | The Executive Leadership Team  |
| **Purpose of job:** | Accountable for services within your directorate in accordance with C360’s strategic objectives and aligned to the organisation’s Purpose and Values. |
| **Budget Responsibility** | TBC |

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| **Principal Accountabilities:**1. Assist the Chief Executive Officer in the development and implementation of strategic objectives, corporate priorities and other major initiatives to ensure that the organisation plans and responds appropriately to the significant issues affecting the citizens in our communities.
2. Work with The Board and Executive Leadership Team to deliver C360’s policies and priorities. Support and lead on specific areas of the Organisations formal and informal decision making; policy development; regulatory; and scrutiny processes to include, but not limited to:
* HR Functions, including People and Culture Strategy
* Policy and procedures including quality marks and external and internal audit
* Risk Management
* UK GDPR
* Performance and Outcomes Frameworks
* Income Generation with budgetary controls
* Build trusting relationships with key customers, clients, partners, and stakeholders
* Governance
1. Have C360’s Purpose and Values at the heart of what you do.
2. Work as part of the Executive Leadership Team and its wider Senior Management Team providing collective leadership and accountability, promoting the cultural values of the organisation and displaying the right attitudes and skills that enable services and staff to adapt to an ambitious C360.
3. Have strategic responsibility for C360 and ensure clear linkage across all aspects of C360’s operations with collaborative Leadership at the core of all you do.
4. Provide leadership and direction to the staff and volunteers within the Corporate Services team ensuring sound financial and people management in accordance with the organisation’s strategic objectives, policies and procedures.
5. Provide leadership, performance management and mentoring to direct reports.
6. Implement business strategies and plans that align with the short- and long-term objectives developed in tandem with CEO.
7. Analyse internal operations and identify areas for process enhancement.
8. Develop relationships with external partners to collaborate and deliver the aims and ambitions of C360 that relate to Corporate Services.
9. Take a lead role in data protection ensuring organisation complies with current legislation and internal policies and that all staff and volunteers are aware of responsibilities.
10. Be fully accountable for the performance management of contractual key performance indicators and qualitative and quantitative delivery within this portfolio.
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| **Overall:**1. Ensure that C360’s policies and procedures are followed in all areas of work of C360.
2. Comply with the UK General Data Protection Regulations (GDPR) of the Data Protection Act 2018, following guidelines as per C360 processes and procedures.
3. Attend as appropriate, and participate in, internal meetings of the organisation, including, but not limited to, staff meetings, board meetings, the Annual General Meeting and Away Days promoting staff professional development and awareness.
4. Work co-operatively with other members of staff and act as an effective team member, promoting mutual respect amongst colleagues and a positive persona.
5. Comply with the internal and external monitoring and recording requirements of the organisation for accountability purposes.
6. Provide local intelligence and knowledge to the organisation, galvanising communication throughout, which would usefully inform discussions and decision making.
7. Assist with co-ordinating and attend community events during the year, maintaining a flexible approach.
8. Contribute to marketing C360 services including but not limited to social media, website, newsletters, leaflets, presentations and any other marketing tools.
9. Pursue and undertake any training and personal development of skills necessary for the effective performance of your role, as agreed with your line manager, maintaining your training record in conjunction with Support & Supervision.
10. Ensure all information (including the shared drive) is kept confidential, in appropriate files, up to date and accurate.
11. Carry out other duties in line with the above primary duties, which are held to be within the scope of this post.
12. Ensure that all services are provided in line with all C360 strategic and delivery plans.
13. Take ownership and responsibility of communication both internally externally ensuring the sharing of appropriate information where necessary. Continuously explore effective ways of working within the C360 Team.
14. From time to time, you may be required to work unsociable/additional hours (evenings and weekends) for which time off in lieu (TOIL) will be given.
15. The job role may require at times, travel across Essex, the region and nationally.
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| **Disclosure and Barring Service Registration required: NO***Where staff will carry out defined, regulated activity with children/vulnerable adults* |

**PERSON SPECIFICATION**

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| **The following are the qualifications or equivalent experience that apply to this role:** |
| We expect you to have: | We also hope that you have: |
| * Minimum five years’ experience in executive leadership roles
* Educated to a degree level or work experience demonstrating an equivalent level of attainment
* Relevant professional qualifications or qualification by experience
* Demonstration of continuing professional or personal development are essential
 | * A management or coaching qualification
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| **Skill Group** | **Skills** |
|  | We expect/hope you have: |
| Role-specific technical skills | * Experience at strategic management level with a record of leading multi-faceted services with agility and resilience.
* Understanding of advanced business planning and regulatory issues.
* Significant knowledge and experience of leading and managing the Employee Relations cycle.
* Proven track record of effective planning, control, and monitoring of Human Resources, risk, premises, finance, compliance, technology and board governance.
* Solid grasp of data analysis and performance metrics
* Proven track record of successful bid writing
* Demonstrable ability to write business cases
* Budgetary control. Analysing forecast to actual spend
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| Leadership | * Excellent leadership skills, with steadfast resolve and personal integrity
* Ability to diagnose problems quickly and foresee potential issues.
* Be visionary and give clear strategic direction
* Work collaboratively
* Coach and mentor effectively
* Be able to inspire and motivate others
* Champion innovation and welcome ideas and fresh perspectives
* Strategic decision-making skills
* Be personally accountable for the promotion of equality, diversity and inclusion; leading the Executive Team in challenging discrimination and disadvantage as well as promoting opportunity.
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| Impact and Influence | * Experience of partnership working, including negotiating, communicating, presenting and joint working with internal/external organisations to achieve outcomes
* Proven ability to work with committees and board of trustees/directors
* Demonstrate cultural awareness
* Commercial awareness and innovative approach to business development
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| Management | * Be decisive and accountable
* Have business acumen and financial awareness
* Be accountable for substantial capital and revenue budgets
* Develop team performance and motivate staff
* Deal with conflict decisively
* Be able to plan, monitor and prioritise change
* Understand risk management
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| IT Skills | * Microsoft 365 – intermediate level
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| **The following are any physical or special attributes that apply to this role:** |
| We expect you to be able to: | We also hope that you are able to: |
| * Work flexibly as appropriate
* Attend evening meetings/external events as required
 | * Knowledge and understanding of the voluntary sector
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## Valuing Equality, Diversity & Inclusion

Community360 is an equal opportunity employer and is fully committed to a policy of encouraging equality, diversity and inclusion among its employees and job applicants and treating all of its employees and job applicants equally, fairly and without bias. Community360 will avoid unlawful discrimination in all aspects of employment including recruitment and selection, promotion, transfer, opportunities for training and development, pay and benefits, other terms of employment, dealing with grievances and discipline, performance management, requests for flexible working, selection for redundancy and dismissal.

Community360 will take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origins and caste), religion or belief, sex or sexual orientation. In this policy, these are known as the “protected characteristics”. Community360’s aim is for its workforce to be truly representative of all sections of society, and for each employee to feel respected.

**Disability Confident**

We are a Disability Confident Employer and have made a positive commitment to inclusion and diversity and welcome applications from people with a disability or long-term health condition.   Part of our commitment is to offer all disabled candidates an interview who meet the minimum essential criteria for the role as set out on our Person Specifications.

We will ask you to let us know if you require any reasonable adjustments to be made throughout the recruitment process to ensure inclusion and if you would like to discuss the recruitment process in advance, including what reasonable adjustments would be required, you can call Amanda Woods, Corporate Services Manager on **01206 505250**.  If we offer you the position, we are committed to making reasonable adjustments wherever possible to your working environment.

**Safer Recruitment**

Community360 is committed to safeguarding and ensuring the welfare of vulnerable adults, children and young people.  We expect all employees and volunteers to share this commitment.

The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  We have safeguarding policies in place which staff/volunteers are expected to read at induction and keep up to date with any policy changes throughout their employment and/or volunteering experience.

**Employer Family Friendly Charter**

C360 have signed up to the Essex County Council’s Employer Family Friendly Charter. The Charter is a set of minimum principles that employers in Essex should meet to be deemed family-friendly and sets out how we can help parents and carers manage their work and caring commitments.

**Amendments** – this description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.