

## Job description: Chief Operating Officer

- **Job Title:** Chief Operating Officer (COO)
- **Location:** London (Hybrid - 1 or 2 days per week in the office)
- **Reporting to:** Executive Director
- **Responsible for:** Global support functions of Governance, Legal, Finance, HR, IT, and Keeping People Safe.
- **Reports:** 6 direct reports (plus 9 staff indirectly)
- **Contract:** Permanent
- **Salary:** £87,125 FTE plus 9% employer pension contribution

### Job Purpose

Reporting to the Executive Director, the Chief Operating Officer (COO) is responsible for ensuring that Conciliation Resources' finances, governance and operational support services across its 6 offices are compliant and meet the needs of the organisation.

The COO contributes to the organisational leadership of Conciliation Resources as a member of the Executive Management Team and other senior management groupings, representing its core values, and continuing to develop the organisational structure and operating model to support the peacebuilding vision of Conciliation Resources. The COO helps devise and implement strategies, including change management, to ensure Conciliation Resources is a dynamic, innovative and reflective organisation. As such, the COO plays a leading role in moving forward strategic processes on anti-racism, decolonisation, localisation, and inclusion and gender sensitivity into organisational practice.

In addition to ensuring legal, safe and robust operational management across the global organisation, the individual leads the organisational support teams and functions, currently comprising Finance, Governance, Human Resources and Facilities, Safety and Compliance, and IT. The level of direct management is variable as some of these teams have Managers who provide day to day management and strategic direction which the COO oversees and assists. During periods of emergency that threaten the health of staff or the organisation, the COO leads the organisation's immediate emergency response as well as the longer-term strategic response

As well as leading the Finance function, and overseeing legal and risk management, the COO reports to the Board and related committees on these areas as well as governance. The COO works closely with the four Department Directors based in London, Nairobi and Melbourne across all aspects of finance, governance, legal, HR, safety and compliance. This includes responsibility for the development, review and compliance of organisational policies. The COO consults with staff bodies and provides opportunities for staff to provide input and feedback as part of overall change management processes.

## Specific Tasks and Responsibilities

### Leadership

- Work closely with the Executive Director and others on the Executive Management Team and senior staff to present a vision and business plan, and subsequently monitoring and reporting business plan KPIs. Implement areas of the business plan relating to the functions overseen by the COO.
- Provide leadership in moving forward strategically important work streams such as anti-racism, decolonisation, localisation, and be a role model for inclusion and implementation of the Gender Strategy.
- As a member of the Executive Management Team, the post-holder will be a role model for a professional, collaborative and supportive working culture and embed an efficient operational framework.
- Work collaboratively, particularly with EMT colleagues, to identify and problem solve emerging strategic organisational issues.

### Line Management and Oversight

- Motivate, inspire and develop direct reports, setting performance objectives, providing objective and constructive feedback via appraisal and performance management processes and in turn making sure that direct reports cascade the same requirements to their reports.

### Finance

- Oversee the Finance Team and all financial processes including budgeting, cashflow, banking, management accounts and financial accounting, controls and compliance, and convening of and reporting to the Risk and Audit Committee.
- Lead on ensuring compliance with all statutory, tax and financial requirements. This will involve overseeing the Finance Team on the preparation of the annual Audit File (including preparation of the schedules to support the Notes to the accounts) and working with Conciliation Resources' external auditor to successfully deliver draft accounts to the Board.
- Ensure that Conciliation Resources complies with all necessary obligations in respect of payroll, VAT, corporation tax, project audits and the financial requirements of both Companies House and the Charity Commission.
- Ensure Conciliation Resources is equipped to meet grant and contractual finance expectations, supporting collaboration between Finance and other teams, on cost recovery optimisation, reporting and other contractual obligations.
- Maintaining a rolling three-year budget plan with the organisation's financial planning model supporting prioritised organisational agenda's such as localisation.
- Provide strategic support and oversight for the Annual Planning and Budgeting process.

### Governance

- Maintain the global governance structure, ensuring it is cognisant of local legal requirements for peacebuilding and charitable organisations and balances competing needs and risks across the global offices. Ensure entity registration across offices is appropriate, legal and functional, with appropriate insurance and risk management practices.

- Ensure appropriate horizon scanning and lead the organisation's strategic response to operational shifts in the wider sector in the UK and other global CR locations.
- Exercise responsibility for all Company Secretarial duties including timely statutory reporting and working with the Chair to ensure effective management of the Board process and procedures. Support both the Chair and the Executive Director in their work developing the work of the Board and its members. Working with the Executive Director, provide timely, regular, accurate and transparent information on organisational performance to the Board of Trustees.
- Maintain the global Risk Management Policy to manage the 'live' high-level organisational Risk Register, reporting periodically to the Board on the risks and their mitigation and management. Manage and operationalise security policies and procedures and ensure cross organisational compliance with the same.

### **Keeping People Safe**

- Ensure that CR's Keeping People Safe policies, systems and processes are fit for purpose and implemented to ensure the safety of our staff, partners and those we come in contact with.
- Oversee CR's risk management, security plans, internal training and trip safety planning.
- Champion a culture of safety internally and externally, represent CR in senior and strategic safeguarding forums and with donors, ensuring that CR follows sector best practices and developments.
- Provide strategic advice on emerging areas of risk for programmes as required.
- Lead the Crisis Management Team in implementing the organisation's Crisis Response Plan when needed.
- Report to the Keeping People Safe Committee quarterly on all internal developments, incidents, learning, and providing analysis and insight on external and regulatory developments.

### **Human Resources**

- Monitor work culture on an ongoing basis, and work with the EMT and organisation leaders to enhance morale and work culture.
- Provide strategic support to the Global Human Resources and Facilities Manager in their work on the continued development of Conciliation Resources' HR policies, systems and practice, integrating inclusivity and gender sensitivity across the organisational policies and processes.
- Drive forward the refinement and adaption of internal processes to increase efficiencies in processes and reduction in workloads.
- Participate in the provision of a safe working environment, adhering to Conciliation Resources' health and safety policies at all times.

### **Organisational Support Functions**

- Provide strategic and hands-on support to global and local Operational, Human Resources, and IT staff in the provision of the organisational operating environment, and ensure that necessary changes are identified and acted on in a timely manner.
- Directly assist the Department Directors in the setup and maintenance of overseas branch and satellite offices.
- Directly review all organisational contractual commitments and seek external legal advice when necessary.

- With input from Department Directors and members of the Executive Management Team, devise and implement appropriate partner and supply chain due diligence systems and processes across all compliance areas.
- Oversee the continued development and implementation of the compliance calendar and work plan across risk management, cash couriering, contract management, partner due diligence, data protection, insurance, terrorist financing, money laundering, fraud, bribery and procurement.
- Filing of annual returns and meeting all other requirements for the Charity Commission and Companies House.
- Undertake any other relevant duties that fall under the general scope of this role as instructed by the Executive Director.

### Person Specification

#### Knowledge

- Advanced practical knowledge of how to approach global organisational management, operations, finance and governance.
- Knowledge and practice of UK, Australian, Kenyan, Belgian and other relevant company and charity governance and broader legal environments is highly desirable
- A thorough understanding of, and commitment to, Conciliation Resources' general aims and principles including a positive attitude towards equal opportunities principles and practice.
- A comprehensive understanding of the external environment and the key issues faced by international non-governmental organisations and the practical application of these in relation to the organisational support teams and their work.

#### Experience

- Experience overseeing support teams across multiple countries, including in high risk locations
- Management and leadership experience, including delivering strategies and support across multiple global offices and working with multiple Boards of Directors and Trustees.
- Experience overseeing finance, legal, risk and compliance matters across a global NGO or company, leading analysis and decision making in these areas.
- Experience of preparing annual organisational budgets and forecasts, statutory and management accounts, as well as meeting SORP requirements.
- Experience of working across the organisational support team portfolio, including safety and security, IT and Human Resources, and supporting and developing colleagues that lead their respective areas of work.
- Experience of leading people and culture functions.
- Experience of Keeping People Safe and crisis management.
- Experience of change management within complex and fast paced organisations, as well as leading organisational development processes related to areas such as anti-racism, decolonisation and localisation.
- Experience of financial reporting to institutional donors such as the FCDO and EU, as well as the preparation of donor budgets and optimisation of cost recovery.

- Experience in both facilitating and leading meetings and / or events.
- Experience in finding practical responses to operational challenges and supporting others to do the same.

### **Skills/Attributes**

- Proven ability to think and operate strategically, with excellent organisational leadership and management skills including strategic planning.
- Excellent line management skills with the ability to work across a multi-disciplinary team of senior staff in multiple locations
- Strong financial, numeracy and Excel skills including accuracy, attention to detail and the ability to operate complex financial systems, preferably with a professional accounting qualification.
- Demonstrate a commitment to CR's Keeping People Safe policy and zero tolerance on bullying and harassment.
- Ability to support and encourage direct reports (and their respective teams) in their fields of expertise. Proven ability to provide mentoring and advice to colleagues.
- Excellent verbal and written skills in English and proven ability to communicate effectively and sensitively and tailor communications to specific audiences.
- Appreciation of the importance of inclusivity and diversity within the internal organisational structures and the role this plays in maintaining the same in our programmatic work and how it relates to our mission, and demonstrate a commitment to gender diversity, diversity and inclusion.
- Proven political judgement including an appreciation of how to handle sensitive and confidential issues.