

<b>Job title:</b>	Chief Operating Officer.
<b>Salary:</b>	Up to £56k per annum (depending on experience)
<b>Hours:</b>	35 hours per week average (incl. some evening / weekends).
<b>Pension:</b>	GPP; employee's and employer's contribution matched up to 5% of salary.
<b>Annual leave:</b>	25 days per annum (up to 5 additional days relating to continuous service).
<b>Tenure:</b>	Permanent
<b>Based at:</b>	Birmingham Settlement, Sports & Community Centre, 600 Kingstanding Road, B44 9SH with regular attendance at other Settlement sites.
<b>Responsible to:</b>	Chief Executive Officer.
<b>Responsible for:</b>	Managers and Service Leads across the Settlement.
<b>Role Purpose:</b>	Working closely with the CEO and management team, the COO will translate strategic vision into operational delivery, ensuring the Settlement has the systems, people, resources and processes in place to achieve its goals.

## Birmingham Settlement

Since 1899 Birmingham Settlement has been challenging social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our five organisational objectives are:

- 1) To improve financial resilience – people and communities
- 2) To build individual and community wellbeing
- 3) To develop people – skills, confidence, voice
- 4) To build environmental awareness and action
- 5) To build and maintain a sustainable organisation

We do this by maximising our resources to provide services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it's financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support that enables people to gain new skills, to build confidence and to establish social and community networks that create opportunity and improve lives.

The Settlement is at an important phase of growth and change, including ongoing investment and development of our owned sites, our Nature & Wellbeing Centre by Edgbaston Reservoir and our Sports & Community Centre in Kingstanding. Those developments while continuing our wider work have made for a busy but exciting period with opportunity to create a real and positive offer for the people and communities we serve. With that in mind, we now wish to appoint an energetic and visionary candidate to a newly created role of Chief Operating Officer which, working closely with the Settlement's CEO, trustees, managers, service leads and wider stakeholders will help develop and deliver the Settlement's vision for its long-term future.

## **Role summary**

Working closely with the CEO, the COO will help translate strategic vision into operational delivery by ensuring the Settlement has the systems, people, and processes in place to achieve its goals while allowing the CEO to focus more on developing external partnerships and developments. This includes operational support and leadership: working closely with managers and service leads to create and take opportunities while also delivering effective financial management, governance, compliance, and risk management. The COO will also drive the Settlement's people strategy, embedding culture, and organisational development as well as taking responsibility for managing IT systems, data, and digital transformation.

## **Key responsibilities/job purpose:**

### **1. Leadership, Relationships & People Development**

- a) To be a role model; to lead, manage, motivate, and inspire staff, volunteers, and other stakeholders across the Settlement – to act as an internal partner and supporter.
- b) To embed, build, and ensure compliance with the Settlement's vision and values (culture) through the development of staff teams, volunteers, and key stakeholders, challenging where necessary, resolving concerns and managing risk.
- c) To line-manage and support managers and service leads including resolution of direct and indirect performance/employment concerns and establishment of team and individual priorities.
- d) To support, manage and develop the skills and expertise of the Settlement's people including the recruitment, management, training, and development of staff.
- e) To drive the Settlement's aim to be an employer of choice; following best practice principles in management and governance, maintaining a learning environment that attracts, motivates, and retains staff.
- f) To develop and maintain positive relationships with new and existing partners, funders, commissioners, and other stakeholders.

### **2. Service Development & Implementation**

- a) Supporting managers and service leads, responsible for the development of organisational strategy and growth; specifically, to lead the effective ongoing development and implementation of service strategies and delivery plans.
- b) To initiate and support the development of services in line with identified need, using client feedback and impact to inform growth and sustainable income.
- c) In collaboration with the CEO, to build and engage with new and existing partnerships to further the work of the Settlement, including the development and creation of new services and opportunities to support sustainability.
- d) In partnership with managers and service leads, responsible for developing and managing management information systems and resources; including data capture and compliance to ensure delivery aligns with strategic objectives.
- e) Working with managers and service leads, to monitor and respond to analysis of delivery including contract compliance.
- f) With managers and service leads, responsible for compliance with quality, legislative, statutory, and regulatory standards across Settlement services ensuring best practice principles.



## Person specification

Criteria	Essential	Desirable
<b>Experience</b>		
A proven track record of strategic leadership, development and delivery in a complex, diverse and everchanging environment.	X	
Strong experience, awareness, understanding and commitment to good practice in relation to equality, diversity and inclusion.	X	
Sector experience at senior level including service development, compliance, risk management and control of regulated and non-regulated activity.	X	
Awareness and understanding of the ever-changing and political sensitivities we work to, including the importance of partnerships.	X	
Experience of managing large (and small) complex budgets e.g., multiple funding streams within a single programme of activity	X	
Experience of linking and integration of services in a multi-disciplinary and multi-agency environment.	X	
Experience of asset management including buildings and property.		X
<b>People Management / Relationships</b>		
A strong track record of leading and developing senior teams including the implementation of organisational vision and mission – shared purpose.	X	
Outstanding communication and commercial skills; an aware, enterprising and creative thinker with credibility to influence and take people with them.	X	
Proven experience in relationship management and development with colleagues, supporters, funders, commissioners and wider stakeholders.	X	
Excellent understanding of customer care including attitude and skills towards funders, commissioners, supporters, service users and wider stakeholders with know-how around judgement, tact and diplomacy.	X	
Experience in HR and people management, including policy development, employee relations and performance management.	X	
Experience and ability to manage, develop, motivate, and inspire people with sensitivity to the needs of the charity and the individual – facilitation, persuasion and influence.	X	
<b>Education/Training and Qualifications</b>		
Professional qualification in finance, HR, or relevant management discipline would be advantageous.		X
<b>Personal Qualities / Attributes</b>		
Takes pride in fostering friendly, upbeat, collaborative, inclusive and productive working environments, with a supportive, positive, relaxed and approachable style; calm, committed, confident, with clarity of vision and values	X	
Innovative and adaptable with determination, energy and ability to use initiative in a fast-paced environment with confidence to move quickly between board-level thinking and hands-on delivery.	X	
Agility with ability to combine strategic insight with pragmatic, hands-on approaches; a problem-solver motivated by the opportunity to help shape and strengthen the charity for the long-term.	X	
Takes responsibility for actions including a flexible attitude towards work and working patterns to meet the needs of the role.	X	