Job Description

Role Title	NFCC Chief Operating Officer
Department	Executive Leadership Team
Responsible to	Chief Executive and Chiefs Council Chair
Job Level	0
Salary	Up to £110,000

Summary Purpose

The COO is responsible for the effective operational, corporate, and organisational management of the charity. The role leads organisational strategy implementation, oversees internal operations, and manages corporate functions including Finance, HR, IT, Risk, Governance, Safeguarding, and Programme Delivery.

The COO has financial accountability to the Board of Trustees.

The COO line manages the NFCC Directors.

Key responsibilities / level of accountability for delivery

1. Strategic Leadership

- Act as a strategic partner to the CEO/Board.
- Translate strategy into actionable operational plans.
- Provide day-to-day leadership of all NFCC staff and resources to deliver successful organisational performance and standards.
- Act as a principal advisor to the to the Chief Executive and Board of Trustees on organisational operations, risk, performance, and future capability.
- Represent the organisation at strategic events, meetings, and forums.
- Support the CEO in working with government and strengthening the organisation's external influence.

2. Operational and Corporate Management

- Oversee day-to-day operations.
- Ensure effective and efficient systems, processes, and infrastructure to support service delivery and organisational growth.

- Drive operational excellence through evidence-based practice, KPIs, and data-driven decision-making.

3. Governance, Risk, and Compliance
- Act as Company Secretary
- Ensure compliance with all statutory and regulatory requirements including Charity Commission, Companies House, safeguarding, GDPR, procurement, and health & safety.
- Ensure the development and maintenance of robust risk management frameworks, business continuity planning, and internal controls.
- Provide high-quality reporting to the Board, Council, committees, and stakeholders on performance, risk, and organisational health.

4. Leadership, People, and Culture
- Provide leadership to NFCC staff teams.
- Establish a positive culture of leadership and behaviours, based on the core code of ethics and the NFCC organisational values that positively embody equality, diversity and inclusion.
- Overall leadership on HR strategy, organisational design, workforce development and performance management.
- Strengthen a positive organisational culture grounded in charity values, equity, diversity and inclusion, wellbeing, and high performance.
- Ensure staff are supported, empowered, and equipped to deliver impact.

5. Financial Management and Accountability
- Serve as the executive lead accountable for the organisation's financial health.
- Oversee financial planning, budgeting, forecasting, and long-term financial modelling.
- Ensure strong financial controls, compliant processes, and robust audit arrangements.
- Monitor financial performance and report regularly to the Board of Trustees and their Committees.
- Ensure the organisation uses its resources efficiently, effectively, and transparently.

Key outputs including typical timeframes
- Delivery of operational plans and performance targets.
- Development of annual budgets, organisational policies, and compliance frameworks.
- Contribution to long-term strategic planning and organisational development (3–5 years).
- Reliable, timely financial reporting and forecasts.
- Strong reserves and cash position aligned to policy.
- Clean external audit; robust internal controls; fund-restricted spend compliant.
- Compliant with Charity Commission, Companies House, HMRC, and data protection.
- Informed, well-governed Board and subcommittees.

- Lean, reliable operations; improved productivity year-on-year.
- Positive staff experience and retention; safeguarding embedded.
- Demonstrable value for money (VfM) in delivery and support functions.

Key Relationships

- CEO, Executive Leadership Team, Board of Trustees, Chiefs Council, Committee Chairs, MHCLG.
- Fire and rescue services, government bodies, emergency-services partners, and regulators.
- External suppliers, contractors, and sector networks.

Education, Qualifications, Experience

Essential

- Significant senior leadership experience in a charity, membership body or public/not-for-profit setting.
- Financial acumen and demonstrable experience of managing large budgets and generating income.
- Proven track record of successfully leading operations, people, and organisational performance.
- Strong understanding of governance, regulation, and compliance.
- Experience in strategic planning, organisational development, and change management.
- Excellent leadership, communication, and stakeholder engagement skills.
- Strong political awareness, alongside experience of working with senior leaders and civil servants.
- Ability to lead teams through change with empathy and clarity.
- Strong commercial awareness with commitment to charitable purpose.
- Commitment to ethical, values driven leadership.

Desirable criteria

- Business management qualification.
- Whilst experience of working in Fire and Rescue services is not essential, the candidate must demonstrate an appreciation and understanding of fire and rescue, national resilience and wider emergency services.
- The candidate must also demonstrate an understanding of managing complex organisations in a virtual environment, in that the NFCC is a remote organisation with staff members working from home offices.

Behaviours and Values

- Demonstrable commitment to the Fire Core Code of Ethics, NFCC Values and Nolan Principles for standards in public life.
- Integrity, transparency, and commitment to public benefit.
- Strategic thinker with operational focus and strong follow-through.
- Inclusive, collaborative, and values-driven leadership style.
- Resilient, adaptable, and able to make sound decisions in complexity.
- Passion for positive social impact and service excellence.