Job Description

Chief Operating Officer (COO)

Salary Level: MH68 £89,428 – MH75 £101,602

Hours: 35 Per Week

Responsible to: Principal/CEO

The Role:
The COO is a strategic senior leadership position and an integral member of the organisation's Executive Team. The COO has line management responsibility for Facilities and Estate Management, Finance and Fundraising, Human Resources, IT and Commercial activities across the whole organisation. The role reports to the Principal/Chief Executive Officer. Key areas covered include but not limited to:

- Facilities and Estate Management (including Health and Safety, catering and housekeeping)
- Governance/Company Secretarial
- Legal & Compliance including insurance
- Finance
- Data Protection Officer
- HR
- IT
- Commercial Activities

As part of the Executive Team, the COO contributes to and supports the vision, development and implementation of the strategy of the charity and its component businesses, including support for the development, leadership and management of major projects.

Main Duties and Responsibilities:

<u>Facilities and Estate Management</u>

The organisation owns substantial real estate, with extensive premises on one site comprising c124 acres with mixed aged buildings.

- The COO line manages and works closely with the Facilities and Estate Management Lead
- The COO will act as the organisation's project manager in instances where new buildings or major refurbishment are being planned and implemented including CAPEX and Major Project review with control and meeting with banks and other funders as necessary to discuss funds for specific projects

- Oversee work of the Facilities and Estates Team in maintaining compliance of regulations such as annual care standards
- Oversight of Housekeeping, Catering and Cleaning divisions of the School
- Ensure proper management and administration of the organisation's vehicle fleet
- Appreciation and ongoing involvement of Health & Safety (H&S) matters and act as a member of the H&S Committee
- Management of lettings of staff accommodation properties, both letting and "tied"

Governance and Company Secretarial

The COO acts as Company Secretary to Mary Hare and The Mary Hare Foundation, attending all Board and Trustee meetings.

- The COO will act as Director and/or Company Secretary to Mary Hare Services, any new Mary Hare commercial companies and where existing, Mary Hare Joint Venture Businesses.
- As Company Secretary the COO is responsible on behalf of Directors and Trustees for the timely filing of all statutory returns and submissions
- The COO supports the Chair of the Board with the business of the Board including, but not limited to agenda setting, minute taking, legal and compliance advice and guidance, Trustee and Board development and Sub-Committee administration oversight
- Support Trustee recruitment including interview participation, safer recruitment oversight and general trustee.
- Engagement with auditors and professional advisors
- Ensure all fundraising is carried out in accordance with Charity Commission guidance and the Fundraising Regulator

Data Protection

The COO acts as the Data Protection Officer (DPO) for the organisation and directly manages the Data Protection Assistant. As DPO the COO is responsible for:

- Data Protection training and awareness for all staff, trustees and visitors
- Data Breach investigations and reporting, including timely reporting as appropriate to the Information Commissioners Office
- Responding to Subject Access Requests (SAR) in accordance with regulatory requirements
- Overseeing and approval of Data Protection Impact Assessments (DPIA) for relevant software
- Keeping data protection knowledge up-to-date and updating training and messaging for staff and trustees
- Regular reporting of data protection to the Board of Trustees, including regular liaison with the Trustee responsible for data protection oversight on behalf of the Board.

Finance

The COO is responsible for leading and overseeing all aspects of the charity's finances. Supported by the Finance Department.

- Partner with and advise the Principal/Chief Executive and the Board on gaining 'best value' for the spending by all divisions.
- Oversee budgets and forecasts preparation including 3-5-year forecasts for the charity and associated businesses
- Oversee annual estimates of income and expenditure to include the preparation of departmental budgets within the charity, in consultation with senior staff and presenting regular updates/management reports on these to the Executive and Trustees
- Budgetary control within the spending limits authorised by the Board of Trustees
- Maintaining appropriate records and insurance of the Charity's assets.
- Compliance with regulations for benefits in kind
- Ensure all funds are banked in a timely manner, that all cash is managed safely and that all donor due diligence is carried out as required to adhere to regulations and protect the integrity of the charities
- Provide timely management accounts to the Executive Team and to the Trustees of the charity
- Work with Finance advisers and auditors in the production of statutory accounts and reports to Companies House and the Charity Commission in accordance with the charities Statement of Recommended Practice (SORP).
- Keeping analyses of costs and other statistical records
- Preparing financial appraisals of projects
- Advising on general financial policy within the charity
- The COO line manages and works closely with the Finance Lead

Human Resources

- The COO line manages and works closely with the HR Lead
- Oversight of all HR processes and Protocols to provide an effective HR service to and on behalf of staff,
- Assist where necessary with Payroll planning and payment of wages and salaries and the necessary relationships with the Government bodies
- Managing relationships with Government bodies dealing with P.A.Y.E., National Insurance, and pensions bodies such as T.P.A. and Berkshire Pensions and with the Local Government Employers Association regarding terms of service for Teachers and National Joint Council terms and NHS 'Agenda for Change' salaries for other staff.
- Assist with and oversight of Recruitment and compliance around employment law
- Insight into matters of Employee Relations
- Assist with processes and controls in relation to Staff appraisals
- Keeping up to date with changes to government legislation impacting HR and wider employee issues
- Ensuring all HR policies are developed, regularly reviewed and updated reflecting current legislative requirements

IT

The COO directly line manages the Head of IT, taking a strategic role to ensure safe, secure, efficient and up-to-date IT infrastructure and environments are maintained for trustees, staff and pupils and ensure that IT projects are delivered efficiently and timely. Responsibilities include but not limited to:

- Oversight of the IT strategy and operational effectiveness of the IT team
- Support the development of the IT budget
- Ensure the IT infrastructure remains up-to-date providing safe, secure and efficient IT services to the Mary Hare community
- Support cyber-security initiatives to keep the networks safe
- Partner with the Head of IT and other colleagues to provide safe support for the introduction and use of AI within the network
- Ensure all IT related policies are maintained, reviewed regularly and updated to reflect changes in legislation and/or regulatory environment
- Ensure telephony systems are safe, accessible and appropriate for the variety of staff requirements
- Ensuring all software licensing is appropriate to use and up-to-date

Commercial Activities

The COO has overall responsibility for the management of all Commercial Activities, maximising their impact and developing new initiatives, including letting of school facilities and accommodation. The COO acts as a director of the organisations' trading subsidiaries.

- Direct line management of each business areas lead manager or overarching Commercial Manager as appropriate.
- Reviewing the financial performance of the businesses and joint ventures, providing commentary and advice as necessary for the Executive and Trustees
- Providing strategic and operational guidance in the commercial operation of those companies and joint ventures and on their investments and business developments
- Researching markets and competitors and recommending positioning and marketing strategies to sustain and improve the performance of the businesses
- Advising on the appropriate commitment of charity resources to non-charitable activities

General Management & Administration

- The COO directly line manages a Personal Assistant who also acts as secretary to the Executive Team and Clerk to the Board of Trustees.
- Acting as a member of the Charity's Executive Team leading particularly in areas of finance and resources management and contributing to strategy planning
- Ensuring that the charity and its component businesses have adequate insurance cover at all times to include employer's liability, buildings and equipment cover, personal accident, travel insurance and other relevant cover.
- Risk Management & reporting
- Manages the relationship with the organisations legal and professional advisors and banks
- Purchasing, either directly or through a purchasing group, all goods and services for the organisation

Person Specification

Education Attainment

- General Secondary Education or equivalent (English and Maths essential) at least to A level or equivalent, ideally graduate of a relevant management degree.

Professional Qualifications

You will ideally have relevant experience and/or related qualifications which may include one or more of the following:

- Business Management
- IOSH or NEBOSH H&S qualification
- CCAB Qualified Accountant with an ACA, ACCA or CIMA Qualification
- Project Management certification
- HR qualification

Knowledge and Experience

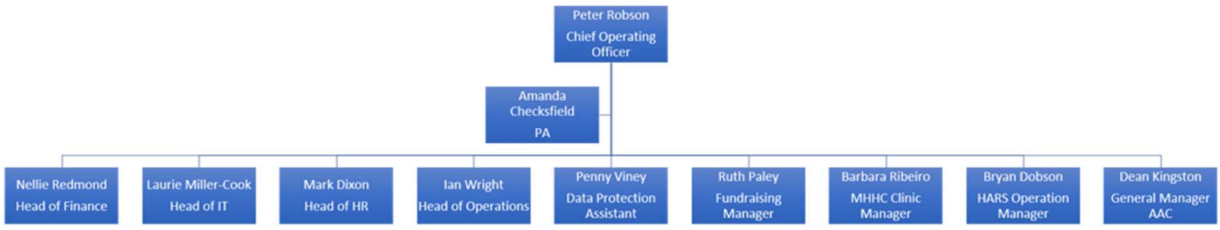
Essential	**Desirable**
• Experience of working as part of a strategic and operational management team • A knowledge of the principles and practice of business finance and accounting enough to provide leadership of the finance activities in the charity and associated businesses and support of professionally trained finance staff and advisors • The ability to ensure production of budgetary estimates, reports, cash flow and financial and statistical summaries • Knowledge of law and practice relevant to employment matters, company law and charity law • Experience of managing complex business operations and corporate service functions • Good understanding of IT infrastructures and operations	• Awareness of Safeguarding requirements and good practice within an education setting • Experience in the charity and/or education sector • Experience of charity fundraising • Good understanding of Health and Safety • Experience of data protection, either as a DPO, supporting a DPO or overseen outsourced DPO services • Experience of the provision of Catering and Housekeeping services

Skills and Personal Qualities

- Excellent written and aural communication skills to enable effective dialogue with colleagues, staff, advisors, visitors and where applicable pupils

- Organised and self-motivated, with a proven record for meeting targets and deadlines
- Ability to multi-task in a fast-paced environment with a logical approach to prioritisation and appropriate delegation
- Leads by example and a constructive and supportive team-player, who strives for excellence.
- Ability to lead and motivate a varied team of managers with varied skills, knowledge, abilities and priorities
- Tactful and discreet, mindful of Safeguarding and professional standards requirements.
- Displays a smart and professional appearance, representing the School in a positive manner
- Well-developed problem-solving skills
- Enthusiastic, with an eagerness to learn new skills and a commitment to personal continuous development
- High level of accuracy and attention to detail
- Adaptable and flexible with working patterns when required
- Committed to contributing toward the School community
- Good numeric and computer skills

Current Org Chart of area of responsibility:

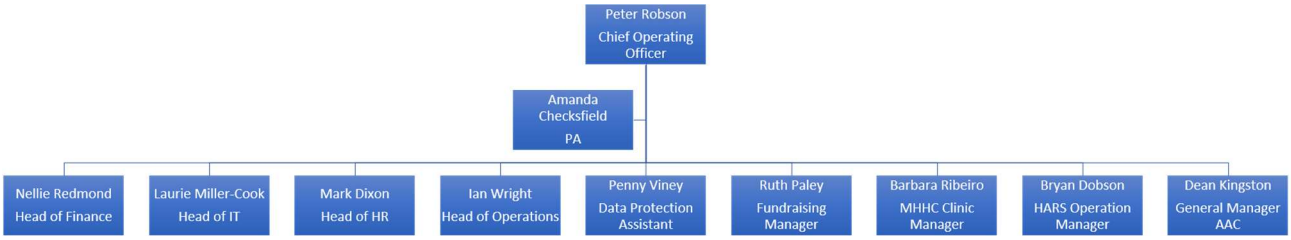


The School reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the School's business.

In exceptional circumstances, the post holder will be required to undertake other duties and responsibilities of a similar post in order to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All employees should take reasonable care for their own Health & Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the School, including personal protective equipment in accordance with training and instruction.


Peter Robson
Chief Operating Officer
Amanda Checksfield
PA
Nellie Redmond
Head of Finance
Laurie Miller-Cook
Head of IT
Mark Dixon
Head of HR
Ian Wright
Head of Operations
Penny Viney
Data Protection Assistant
Ruth Paley
Fundraising Manager
Barbara Ribeiro
MHHC Clinic Manager
Bryan Dobson
HARS Operation Manager
Dean Kingston
General Manager AAC