



Job Title: Chief Operating Officer (COO)

Hours: 35 hours per week, Monday-Friday: 10am - 6pm including paid lunch break (40hrs)

Job Type: Permanent full-time contract or option of job share

Responsible to: Chief Executive Officer (CEO)

Salary: £50,000-£55,000 pro-rata depending on experience + pension

### **Additional Incentives**

20 (+BH) days holiday annually, rising to 25 days after twelve months (five days fixed during Christmas), further increase of one day per annum after three years of service rising up to 35 (+BH) days. 30% staff discount at QCCA nurseries in Kentish Town or Highgate; free use of on-site gym; shower facilities for cyclists; guaranteed time off for Christmas and birthdays. This role will be an office-based (no remote working) free cycle scheme to commute to work.

### **Job Overview**

This is a new role developed to support the CEO, The COO will be a key member of our leadership team. The COO will work closely with the CEO and manage the SMT to ensure the efficient and effective functioning of the charity by playing a pivotal role in overseeing various aspects of our operations, including compliance, safeguarding, operations and team management, finance, human resources, IT, and administrative functions.

### **Why Work for QCCA**

Join QCCA, an organisation that has been at the heart of Camden's community since 1999, striving to make a lasting impact in one of London's most deprived neighbourhoods. As the largest voluntary sector provider of community services, QCCA has evolved from a local residents' drinking club in Gospel Oak to become a trusted and steadfast presence, situated in the same building for two decades.

QCCA is deeply committed to improving the life opportunities of individuals with low incomes. In a community facing significant challenges, we provide essential services and activities that are often taken for granted elsewhere, making them freely accessible or subsidised for all.

We serve a community where elderly residents rank in the bottom 3% for deprivation in England, and youth are in the bottom 6% (IMD 2019). Your work will directly contribute to positive change in the lives of those facing unique challenges.

At QCCA, we embody specific behaviours, values, and principles in our interactions. We prioritise listening, understanding, and respecting individuals to foster stronger and more supportive relationships. We celebrate diversity, recognising that understanding our differences enhances shared experiences.

Our focus is on empowerment, creating opportunities that enable people to help themselves, forge new networks, and sustain existing ones. We embrace inclusivity, welcoming collaboration with anyone, irrespective of their background, ability, or needs. Our actions are community led, guided by the voices of

our local community, and responsive, acknowledging and addressing changing needs with insight and accuracy.

## **Key Responsibilities**

### **Operational Leadership:**

- Provide strategic leadership to all operational functions, ensuring efficient and high-quality service delivery.
- Develop and implement operational policies, procedures, and best practices to enhance productivity and ensure compliance.
- Continuously streamline processes and workflows to improve operational performance.
- Deputise for the CEO when required, representing the organisation at events, meetings, and in day-to-day operations.

### **Strategic Planning and Execution:**

- Collaborate with the CEO and support, manage and develop the senior management to shape and execute the charity's strategic plan.
- Translate strategic objectives into actionable initiatives, ensuring effective implementation and tracking progress.
- Identify opportunities for growth, cost optimisation, and improved service delivery.

### **Board of Trustees Liaison:**

- Provide regular reports to the Board of Trustees on operational performance, strategic initiatives, and financial matters.
- Work closely with the CEO to ensure transparency, accountability, and alignment with the Board's expectations.
- Attend Board meetings and provide insights on operational challenges, opportunities, and key achievements.

### **Financial Management:**

- Oversee budgeting, forecasting, and financial planning, ensuring the efficient use of resources.
- Monitor financial performance, identifying areas for improvement and taking corrective actions as necessary.
- Drive cost-efficiency initiatives while maintaining a focus on quality and service outcomes.

### **People Management and Development:**

- Line manage and develop the SMT (seven managers)
- Lead, mentor, and develop a high-performing team, fostering a culture of accountability, collaboration, and continuous improvement.
- Establish performance goals and metrics for staff, offering regular feedback and development support.
- Promote an inclusive, diverse work environment that values employee engagement and professional growth.
- Oversee recruitment, onboarding, performance management, and retention strategies.

### **Risk Management and Compliance:**

- Develop and implement strategies to identify, assess, and mitigate operational risks.
- Ensure compliance with relevant laws, regulations, and industry standards, maintaining the highest ethical standards.

- Implement internal controls and governance practices to safeguard the charity's reputation and assets.

### **Knowledge, skills and abilities:**

- Exceptional leadership skills with a proven track record of building and managing high-performing teams.
- 5+ years of proven experience in senior operational roles.
- Knowledge of compliance, risk management, charity regulations, policies and government guidelines.
- Strong strategic thinking and problem-solving abilities.
- Excellent financial acumen, including budgeting and resource management experience.
- Strong communication and interpersonal skills, capable of inspiring and motivating teams.
- Demonstrable experience in the voluntary sector, with a deep understanding of the unique challenges and opportunities it presents.
- Knowledge of QuickBooks or similar accounting software for effective financial management and reporting.
- Experience in operational management, including process improvement, organisational development, and risk management.
- Experience in stakeholder engagement and advocacy, with the ability to represent QCCA effectively at various levels.
- Experience working with and reporting to a Board of Trustees is highly desirable.
- Delivering training and coaching to QCCA staff as and when required.

### **Required experience:**

- Leadership and Management: 5 years (required)
- Senior Operations: 5 years (required)
- Risk management: 2 years (required)
- Financial acumen: 2 years (required)

### **HOW TO APPLY**

Please send a CV and a cover letter explaining how you meet the required experience and your knowledge, skills, and ability (no more than 650 words.)

### **EQUAL OPPORTUNITIES**

QCCA is committed to principles of Equal Opportunity for all in terms of service provision and employment. As an employee of the company, it is your responsibility to ensure equality of access to jobs and services to women, Black/ethnic minorities, lesbian and gay men and people with disabilities, regardless of marital status, age, creed/religion and unrelated criminal convictions.

### **HEALTH AND SAFETY**

All staff have a responsibility to ensure the health and safety of persons and members of the public in the premises or sites controlled by QCCA the methods of achieving this will be provision of safe systems of work, safe and healthy conditions and environment, and including such information, training, instruction and supervision as is necessary to achieve these objectives in accordance with Safety Legislation and the Health and Safety Policy.