

Job Description

Client:	RDA
Job Title:	Chief Operating Officer
Reports to:	Chief Executive Officer
Line manages:	Operations Directorate Heads of Service & Managers
Based at:	RDA National Office (Lowlands Equestrian Centre, Warwickshire)
Hours:	Full time
Contract Type:	Permanent
Salary:	£60'000-65'000 per annum

About the Role:

The Chief Operating Officer (COO) is a member of the Senior Leadership Team, responsible for RDA's key deliverables achieved through a newly formed team, structured to reflect the heart of the RDA.

The operational pillars are:

- Membership Services
- Coaching
- Participation
- Equines
- Volunteering

As a dynamic, forward thinking, effective and solution focused leader, you will be able to navigate successfully in a fast-paced environment, where a collaborative style is required to ensure the strategic needs of the organisation are understood and delivered. The COO will:

- Ensure resourcing is appropriate to deliver;
- Manage budgets and comply with financial processes;
- Ensure Equality, Diversity & Inclusivity is at the heart of every decision;
- Develop and embed strategies;
- Apply a commercial, value for money lens to all aspects of service delivery;
- Ensure systems, processes and procedures are compliant and deliver best value for all;
- Integrate continuous improvement as part of the day-to-day approach and
- Deliver changes through a robust programme management approach.

RDA is a complex, volunteer led, federated structure, where consultation, engagement, trust and confidence determine success. The COO will have excellent interpersonal skills, with the ability to forge strong relationships and influence internal and external stakeholders.

Role Purpose:

The COO will be responsible and accountable for the delivery of all RDA core operational activities and services, in line with annually agreed targets which will actively support the development and delivery of RDA's strategy.

Specific Responsibilities:

Strategic and Operational Planning Development

In liaison with the Chief Executive, senior management team and where appropriate, Trustees, National and Regional leads, the COO will be responsible for;

- The day-to-day management, leading, inspiring, and motivating of staff to achieve the organisational objectives and strategic aims.
- Ensuring the operations directorate is effective by driving a best value ethos, continuous horizon scanning and forward planning.

- Ensuring operating policies and procedures are in place and fit for purpose, drive optimal performance and are understood both internally and externally.
- Setting and agreeing the strategic objectives of the directorate ensuring alignment with RDA's strategic plan and vision.
- The development, communication and monitoring of SMART KPI's as agreed with Chief Executive;
- Ensure robust decision making and options appraisals are undertaken for areas of improvement;
- Ensuring regulatory and legislative services (safeguarding, complaints etc) are compliant and appropriate at all times, escalating issues to Chief Executive as appropriate
- Actively leading, advising and contributing to the Risk Management Framework for the directorate.
- Contribute to the development and planning of Regional activity ensuring coordination of activities across the UK.
- Effective and coordinated communications to member Groups and Regions.
- Collaborating across the UK network, with partners and other agencies to raise awareness for increased participation and development in the provision of activities;
- Ensuring IT systems are fit for purpose, secure, maintained and effective.

And be required to:

- Be flexible in working from other offices in the UK, as required for the effective delivery of the role.
- Represent and deputise for the Chief Executive as and when required and undertaking duties as the Chief Executive requires periodically.
- Advocate and represent RDA in all forums successfully nurturing and developing key external relationships.
- Be the organisations Lead Safeguarding Officer overseeing the RDA's Safeguarding work.

Member Groups - Support and development

- Ensuring that RDA is able and ready to support the service offer to Member Groups', to the best of its ability using the most effective methods available
- Standards are agreed and communicated to the network and continuous improvement in delivery is embedded throughout.

Participation

- Support and oversee the work of the Participation function, with particular emphasis on:
- Raising awareness through all available routes to enable participants to access the services of RDA;
- Develop opportunities for enhancing the participation activities

Coaching

- Support and oversee the work of the Coaching function, with particular emphasis on:
- Developing an internationally recognised coaching programme (Coaching Pathway) which ensures the coaching pipeline is managed in both size and mix of levels to support the demand of the network and covers all aspects of RDA's disciplines.
- Ensure improvements to the Coaching Pathway are implemented to time and standard;
- Support and develop opportunities for individual volunteers to train and gain qualifications
- Embedding of CPD accredited coaching programme to enable the best quality support to groups;
- Management of the National Training Centre ensuring strategic fit within the RDA's strategy.

Volunteer Support

- Ensure a highly valued advisory service to RDA Groups to support the recruitment, management and retention of volunteer by:
- Ensuring the network has the volunteers needed and there is a sustainable pipeline for the future;
- Ensuring that training and skills of volunteers is relevant and up to date;
- Constantly developing new and improved approaches to recruitment and retention
- Delivery of a fit for purpose RDA UK Leadership programme;

Line Management responsibilities

To effectively manage and lead the directorate by:

- Leading by example and in demonstrating the Charity's vision and values;
- Ensuring regular communication with the team and on an individual basis;
- HR processes and documentation are adhered to and updated as required;
- Performance Check Points are delivered/reviewed on time and to standard ensuring SMART targets are included to ensure clarity and focus to the alignment to the RDA's plan and strategic aims;
- Championing the use of tools or services to report on actual data (such as data visualisation and dashboards to drive service excellence for all.

Budget Management responsibilities

To be accountable for the:

- Establishment and effective management of budgets allocated delivering within budget envelope;
- Compliance with the financial monitoring and budget framework as set by Director of Finance & Resources.
- Application of value for money in the procurement of external goods and services ensuring compliance with Procurement Policy.

Person Specification

Essential Criteria

- Experience as a strategic leader in a complex environment with comparable budget, responsibilities and resources
- Evidence of successful budget management over a 5-year period and the application of strong commercial acumen.
- Experience of driving collaboration and establishing strong relationships both internally and externally across multiple stakeholders.
- Ability to use high level negotiation and influencing skills that bring about consensus to desired change.
- Evidence of leading change programmes in a diverse organisation, effectively engaging stakeholders and establishing measurable objectives.
- Evidence of implementing rigorous project management approaches to ensure the best use of resources and drive value for money.
- A strong understanding of how analytics, reporting and research can be used to deliver innovative solutions and improved services.
- Excellent communication skills with the ability to present to a broad range of people internally and externally.
- Experience of operationalising strategy through the development and implementation of plans and making evidence-based decisions
- Evidence of planning for the future delivery of services, including the effective workforce planning for capacity and capability challenges.
- Evidence of successfully leading and motivating people and cultivating a culture that creates high performing people and services.

- Demonstrating a strategic understanding of equality, diversity and inclusion at every level and demonstrative experience in tried and tested methods to develop inclusive services and achieve a culture of inclusivity.
- Demonstrate a working knowledge of legislation, rules and regulations, set by regulatory agencies relevant to the responsibilities of the role.
- Experience of representing an organisation to external bodies.

Desirable Criteria

- Experience of operating in a volunteering/disability environment;
- Extensive Portfolio/Programme Management experience or Bachelor's degree (or above) in Business Administration or equivalent industry relevant qualification;
- Some knowledge, or experience, of equestrian sport or activity;
- Knowledge of fundraising or income generation;
- Experience of working with a board of directors / trustees;
- Experience in the charity sector;
- Experience of delivering training