



## CHIEF OPERATING OFFICER – INFORMATION PACK

### Welcome from the Chair of the Board of Trustees

Thank you for your interest in our vacancy for a Chief Operating Officer.

The purpose of this Information Pack is to provide some detail of what the job would entail, together with the recruitment process.

The information provided in the following pages includes; the Job Description; the Person Specification and some Contractual details.

Should you wish to proceed and apply then I think it important that I advise you of our recruitment requirements to help you with your application:

Please send an email with the Subject Line stating 'Chief Operating Officer Application' to [info@evergreencarebexley.org](mailto:info@evergreencarebexley.org). Your email must explain why you wish to apply for the post and why we should consider you. Your Curriculum Vitae (CV) should be attached to your email. Of course, please provide your contact details to enable us to reply to you.

The recruitment process will consist of:

- Paper Sift of all applications.
- A first Interview via 'Zoom' (online meeting facility).
- A second Face-to-Face Interview to select the successful candidate.

The successful candidate must secure TWO favourable References.

Since our Charity cares for the older and most vulnerable adults in our community, the successful candidate must receive a favourable DBS check, which will be carried out before the job can be offered.

Looking forward to hearing from you soon,

Yours sincerely,

*KPColeman*

Keith P. Coleman

Chair of the Board of Trustees

## JOB DESCRIPTION

**Profile:** The person appointed to this post will be passionate about the concerns and needs of older and vulnerable people within the local community. They must have an empathetic heart and work effectively as a team member.

**Job Title:** Chief Operating Officer

**Aim:** The Post Holder will have overall responsibility for the management of Evergreen Care. They will work in partnership with the Chief Executive Officer and other members of the Administrative and Operational teams to design and implement business strategies, plans and procedures.

**Trust Ethos:** To uphold the Christian ethos and Kingdom Values of the Trust, i.e. treat others as you would like to be treated.

**Reporting to:** Chief Executive Officer and the Trustees

**Responsible for:** The overall management of Evergreen Care

### Key responsibilities:

- Assist in the formulation of strategic plans and the development of services in line with those plans, together with any agreed KPIs.
- As appropriate write and submit reports (including business cases) to the CEO/Trustees in all matters of importance.
- Keep abreast of any changes, or proposed changes, in charity law, data protection regulation, voluntary sector rules and regulations.
- Aim to secure quality and value for money in all facilities and contracts.
- Ensure that all of the Charity's operations continue to be underpinned by a sustainable financial model.
- Ensure financial resources are managed effectively by budget setting, financial reporting and monitoring.
- Ensure all financial planning and management is rigorous, with streamlined, transparent processes that help all staff access accurate and timely information, enabling them to make the best decisions about our income and expenditure.
- To oversee the management of premises and other assets.
- Line manage the office team, overseeing daily operations of the Charity and the work of all staff and volunteers.
- Lead employees to encourage maximum performance and dedication.
- Ensure that all staff are supervised and appraised and relevant training is undertaken in order to ensure that staff carry out their duties to full legal and procedural requirements and meet the full standards of the Charity.
- Ensure the Charity has appropriate policies and practice in place to maintain organisational resilience and wellbeing, including safeguarding training and support.
- Set comprehensive goals for performance and growth.
- Ensure that staff and volunteers are aware of their Health and Safety responsibilities.
- Deal with any delivery issues as they arise and handle complaints.

- Ensure ongoing maintenance and updates of information systems and computer hardware, software and applications.
- The job holder will be expected, on occasion, to lead Prayer Meetings and Prayer-Times with groups or individual members of staff and/or volunteers. Consequently, the job holder is expected to possess an understanding of Christian Scriptures.

## PERSON SPECIFICATION

### Essential (E) or Desirable (D)

	E	D
An understanding of the sector and a commitment to Evergreen Care and empathy with service users.	✓	
Educated to degree level (or equivalent) in Business Administration or Business Management or related field or work experience demonstrating this level of ability.	✓	
Experience in a similar senior role.	✓	
Proven financial and operational management skills.	✓	
Detailed understanding of charity finances and the legal and constitutional responsibilities of the organisation.	✓	
Excellent leadership skills and strategic thinking.	✓	
Experience of developing and leading the implementation of a mid to long-term strategic plan.	✓	
Strong analytical and problem-solving skills.	✓	
Strong interpersonal skills and management skills.	✓	
Ability to use own initiative and work autonomously without supervision.	✓	
Excellent organisational skills and the ability to manage a wide range of tasks.	✓	
Excellent IT skills	✓	
Flexible and non-judgemental approach to people and work.	✓	
A driving licence and use of own car	✓	
Staffing or HR experience		✓

## CONTRACTUAL CONDITIONS

This is a full-time salaried post with an annual salary of £36,000.

However, initially, with agreement between the Post Holder and their Line Manager, the number of hours worked could be flexible to facilitate the expected strategic and developing nature of the Charity.

Mainly office based.

Agreed personal expense claims will be reimbursed.

Holiday – based on four weeks per year plus eight Bank Holidays (pro rata)

Evergreen Care Bexley is a **Living Wage** and Equal Opportunities employer