



New role as at February 2021

Job Description & Person Specification

Job Title	Organisation Effectiveness Director
Location	Ideally London or Midlands office based
Hours	35 per week
Accountable to	Chief Executive Officer
Responsible for	Finance Manager, Operations Manager

Job Purpose

The main purpose of the role of Organisation Effectiveness Director (OED) is to lead on and monitor the continuous improvement and cost effectiveness of the operation and organisation of the charity. The postholder is responsible for the development of Respond's strategy for submission to the CEO and the Board. The postholder works in partnership with the Clinical Director in order to formulate and deliver a coherent strategy for the whole organisation and to enable the alignment of back office functions with clinical service delivery.

1/ Duties and Key Responsibilities

1.1 Strategic

- The OED is responsible for the overall development of Respond's strategy, for submission to the CEO and Board for approval. The Clinical strategy is part of the overall strategy and the Clinical Director is responsible for this. Both the OED and Clinical Director have responsibility for working collaboratively so that Respond has a coherent strategy that is fit for the challenges and opportunities of the future.
- The OED is responsible for analysing internal and external trends and other data and for formulating the organisational plan and organisation design that delivers the strategy.
- The OED has responsibility for presenting the strategy, organisation design and strategy delivery plan to the Board, subject to the CEO's prior endorsement, and for ensuring that any adjustments requested by the Board, are implemented.

1.2 Budgetary and Corporate Responsibilities

- This role is responsible for proposing appropriate frameworks, systems and procedures to enable the effective financial and corporate governance for the whole organisation.
- Responsible for ensuring Respond operates and has in place appropriate policies, systems and processes for sound corporate governance and for reporting to the Board and other stakeholders.
- The role is accountable for producing the overall resource plan (for people, finances and facilities) for the CEO's approval and for financial, employment and health and safety compliance.
- Responsible for the oversight of all annual budgets and expenditure requests, before submission to the CEO and Board for approval, as appropriate.

- Ensures all service leads take ownership for their invoicing, contracting and revenue generation responsibilities.
- Accountable for all financial reporting and for the management of the organisation's risk register.
- Ensures business cases submitted to the Board are of a satisfactory standard.

1.3 Service Delivery

- Ensures that the services provided internally by the Finance, Operations and any other support functions are being delivered to meet the needs of the charity.
- Continuously reviews the scope, efficiency and effectiveness of the support functions as the organisation develops; recommends any changes as necessary.
- Ensures third party service providers to the charity are cost effective and that contracts conform to any statutory requirements such as anti-slavery.
- Responsible for the overall effectiveness of the information systems used by the organisation, including the CRM system.

1.4 Monitoring & Evaluation

- Monitors and ensures continuous improvement and cost effectiveness of the operation and organisation of the charity, making timely recommendations for improvements to the CEO and Board as necessary.
- Through the Operations Manager, ensures that the benefits from the CRM system are realised and that it operates in compliance with GDPR requirements; works in partnership with the Clinical Director to ensure the system is updated regularly in order to produce accurate and meaningful reports e.g. about the charity's outputs, outcomes and impact, with qualitative and quantitative data.

1.5 Line Management & Team Development

- Line manages direct reports, ensuring staff receive appropriate induction, support, supervision, appraisals and performance management.
- Supports staff in identifying training and development needs.
- Liaises with the Clinical Director on matrix performance requirements.
- As a Director, assumes a leadership role in the development of a high performing team ethos across Respond.

1.6 Stakeholder Management

- Accountable for proactive external stakeholder management for the areas that have been assigned to this role.

1.7 Promotion & Networking

- Promotes the work of the charity to funders and other external agencies and authorities.
- Networks with professional bodies representing finance, HR and other relevant professions for the benefit of Respond and for the role holder's continuous professional development.

2/ General Responsibilities (applicable to all staff)

- Accesses and works within Respond's policies and procedures.
- Ensures all work is undertaken in accordance with children and adult safeguarding guidelines and policies.
- Attends internal cycle of team meetings relevant to this role.
- Engages with line management, supervision (where appropriate) and appraisal process.
- Complies with data protection regulations, ensuring that information on clients, employees, volunteers and other stakeholders remains confidential.
- Takes responsibility for personal learning and development with support from the CEO.
- Works in a manner that facilitates equal opportunities and inclusion for all.
- Remains professional and respectful at all times, promoting positive relations with all those encountered through Respond's work.
- Maintains health and safety and risk awareness for self and others across the organisation.
- Undertakes any other duties that Respond may require within the remit of this role.

This job description does not form part of the contract of employment. It is intended as a guide to the general scope of duties and is not definitive or restrictive. It is expected that some duties will change over time and this description will be subject to review with the postholder at their annual appraisal.

Job Description Agreement	
Postholder Name:	Date:
Postholder Signature:	
Line Manager Name:	Date:
Line Manager Signature:	

Person Specification

Job Title	Organisation Effectiveness Director
------------------	--

Experience

- Previous experience of working as a Director or Head of Department and which includes demonstrable experience in effective strategy development and implementation and resources management.
- Experience of successfully managing a finance function.
- Experience of implementing corporate governance and ensuring compliance.
- Demonstrable experience of implementing processes / systems for monitoring and evaluating performance and outcomes.
- Previous experience of effective stakeholder management and of working effectively with a Board.
- Previous experience of working in a clinical organisation or the charitable sector is preferable but not essential.
- Previous experience in developing customer relationship management systems (CRM) is desirable.

Skills & Abilities

- Analytical thinking with the ability to work through complexity and determine priorities.
- Leadership, emotional intelligence and the ability to collaborate, engage and manage and motivate others to achieve objectives.
- Understanding of the importance of communications and engagement and is able to demonstrate effective communication skills to positively influence across the organisation and externally.
- Excellence in writing reports and business cases for Board.
- Methodical and good attention to detail, without becoming bogged down.
- Personally well-organized with the ability to manage competing priorities.
- Able to use Microsoft 365 including Word, Excel, Outlook and PowerPoint
- The ability to use customer relationship management (CRM) software.

Knowledge

- Knowledge of models and the effective operation of financial and corporate governance.
- Aware of legal and regulatory requirements in the financial and employment fields.
- Knowledgeable in organisation design and process improvement.
- Knowledgeable in the various aspects of project management.

Education & Training

- Degree or equivalent qualification
- Relevant financial qualification is preferable
- Evidence of continuous professional development in a relevant professional area.

Other requirements

- Commitment to anti-discriminatory practice and equal opportunities and able to

- demonstrate awareness of diversity issues to all areas of work.
- Travel and possible overnight stays away from home as necessary.

Legal requirements

- Exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.
- Enhanced DBS check.