



**JOB DESCRIPTION:** Chief Operating Officer (COO)

**Reports to:** Chief Executive

**Responsible for:** Adult Training Manager, Development Manager (with close working relationship to whole team)

**Location:** Holloway Road, N7 6PA (with flexible working)

#### **CONTEXT:**

Tender is an arts charity that works with young people to prevent domestic abuse and sexual violence by promoting healthy relationships based on equality and respect.

Founded in 2003, Tender has developed a range of award-winning arts education projects which empower young people, and the adults who work with them, to actively prevent domestic abuse and sexual violence and promote gender equality in their schools, youth centres and communities.

We are an organisation of 16 permanent staff, with an income of c£1.5m p/a from trusts & foundations, corporate partners and major donors.

We have grown considerably over the last 18 months, and we have a huge opportunity to capitalise on the public's interest in our charitable objectives.

#### **ROLE:**

##### **PURPOSE OF JOB**

- This is a senior position within Tender. The role of COO is a functional management role, and the holder takes responsibility for delivering the organisation's strategic plan, in partnership with the CEO, the Finance Manager and Head of Children & Young People's Programmes
- The role reports to the CEO, who is in turn accountable to the Board of Trustees
- This role is responsible for the organisation's operations, including, HR, internal communications and reporting systems that ensure the quality of delivery of all programmes
- The role has an emphasis on management and delivery of the operational day to day activities of Tender, working to inspire and support a small staff team
- The role will be part of the senior leadership team who are leading on embedding anti-racism and anti-discrimination philosophy and practices across the organisation and to focus on our Diversity & Inclusion agenda

##### **MAIN DUTIES**

- Measure and report on operational performance and develop plans to improve relevant key performance indicators
- Take responsibility for ensuring that HR processes are up to date, fully resourced (through out-sourcing) and communicated to the staff team.
- Work with the team to develop and implement standardised quality assurance procedures that will improve the experience of Tender's beneficiaries

- Actively lead on the reviewing and implementation of Tender's policies and procedures including GDPR.
- Oversee the operations of the organisation to meet business goals and projections
- Collaborate closely with the CEO and produce reports on organisational operations for the trustee board and other stakeholders as appropriate
- Positively represent Tender at all times through a focused and professional demeanour

## **KEY RESPONSIBILITIES**

### **Operational**

#### **Organisational Management and development**

- Day-to-day management and ensuring smooth-running of the organisation
- Ensuring all monitoring and evaluation tracking and meetings, with individual staff responsible for the monitoring of their work plans
- Management of relationships with service providers (e.g. office, legal, accountancy, HR etc)

#### **Human resources**

- Human resources: pastoral support and 1:1s for all staff, management of appraisal process, recruitment of new staff, writing and preparing contracts, dealing with staff issues, ensuring staff have access to training opportunities
- Provide clear management, motivation and direction for staff
- Support the Senior Coordinator responsible for volunteer recruitment and management
- Contracting and management of consultants
- Manage the induction process for new staff

#### **Strategic development and governance**

- Working closely with the CEO, ensuring strategic development of the organisation
- Preparation of Board papers ahead of board meetings, attending board meetings
- Support Board of Trustees

### **External**

#### **Fundraising**

- Support development and implementation of the fundraising strategy with fundraising team
- Support the CEO where appropriate in raising funds from all sources to deliver Tender's agreed strategic objectives in the medium term, and implementing a sustainable funding strategy for the long term
- Some events management as required

#### **Safeguarding**

- Membership of the safeguarding team with responsibility for ensuring all staff, trustees, volunteers and workshop leaders undertake regular safeguarding training

### Communications

- Work with the CEO and Development team on the development of communications and marketing – including external activity and how the Tender’s brand is communicated
- Represent Tender externally as media spokesperson when CEO is not available
- Project management of discrete projects as they arise

### Other duties

- The above list of duties is indicative only and not exhaustive. The COO is expected to carry out all such additional duties as are reasonably commensurate with the role

## Person Specification - Chief Operating Officer

### Knowledge and experience

Educated to degree level or equivalent	Essential
Significant experience of working in the charity and / or education sector at a strategic level	Essential
Strong understanding of the operational requirements and insights into improving business performance	Essential
Substantial senior management experience, including developing and delivering strategy, managing partnerships, wider stakeholder relationships	Essential
Substantial experience of people management, empowering, developing and motivating a staff team, including allied human resources processes	Essential
Substantial experience of financial management, budget setting, grants and donor relations	Essential
Experience of delivering to targets, understanding of monitoring and evaluation processes and impacts	Essential
Experience of external communications – speaking, liaising, negotiating with stakeholders across numerous communication channels	Desirable

### Skills and Experience

Highly developed people skills – emotionally intelligent	Essential
An ability to think and act systemically, be aware of short, medium and long term opportunities and help position the organisation accordingly	Essential
Excellent verbal, oral, written communication and presentation skills, able to influence and negotiate persuasively, with authenticity	Essential

Able to deliver to the organisation's vision, realistic allocation of resources, goal definition, constraints, understanding all risks and opportunities associated with delivery	Essential
Able to mentor, coach and encourage a small staff team, to allow them to work at their best	
Able to provide management and support to individuals and Board of Trustees, nurturing staff engagement and ownership	Essential
Flexibility and adaptability, particularly within a small team culture	Essential
A hard working ethic, with an emphasis on action, teamwork and positivity	Essential

#### Personal Characteristics

Calm, confident and capable demeanour, able to work respectfully and elicits respect from other team members and stakeholders	Essential
Be comfortable and open to change, able to respond effectively to challenges and is pragmatic and solutions orientated	Essential
Has a strong ethos about inclusion and empowerment, is inspiring, caring and friendly	Essential
Able to demonstrate commitment to the vision and values of the organisation	Essential

\*Please note this appointment is subject to an Enhanced Criminal Records Bureau check to fulfil all duties as some evaluation activities will take place in schools. Refer to Tender's Child Protection Policy for more information.

SUMMARY TERMS AND CONDITIONS: Chief Operating Officer

Reporting to: CEO

Responsible for: Adult Training Manager, Development Manager

Salary level: c.£50,000

Contract: Permanent

Hours: 35 hours, with possible evening and weekend work. Time off in lieu to be agreed with Manager

Leave: 25 days holiday pa (pro rata) plus public holidays

Place of work: Resource Centre, 356 Holloway Road, London N7 6PA

Employer: Tender Education and Arts (registered charity no. 1100214)