



<b>Job Description</b>	<b>Chief Operations Officer (COO)</b>
<b>Salary</b>	<b>£40,000 - £55,000</b> (depending on experience) plus pension scheme
<b>Main purpose</b>	Responsible for successful operations of Marsh Farm Futures (MFF) including programme delivery, finances & HR, governance and its growth and development. To ensure that the organisations objectives are met, working with the team and developing practical project activities to ensure sustained income.
<b>Responsible to:</b>	Chief Executive Officer
<b>Location:</b>	Futures House, the Moakes, Marsh Farm, Luton

## **Duties & Responsibilities**

### **Operational Management**

- Provide operational guidance and management support to ensure efficient use of staff and organisational resources.
- Develop annual delivery plans and strategies for the growth of the organisation and ensure the Charity meets its financial and operation targets in accordance with the strategy and annual business priorities.
- Ensuring the organisation has raised investment and funding for the business to facilitate operational growth.
- Develop and control operational budgets to ensure that the company has all the resources required to meet its objectives within agreed financial parameters and to maintain its financial strength.

- Empower the operational team with the leadership and resources they need to successfully complete operations initiatives
- Ensure the success of recruitment and retention policies and processes through Finance and Human Resources.
- Regularly review operations to ensure that they meet required standards and recommend changes where necessary.
- Enable the effective management and development of Futures House and the implementation of a growing programme of activities.
- Measure and report on operational performance and develop plans to improve relevant key performance indicators
- Promote effective and clear internal and external communications.
- Provide line management support to the service leads, ensuring regular supervision meetings and annual appraisals.
- Act as the company's main adviser on all issues relating to operational functions and keeping abreast of latest developments to ensure that the Organisation maintains its competitive position.

### **Strategic Development**

- Assist the Chief Executive and the Board of Trustees in the strategic planning of the organisation.
- Translate organisational objectives into team and individual work plans with clear and realistic targets.
- Assist the Chief Executive in developing partnerships with other agencies to enhance and develop the services we provide.
- Identify and develop ideas for the longer-term development of MFF's services to broaden our offer to the community.
- Ensure the development of IT and other resource needs.

### **Governance & Financial Management**

- Assist the Chief Executive in the preparation of supporting papers for meetings of

the Board of Trustees and associated sub groups.

- Attend Board meetings and sub groups as required, and ensure accurate and timely records of these meetings are maintained.
- Assist in the preparation of the organisation's annual budget and quarterly Cost centres financial reporting.
- Provide financial oversight to managers, ensuring that services are delivered cost effectively and within budget.

### **Business Development & Fundraising**

- Work with managers to prepare tender documents and funding applications to support wider service development.

The job description is not an exhaustive list of duties and may be reviewed in light of changing needs and priorities.

### **Person Specification**

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

**Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.**

Essential/ Desirable	Criteria
Education and Qualifications	
E	Business, finance or administrative qualification
E	Commitment to continued personal/professional development
D	Project management qualification, e.g. Prince 2
D	Human Resources management qualification
Knowledge and Experience	
E	At least 5 year's proven track record in a management role (with responsibility for at least five staff for two years or more)
E	Proven track record of delivering projects/contracts within budget, timescales and to quality required

E	Experience of staff management, supervision and appraisal
E	Experience of new service launch and development
E	Experience of liaison with staff at all levels and with external stakeholders
E	Experience of strategic planning and translating organisation strategy and vision into operational objectives
D	Experience of working in the voluntary and/or social enterprise sectors
D	Experience of Social media, marketing and promotional activity
Skills and Abilities	
E	Work constructively as part of a team
E	Good project management skills and systematic approach to problem solving
E	Strong budgeting skills – able to construct a budget for a new project, to adjust a budget for a continuing service, and to make sound judgements on performance against budget
E	Excellent organisational skills with the ability to prioritise and delegate effectively
E	High level oral and written communication skills
E	Excellent IT skills
E	Strong commitment to community initiatives and high standards of service delivery and customer care
E	Excellent time management skills and ability to remain calm under pressure
E	Ability to work independently
Personal Attributes	
E	Highly motivated with entrepreneurial approach to work
E	Commitment to implementing Equal Opportunities
E	Excellent interpersonal skills
E	High standards of professionalism, confidentiality and discretion
E	Flexible and adaptable – in tune with the needs of the organisation which strives to deliver impressive results with modest resources
E	Reliable, with an excellent record of attendance and punctuality