**Job Description:** Chief Officer

**Accountable to:** Chair of Trustees or appointee

**Location:** Castlepoint office mainly but some hours working from home may be agreed. Travel throughout BCP may be required.

An appropriate package is available to the right candidate, including:

* Salary: From £31346 to £32234 – depending upon experience
* Contributory pension scheme (5% employers’ contribution)
* 25 days holiday plus Bank Holidays per annum.
* Cyclescheme member
* Flexible working

The role is 37 hours a week on a permanent contract subject to 12 months’ probation.

Full details of employment will be discussed with the successful candidate.

**How to apply**

It is not our policy to accept CVs, so please complete the application form and email to sue.leighton@sedcat.org.uk.

Applications may be received by post or emailed back to us. By typing in your name into the declaration on the application form and e-mailing it you will have been deemed to have signed the form.

We receive a lot of applications and sadly cannot give individual feedback if you are not shortlisted.

The closing date for applications is 19th July at 12.00 noon.

Interviews will be held by Zoom on Wednesday 28th July.

**Our vision is:**

To support communities with the provision of accessible and inclusive Transport, bringing responsive solutions to emerging unmet local transport needs and giving choice, flexibility and high-quality services.

**Main Objectives of the Role:**

**South East Dorset Community Accessible Transport (sedcat)** provides Community Transport services and Shopmobility within Bournemouth and the wider BCP conurbation to support people with limited transport options. This may be due to frailty, disability or some other disadvantage which makes using public transport difficult. Appropriate transport enabling people to get out and connect to services and other people helps to prevent loneliness and social isolation reducing ill health and social care needs.

**sedcat** is seeking to recruit a **Chief Operating Officer** to take responsibility for the operational functions of the business and work with the Trustees to deliver strategy and fulfil the objectives of the charity.

**Main Responsibilities of the role:**

1. To be responsible for the overall operation and the infrastructure of the charity under the direction of the Trustees.
2. To be responsible for compliance with all regulatory frameworks and the terms of the Service Level Agreement with BCP council.
3. To support the Trustees in their governance duties.
4. To be responsible for overall Financial Management of the Organisation.
5. To be responsible for management of personnel across the Organisation.
6. To be responsible for developing new services and identifying/approaching funders/agencies.
7. To be responsible for promoting the work of the charity, retaining and attracting new business.

**Main Duties of the role:**

**1. Operational and infrastructure**

* Manage the day-to-day business of providing services.
* Oversee, manage, and support staff/volunteers to carry out service delivery.
* To oversee, liaise with and assist the outsourced service providers.
* Ensure contracts are in place to manage business liabilities.

**2. Compliance**

* Timely reporting to the Charity Commission and Companies House.
* Manage the Service Level Agreement, liaising with all relevant parties and write reports on service provision.
* To ensure that Health & Safety regulations are put into place and adhered to.
* To be aware of and implement Community Transport regulation to transport services.
* To be aware of and implement Employment regulations.

**3. Governance**

* Organise and attend Trustee’s meetings.
* Act as Company Secretary which may involve minute taking.
* Contribute to discussions around new services.
* Produce and analyse data for reports to support the Trustees in their role.
* Work with the Trustees to recruit and process new Trustees.
* Draft, implement and review policies and procedures.
* Update Trustees on changes which affect governance advised through networks.

**4. Financial**

* Manage and produce budgets for services.
* Liaise with and provide necessary information to accountancy /bookkeeping and payroll services ensuring that all HMRC payments are made on time.
* Work with the fleet supervision post holder to ensure the submission of the Bus Service Operators Grant to The Department of Transport.
* Analyse financial reports and highlight any potential problems on income/expenditure and cashflow.

**5. Personnel**

* Overall responsibility for the performance of staff, volunteers and work placement students.
* Oversee the recruitment, induction, and training of new staff.
* Arrange and facilitate staff meetings.
* Implement and handle internal disciplinary procedures.
* Conduct staff appraisals and work reviews.
* Organise staff training.
* Ensure the code of conduct is implemented.
* Investigate and deal with internal and external complaints.
* Compile job descriptions and interview candidates.
* Line manage the volunteer recruitment.

**6. Service Development/Promotion**

* Work with the Trustees to produce a business/development plan for the charity.
* Identify funding opportunities; write and submit bids.
* Ensure monitoring and evaluation of all funded projects.
* Develop marketing material to use for promotions.
* Work with any outsourced services to develop marketing and media material.
* Produce press releases from time to time.
* Attend networking meetings and events at local and national level as required.

**Joint Responsibilities**

Teamwork is essential to the smooth running of the organisation and all members of staff are required to play an active part to ensure that the requirements of service provision and good practice are met.

Staff are required to comply with all organisational policies and procedures and co-operate to ensure that **sedcat** meets the requirements of contracts and other funding arrangements.

This job description sets out the main duties of the post when it was drawn up. These may vary from time to time without changing the general character of the post or the level of responsibility entailed. It is expected therefore that the post holder will undertake any other duties commensurate with the grading of the post and allocated through line management.

**Person Specification – Chief Officer**

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| --- | --- | --- |
| Specification  | Essential/Desirable | Assessment |
| Qualification |
| A business management qualification or educated to degree or level. | Desirable | Application |
| Knowledge, skills, and experience |
| Experience of working at a similar level within the Voluntary, Public or Private sector. | Essential | ApplicationInterview |
| An understanding of the work of the charity and awareness of the challenges faced by the voluntary sector. | Essential | Interview |
| Track record of decision making and leading and delivering on service provision. | Essential | ApplicationInterview |
| Experience of leading teams and managing complex projects. | Essential | ApplicationInterview |
| Experience of partnership working and delivering outcomes particularly with voluntary and/or public sector agencies. | Essential | ApplicationInterview |
| Experience of working within transport provision or another regulated environment and risk assessing activities. | Desirable | ApplicationInterview |
| Able to demonstrate proficiency with the full MS Office suite including Word and Excel. | Essential | Application  |
| Knowledge of online software such as Zoom and online booking tools. | Desirable | Application |
| Self-motivated, organised, and able to work under their own initiative as well as within a team. | Essential | ApplicationInterview |
| Has strong communication and influencing skills and is good at managing relationships with employees, directors, service users, stakeholders, and others. | Essential | ApplicationInterview |
| Experience of implementing change within an organisation | Essential | ApplicationInterview |
| Knowledge of the requirements of the Charity Commission.  | Desirable | ApplicationInterview |
| Knowledge of the role of the Community Transport Association. | Desirable | Interview |
| Knowledge of Employment law in the management of staff and Health & Safety at Work Act. | Essential | ApplicationInterview |
| Experience of working with a board and implementing and advancing their strategic objectives. | Essential | ApplicationInterview |
| An understanding of the legal and statutory framework in which the charity operates and the obligations this places on the Board.  | Essential | Interview |
| An ability to analyse and structure information so that it is clear and understandable. | Essential | ApplicationInterview |
| Experience of managing budgets, financial and the control and reporting of finances | Essential | Application |
| Experiencing of managing staff  | Essential | ApplicationInterview |
| A commitment to promoting equal opportunities within and outside of the organisation. | Essential | ApplicationInterview |
| Has knowledge and experience of conflict resolution skills | Desirable | ApplicationInterview |
| Able to think and act strategically in the forward planning and development of services | Essential | ApplicationInterview |
| Some experience of successful bid writing or tendering for a contract. | Essential | ApplicationInterview |
| Experience of promoting business through media channels | Desirable | Application |
| Personal Aptitude |
| Operates in a calm and professional manner and is resilient through challenging circumstances. | Essential | ApplicationInterview |
| Able to create a culture of efficiency and co-operation. | Essential | ApplicationInterview |
| Self-disciplined to enable the effective completion of tasks. | Essential | ApplicationInterview- |
| Other |
| The post holder will be subject to an enhanced Disclosure and Barring Check. | Essential | Application |
| The post holder is required to sign a disclaimer to confirm that they are not disqualified under Charity Commission rules from holding a senior position with significant control. | Essential | ApplicationInterview |
| The postholder should be prepared to travel for meetings and may at times be expected to work outside normal office hours. | Essential | ApplicationInterview |