

JOB DESCRIPTION

Job Title: Chief Operating Officer (COO)

Reporting to: Chief Executive Officer

Location: Tapping House, Hillington PE31 6BH

Hours of work: Full time (37.5 hours per week)

Salary: £75,000 per annum

JOB SUMMARY

Working with the CEO and the Board, you will provide strategic leadership and confident fiscal management of the hospice's resources to support the delivery of excellent care.

As the COO, you will work with the wider leadership team to plan and deliver exceptional services. You will directly line-manage the following teams:

Finance
Estates and Facilities
People and Culture including Volunteer Services
IT

Aligning with our values, vision and strategic priorities you will help to advise the CEO and Board on the delivery and deployment of resources. Strategic leadership, strategic fiscal oversight and operating delivery oversight across the organisation will be at the core of this position.

KEY RESPONSIBILITIES

- Overseeing and improving operating procedures for optimal efficiency and operational excellence
- Lead the strategic fiscal management of the Hospice's resources

- Ensure timely and accessible budgets and monthly accounts are produced to a high standard
- Lead and develop the organisation's Facilities and Estates team, ensuring efficient and cost effective use of resources.
- Lead a review of all procurement and embed a cyclical review of our total supply chain
- Provide strategic oversight of the People and Culture Department (including Volunteer Services)
- Mentoring and inspiring employees to ensure alignment to the organisational strategy
- Work with local hospices to identify opportunities for shared learning and collaborations to maximise sustainable use of resources and efficiencies
- Assessing and enhancing the efficiency of internal and external operational processes
- Establishing policies that improve and promote the company vision, values and culture
- Research, implement and evaluate commercial opportunities that may benefit the Hospice
- Ensure that all digital platforms and systems are robust, secure and future proofed for the efficient running of the organisation
- Encouraging the organisation to identify and deliver innovation and commercial resilience
- Ensure that the organisation maintains excellent standards in health and safety and estate management
- Evaluate performance by analysing and interpreting data and other business metrics to recommend strategies to improve service delivery

Team and People Management

- Lead, manage, inspire and develop the team, promoting a positive, inspirational and proactive culture. By example, encourage a growth mind-set and continuous learning
- Be visible, energetic and participative, encouraging cross-team working and initiatives
- Provide internal strategic leadership as COO to ensure operational delivery and processes are efficient, timely and professional
- Develop and deliver integrated annual strategic aims, objectives and KPIs for all direct reports and their teams
- Aim to secure recognised accreditation for the organisation to be a best employer

Personal Development

- Devise a personal development plan in line with the Hospice objectives and personal needs
- Maintain and increase personal professional skills.
- Demonstrate and encourage a culture of continual reflective learning

Organisational Responsibilities

- Uphold the Hospice and individual team values at all times
- Work at all times within the policies of the Hospice
- Ensure effective use of resources
- Respect at all times the confidentiality of information covering patients, staff and volunteers, and donors
- Play an active part in the development and maintenance of good relationships with all who have business with the Hospice
- Act as an Ambassador for the Hospice at all times
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care
- Act as the nominated System Administrator with regards to IT systems and support the IG committee to embed Information Governance policy and procedure
- Have joint oversight and responsibility, in conjunction with the Director of Care, for risk governance, monitoring, tracking and recording throughout the organisation, through strong liaison with each department lead.

Direct Reports

- Associate Director of Finance, Maintenance Supervisor, Operations Manager, Volunteer Co-Ordinator, IT (both in house and outsourced resource) and Chef Manager.

Strategic Vision and Planning

- In conjunction with the CEO and SLT, contribute to the process for determining the strategic direction of the Hospice and through development, cascading of strategy and business plans, ensure

delivery of key objectives, considering both internal and external influences.

Highest Standards of Service Delivery

- Ensure Tapping House continues to provide the highest standards that exceed the requirements of the Charity Commission, Care Quality Commission and HR professional bodies.

Governance and Standards Maintenance

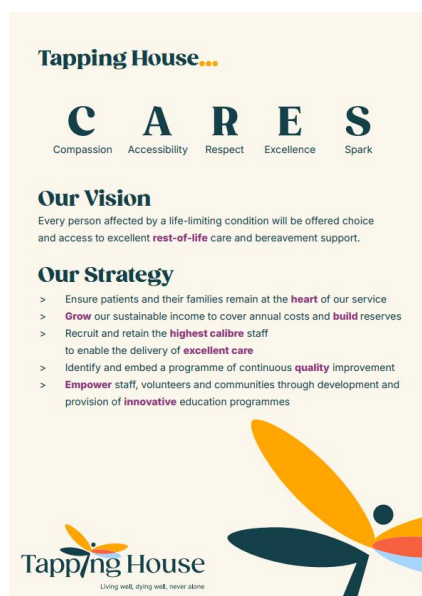
- Advise the CEO and Trustees of necessary legislative, policy or operational changes required and implement these effectively to maintain compliance and meet Hospice objectives.
- Provide effective support and assurance to the Board of Trustees, Finance and Investment Committee, People and Culture Committee and Care and Clinical Governance Committee.

Green Agenda

- Lead the organisation strategy for Environmental Sustainability.
- Use a validated tool to monitor baseline carbon footprint and monitor positive changes towards net zero targets.
- Encourage an organisation wide commitment to the green agenda and support changes at all scale and within all departments

General

- To uphold the Hospice's vision and values at all times



- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

Information Security, Confidentiality, and Records Management:

- The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, and such will be necessary for a submission for disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

Person Specification for Chief Operating Officer	
Requirement	Essential/Desirable
Qualifications & Training	
Degree level or equivalent in relevant professional field	E
Management qualification	D
Membership of a UK recognised professional accountancy body	D
Membership of a relevant HR professional body (example CIPD)	D
H&S qualification	D
Evidence of continuing professional development	E
Knowledge & Experience <ul style="list-style-type: none"> • <i>Proven experience as a dynamic leader with a successful track record overseeing the operations of a limited company, public body, or large charity</i> • <i>Previous experience in leading and directing operational support functions such as; property, estate, information technology, information governance, and health and safety functions.</i> • <i>Experience of developing policies to enhance company values and culture</i> • <i>Knowledge of the wider clinical environment for palliative and end of life care</i> • <i>Demonstrable experience of working with the CQC or other regulatory body to achieve and improve upon regulatory ratings</i> • <i>Demonstrable success of developing teams, improving professional standards, and aligning to organisational objectives</i> 	All Essential

<ul style="list-style-type: none"> • <i>Experience of working across professional and organizational Boundaries</i> 	
<p>Specific Skills</p> <ul style="list-style-type: none"> • <i>Strong commitment to the Hospice values and a passion for truly excellent, personalised care, with a firm set of values guiding decision-making and interactions with others</i> • <i>An eye for detail and analysis in relation to accounts and budgets</i> • <i>Understanding of IT systems and appreciation of digital enhancement</i> • <i>Commitment to the vision of the Hospice and the delivery of exceptional services in line with its objectives</i> • <i>Complex decision making and strategic thinking skills</i> • <i>Strong strategic leadership skills with the ability to contribute to the development and execution of the organisation's strategic plan</i> • <i>Adept at fostering a collaborative and inclusive working environment, encouraging creativity and innovation within the operations function</i> • <i>Demonstrates drive, enthusiasm, and resourcefulness</i> • <i>Excellent communication skills, both verbal and written, with the ability to articulate ideas clearly and persuasively</i> • <i>Ability to devise and implement effective systems and procedures</i> • <i>Ability to interpret data and formulate comprehensive reports</i> • <i>Thorough understanding of the company's requirements under CQC regulations</i> • <i>Strong people management skills in all areas of the employee lifecycle</i> • <i>Ability to interpret and analysis data to support decision making</i> 	All Essential
<p>Personal Qualities</p> <ul style="list-style-type: none"> • <i>Compassionate, supportive, and empowering, demonstrable emotional intelligence</i> • <i>Credible and authentic</i> • <i>Commitment to equal opportunities</i> • <i>Must feel comfortable working in a Hospice</i> 	All Essential

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| <ul style="list-style-type: none">• <i>Professional and confident approach to working relationships and able to be an ambassador for Tapping House</i>• <i>Full driving licence, access to car and willingness to travel as required</i> | |
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