



## **Chief Operations Officer**

### **Role outline**

The COO will have primary responsibility for leading, developing and managing all operational aspects of the Trust, in accordance within the vision and priorities of the sponsors, governors and executive leadership of the Trust, working with the Executive Director/CEO to ensure the Trust achieves excellence across all areas of the organisation and fulfils the aims of its strategic plan.

### **Leading Support Services**

- Build and lead an effective and cohesive management team for all Trust support staff with effective succession planning.
- Work proactively with executive and senior leadership to support them in the delivery of the highest possible quality of learning, teaching and leadership in all areas of the Trust.
- Develop and sustain effective relationships with external partners.
- Proactively seek to establish partnerships and working agreements where these enable the Trust to achieve its objectives.
- Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the governors or the Executive Director.
- Work with the Executive Director/CEO and executive leadership to create appropriate short, medium and long term strategies as agreed by the governing body.
- Successfully communicate and implement these strategies across the support services and staff of the organisation.
- Create and co-ordinate annual operational plans to include appropriate targets for heads and directors of support functions.
- Report regularly to the Executive Director/CEO and the governors on the progress of the organisation against strategic and operational plans.
- Work with the governors to continue the development of outstanding governance policies and practices.
- Act in the capacity of Company Secretary and Clerk to the Governors and other companies and charities operated by the Board.
- Have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedure adopted by the Trust.
- Demonstrate an active commitment to their own professional development.
- Evidence of a commitment to promoting the welfare and safeguarding of children and young people.

### **Infrastructure/procurement**

- Manage and co-ordinate the delivery of new projects to deadline and budget.
- Liaise and negotiate with third parties over the maintenance and development of service level agreements and contracts for the delivery of some aspects of advice and support to the organisation and reporting these to the Executive Director/CEO and governors accordingly.
- Ensure the Trust makes effective use of technical innovation in achieving its strategic and operating plans.

**HR**

- Ensure the support staff structures, systems and processes are appropriate to ensure long and short term plans will be achieved.
- Implement best practice in recruiting, developing, managing and supervising staff.
- Strong commitment to personal development for all staff including themselves.

**Marketing**

- Represent the Trust or Executive Director/CEO to regulatory authorities, the media, stakeholders and the public as required.

**Behaviours**

- Ability to use the full range of leadership skills and qualities including emotional intelligence as appropriate to the situation.
- Be an enthusiastic and motivational leader with strong morale building skills.
- Ability to drive forward change in a rapidly changing environment.
- Someone who is resilient and determined but can also provide support, demonstrate empathy and deal with staff in a sensitive and considerate manner.
- Demonstrates emotional intelligence.
- Very strong negotiation skills and the ability to influence others to the benefit of the Trust.

<b>CRITERIA</b>	<b>ESSENTIAL</b>
<p><b>EXPERIENCE AND KNOWLEDGE</b> (Relevant work and other experience)</p>	<p>An ability to drive and deliver transformational and cultural change.</p> <p>Considerable experience of business and education leadership and management.</p> <p>A clear understanding of educational legislation, the statutory framework for education, new innovation and developments and how these will affect the services the Trust must deliver.</p> <p>An understanding of the governance of charitable organisations and ensuring that best policy and practice is implemented to ensure compliance with charity and company law.</p> <p>In depth understanding of multi-academy trusts and the legal frameworks that govern them and experience of this process would be desirable.</p> <p>A proven ability to manage successfully all resources, human, financial and physical.</p> <p>The ability to motivate staff to ensure high performance.</p> <p>The ability to translate a visionary/innovative concept into a practical implementation plans.</p>

<p><b>SKILLS AND ABILITIES</b> (E.g. Written communication skills, dealing with the public)</p>	<p>Leadership:</p> <p>Ability to build leadership capacity throughout the organisation.</p> <p>An outstanding, collaborative leader with the ability to forge positive relationships in order to promote the success of the Trust.</p> <p>An enthusiastic leader committed to ensuring the best possible outcomes for pupils.</p> <p>Someone who can provide clear direction and shared purpose for all colleagues, external partners and stakeholders.</p> <p>Someone with the ability to build a sustainable workforce of high-quality staff and leaders.</p> <p>Willingness to take and manage agreed levels of risk to deliver outstanding services.</p> <p>Ability to articulate clear visions for the organisation and its development.</p> <p>Communication skills:</p> <p>Ability to forge effective internal and external working relationships at every level.</p> <p>An excellent communicator who is at ease with all stakeholders but particularly colleagues.</p>
<p><b>EDUCATION/ QUALIFICATIONS</b> <b>NB Full regard must be paid to overseas qualifications</b></p>	<p>Level 6 qualification or above from a relevant professional body/awarding organisation.</p> <p>Demonstration of an ongoing commitment to own professional development.</p> <hr/> <p><b>DESIRABLE</b></p> <p>Level 7 qualification in a school business management discipline or the CIPFA Level 7 certificate in school financial and operational leadership</p> <hr/> <p>Membership of the ISBL</p>

Reviewed and recommended by Hays as a representative JD to be used by recruiters and employers.