



Job Title:	Chief Operating Officer
Salary:	£32,000 - £35,000 dependent on experience
Hours of Work:	35 hours per week Monday - Friday 9.00am - 5.00pm
Location of Work:	Perth, Scotland
Contract Type:	Permanent
Qualifications Required:	Essential <ul style="list-style-type: none">• Educated to a minimum of Degree level• 5 years previous experience of strategic management and managing teams.• Outstanding organisational and time management skills.• Excellent interpersonal and leadership skills.• Great communication and presentation skills.• A Problem-solving mindset.

About Us

Crossroads (Perth & Kinross) is an independent charity providing excellent quality respite and care at home to the residents of Perth & Kinross, both privately and via Perth & Kinross Council.

Role

You will be responsible for the leadership, strategic development and financial management of Crossroads and will oversee the co-ordination of services, which will be managed on a day-to-day basis by the Care Manager. As well as overseeing the daily operations of the organisation and the team you will lead and motivate the team by example.

You will play a key role in the design, planning and implementation of the organisations business strategy, plans and procedures setting comprehensive goals for the organisations ongoing growth and business success.

You will contribute to strategic partnerships, build effective relationships, and develop innovative partnership-working opportunities at a local level.

You will be able to demonstrate a passion for change assist in establishing policies, procedures and processes that promote our company culture and vision.

Duties and Responsibilities

Leadership

- Provide leadership at both a strategic & operational level to primarily the Care Manager & Finance Manager but also the wider Crossroads staffing team, motivating, and empowering staff to develop within their roles.
- Be responsible for the overall strategic and operational management of our services ensuring they are consistent with our agreed business and financial plans, strategies, policies, and achievement of outcomes.
- Oversee the effective running of the office management, including premises and equipment.
- Implement policies, procedures, and guidelines inclusive of employment policies with the organisation.
- Enable Crossroads to develop and maintain a culture which reflects our values ensuring that it is a workplace where fairness, respect, good communication, engagement, and wellbeing are in place and recognised as important.
- Review and develop sound policies and procedures in line with the ethos of Crossroads and ensure their effective implementation.
- Work with our Board of Directors to help shape the development of Crossroads.
- Develop and implement our business strategy, budgets, consistent with agreed strategies, and plan resourcing to ensure we have the capabilities and resources required to achieve future growth and sustainability.
- Provide one-to-one Support and Supervision to our Care Manager and Finance Manager to ensure continuing professional development through a performance review/ appraisal process and assessment of training and development needs.

Staff Recruitment, Development and Training.

- Have overall responsibility for the recruitment, induction, managerial supervision, and annual appraisal of staff within the organisation.

Management and Service Delivery

- Ensure management and service delivery comply with all legislative requirements, standards of best practice and Codes of Practice, including standards set by Social Work are met.
- Ensure effective communication within Crossroads and with our clients.
- Lead practice that promotes the rights, responsibilities and equality and diversity of individuals.
- Participate when appropriate in multi-agency planning and review meetings with the consent of the individual and family concerned.

- Oversee the development and delivery of our services and ensure that performance is consistent with our principles, procedures, and policies.
- Oversee that the complaints process is completed in a professional and timely manner assisting the Care Manager as required.
- Have overall responsibility for quality assurance processes for the service e.g., Care Inspectorate Annual returns, Social Work Contract monitoring.
- Ensure that Care Inspectorate registration is kept up to date, and any changes notified to them in a timely manner.
- Ensure robust systems are in place for adherence to GDPR across Crossroads and reviewing these systems on a regular basis.

Organisational Development

- Respond to the changing environment by identifying and securing areas of growth, potential funding, and additional income streams.

Proactively leading the:

- Implementation of our strategic plans within the organisation to meet current and future service aims and objectives.
- Development of our service level agreements, business plans, team aims and objectives.
- Achievement and implementation of our business strategy plan.
- Oversee the establishment of new care packages to ensure future growth and sustainability of the organisation.
- Promote the highest standards of care and service - ensuring quality standards are maintained within all aspects of the business.
- Engage in current developments to ensure an up-to-date knowledge and understanding of relevant legislation, policy, and practice.

Collaborative Working

- Positively raise the profile of Crossroads and the services we provide through networking, collaborative working with external agencies and partnerships.
- Engage at a strategic level, and work in partnership with all appropriate stakeholders and partnerships.
- Develop key business relationships with all relevant customers/external parties to ensure service delivery excellence and maximise new business opportunities.
- Participate in partnership meetings and forums as appropriate.

Monitoring and Reporting

- Regularly monitor and review the ongoing development and delivery of the services we provide to ensure that performance is consistent with the organisation's principles, procedures, and policies.
- Provide written reports to our Board of Directors and local authority.
- Oversee the investigation, reporting and management of incidents, accidents, and complaints, ensuring all necessary inspections are undertaken and prepare relevant reports and recommendations.
- Develop funding strategies and secure funding to sustain and develop Crossroads.
- Monitor and manage operational risk on a day-to-day basis, following risk management processes.
- Attend Board meetings, present reports as required ensuring that Board members receive appropriate and timely information and advice on all relevant matters.

Any other responsibilities commensurate with the role required to meet the needs and expectations of Crossroads and the Board of Directors.

This job description is broad-based and is not intended to be an exhaustive list of all possible duties. It is recognised that in line with the changing needs of the organisation, there may be a requirement to review this job description from time to time to ensure that it accurately reflects the duties associated with this role.



Person Specification

The person specification details the knowledge (including necessary qualifications) skills and abilities, experience and aptitudes required to do the job, specifying which are essential and which are desirable.

Only applicants that meet all the Essential criteria will be shortlisted for interview.

		Essential	Desirable
E1	Educated to a minimum of Degree Level	✓	
E2	5 years previous experience of strategic management and managing teams.	✓	
E3	Outstanding organisational and time management skills.	✓	
E4	Knowledge of best practice in management and leadership skills and approaches.	✓	
E5	Demonstrable experience in managing the delivery of direct services, including staff, financial and resource management.	✓	
E6	A Problem-solving mindset.		
E7	COVID-19 – an understanding of the need to respond effectively within services to the changing challenges of working during this time of a national pandemic and the resilience to carry this through and support the Crossroads staffing team.	✓	
E8	Management experience at a strategic level, including developing and implementing strategic plans.	✓	
E9	Ability to manage resources, information, and quality.	✓	
E10	Experience of developing and overseeing systems and processes.	✓	
E11	Experience of project planning, funding, and evaluation.	✓	
E12	Ability to develop outcome-focused monitoring and evaluation frameworks to support concise reporting.	✓	
E13	Budget management skills.	✓	
E14	Ability to work creatively and innovatively to develop services and supporting systems responsive to client's needs.	✓	
E15	Excellent communication skills (written, verbal and presentation).	✓	
E16	Experience of working effectively with a wide range of agencies and partners at strategic level.	✓	
E17	Ability to negotiate, influence and develop effective partnership relationships at all levels.	✓	
E18	An approach to work which is positive, flexible and solution focused with the ability to balance competing priorities.	✓	
E19	Commitment to Continuing Professional Development to meet the ongoing needs and sustainability of the business.	✓	
E20	Willingness to work occasional unsociable hours.	✓	

D1	Educated to Post Grad qualification		✓
D2	Relevant qualification within the following areas: Social Services, Health and Social Care and Care Services Leadership and Management.		✓
D3	Experience of securing and managing grants, contracts, or tenders.		✓
D4	Knowledge of legislation and good practice relating to data protection.		✓
D5	Knowledge of good practice in HR.		✓
D6	Have a working knowledge of the Care Inspectorate and the SSSC Codes of Practice.		✓
D7	Marketing and promotional experience.		✓