



Role Profile for	Chief Operating Officer
Salary	£36,818 FTE – pro rata as per hours below
Hours	28 hours per week
Location	Edinburgh
Length of post	This post is funded by NHS Lothian to 31 March 2024
Responsible to	Chief Executive Officer
Direct Reports	Operations management team including administrators, communications officer, Prevention Project
Liaison With	Services manager, Senior Counselling Support Workers, support workers, trustees, funders, stakeholders, vendors, auditors, OSCR, etc.
Benefits	<ul style="list-style-type: none"> • <u>Holiday entitlement</u>: 25 days annual leave; 10 days public holiday (pro rata) • <u>Pension entitlement</u>: Employer contribution at 8% to Pensions Trust Flexible Retirement Scheme
Supervision & Training	<ul style="list-style-type: none"> • <u>Supervision</u>: Internal supervision provided every 4-6 weeks. External clinical supervision provided at a frequency agreed with your line manager • <u>Training and wellbeing</u>: Standard training & wellbeing budget (£900) applies to this post

JOB DESCRIPTION

<p>Role purpose</p>	<p>As COO of Edinburgh Rape Crisis Centre you are accountable to the Chief Executive Officer and the Board of Directors. This role will be the deputy to the CEO and will contribute to the overall strategic management, leadership and development of the organisation and the implementation of the organisation’s strategy.</p> <p>The role requires an experienced and effective feminist leader, with the ability to lead across both the strategic and operational work of ERCC.</p>
<p>Organisational position</p>	<p>See the Organisational Chart (attached)</p> <p>The COO is accountable directly to the CEO. You will work collaboratively as part of the Senior Management Team (CEO, COO, Head of Services), providing leadership for the Senior Leadership Team.</p>
<p>Key areas of responsibility</p>	<p>Governance and strategic planning</p> <p>The COO will support the CEO and Trustees, including relevant sub-committees to deliver effective governance of the organisation, providing oversight of and responsibility for:</p> <ul style="list-style-type: none"> • People, Health & Wellbeing (PH&W) <ul style="list-style-type: none"> ○ Develop, implement and review the PH&W Strategy and Plan. ○ Deliver the PH&W plan, including the effective implementation and use of HR systems and processes, staff and volunteer training programmes, regular reviews of support and supervision policies ○ Regularly review all HR-related policies and processes ○ Liaise with HR systems and service providers. ○ Ensure Health and Safety policies, protocols and assessments are implemented, monitored and evaluated • Engagement, Profile, Promotion & Fundraising (EPPF) <ul style="list-style-type: none"> ○ Develop, implement and review the EPPF Strategy and plan, working with the EPPF sub-committee or appropriate staff members where relevant ○ Ensure the implementation of the Communications Strategy, that includes social media planning, and links to the Friends and Members engagement work ○ Support the development and implementation of a Friends and Members scheme

	<ul style="list-style-type: none"> ○ Support the development and implementation of a Fundraising strategy ○ Line manage the Communications worker ○ Support development of funding bids <ul style="list-style-type: none"> ● Governance, Infrastructure and Facilities Management <ul style="list-style-type: none"> ○ In collaboration with the CEO, maintain and monitor the risk register ○ Oversee the annual policy review ○ Ensure compliance with and implementation of GDPR, Health and Safety, and other regulatory and operational compliance frameworks, including Child and Adult Protection, lone working, etc. ○ Ensure the effective keeping of records and complete monitoring information in a timely manner as related to compliance ○ Ensure the appropriate IT and other organisational infrastructure (office equipment, building fittings, etc.) is fit for purpose and regularly updated and maintained ● Finance <ul style="list-style-type: none"> ○ Contribute to financial oversight of the organisation, including budget management ● Operational delivery <ul style="list-style-type: none"> ○ Work with the CEO and Head of Services to assess need and demand on the service and how best to address this ○ Regularly review ERCC's services against the identified service outcomes and National Rape Crisis Service Standards and identify ways to improve against these ○ Support staff to develop and share their practice through regular practice meetings ○ Support the implementation of funded projects ○ Support staff recruitment and retention. ○ Continually review operational processes and practices to improve efficiency within the organisation. <p>Organisational leadership and management</p> <p>The COO will provide leadership and management support to both the CEO and Head of Services by:</p> <ul style="list-style-type: none"> ● Providing and modelling feminist leadership and management, to promote positive working relationships, support growth and development within the staff team and promote safety and self-care in the context of working with trauma
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	<ul style="list-style-type: none"> • Providing management support and supervision to paid team members, and ensuring that senior support team members are providing this to their direct reports • Using appropriate workload management techniques and ensure work is delegated effectively to staff • Facilitating annual appraisals with supervised staff, working with them (1) to identify and work towards targets and outcomes for their work (work planning) and (2) identifying strengths and areas for development (professional development planning) • Ensuring that accurate, shared records of all supervision and appraisals are kept • Ensuring that external clinical/practice supervision is provided to all staff and monitoring its usefulness and relevance, making changes as required • Managing self by modelling a resilient approach to work, demonstrating the importance of self-care, collective care, reflective practice and boundary setting <p>Any other relevant, appropriate tasks as identified by the CEO.</p>
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PERSON SPECIFICATION		
KEY COMPETENCIES	Essential	Desirable
Understanding of issues related to sexual violence	<ul style="list-style-type: none"> • Able to clearly articulate a gender based analysis of sexual violence • Demonstrable commitment to feminist analysis of gender based violence • An understanding of the impacts of sexual violence and implications for delivering a trauma-informed and survivor-centred frontline service 	<ul style="list-style-type: none"> • Experience of work in the violence against women field
Management & leadership	<ul style="list-style-type: none"> • Demonstrable experience of providing effective and structured management and supervision to staff and/or volunteers • Clear understanding of anti-racist feminist leadership and management, a trauma-informed approach to organisational management and supporting diverse staff teams 	<ul style="list-style-type: none"> • Relevant management qualification e.g. SVQ 4 Leadership and Management for Care Services (LMCS)
Keeping you and others safe	<ul style="list-style-type: none"> • Knowledge of vulnerable adult and child protection; capacity and mental health legislation in Scotland • Ability to ensure effective systems are in place for managing risks relating to safeguarding 	<ul style="list-style-type: none"> • Relevant training in these legislative areas
Service planning and development	<ul style="list-style-type: none"> • Experience in and knowledge of planning and development of frontline services • Experience of translating strategic objectives into operational procedures and practice 	<ul style="list-style-type: none"> • Experience of developing, preparing and delivering business plans and strategies

KEY COMPETENCIES	Essential	Desirable
Recording, reporting, monitoring and evaluating	<ul style="list-style-type: none"> • Ability to ensure effective operation of systems for recording and reporting in relation to service delivery, in accordance with ERCC data protection policies • Knowledge of relevant monitoring and evaluation systems and commitment to ensuring their effective operation 	<ul style="list-style-type: none"> • Experience of writing funding reports
Managing yourself	<ul style="list-style-type: none"> • Ability to model a resilient approach to the workplace with clear strategies for managing self • Ability to model feminist and anti-discriminatory values and principles and to promote these within the organisational culture • Commitment to ongoing continuing professional development 	
Working with others and promoting the organisation	<ul style="list-style-type: none"> • Ability to work collaboratively with key stakeholders and the wider Rape Crisis network to improve responses to survivors or sexual violence • Ability to represent and promote ERCC externally, for example at events and in the media • Experience of contributing to consultations to highlight ERCC's values and work 	
Using IT and systems	<ul style="list-style-type: none"> • Competent Microsoft Office user • Experience of, and ability to do, own administrative work 	<ul style="list-style-type: none"> • Experience and/or knowledge of using databases for case recording • Experience and/or knowledge of HR systems and applications

KEY COMPETENCIES	Essential	Desirable
Values and principles	<ul style="list-style-type: none"> • Ability to articulate understanding of intersectional feminism. • Evidence of strong commitment to anti-racism, equality and diversity and anti-discriminatory practice. 	
Other Skills and Experience		<ul style="list-style-type: none"> • Fluent in a community language