

## Job Description & Person Specification

### Post: Chief Operating Officer

Salary Banding: Level 8 (£41,708 rising to £42,416 within 1 year)

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The chief operating officer knows that well run organisations have a greater impact.

The Chief Operating officer is responsible for leading the charity's operational teams, policies and systems. Formulating and implementing, alongside the CEO, the organisation's strategy and business plan and ensuring they are successful.

This critical leadership role has three primary elements:

- 1) Operational management. The Chief Operating Officer manages the infrastructure of the organisation, our HR/People and Culture team, Finance, IT and facilities. Whilst leading the operations division they also work across all divisions to ensure operational excellence.
- 2) Strategic Leadership. This role is responsible for helping to devise and overseeing the implementation of our strategy and strategic objectives across the organisation. They lead our business planning process. They ensure we are being the best we can be, helping the most people we can, in the most impactful way we can.
- 3) Special Projects. The Chief Operating Officer will lead special projects across the organisation, particularly in new and emerging areas for the organisation associated with growth, development and reputation.

### What I do and what I achieve

- Delivers outstanding, modern infrastructure and processes which have a high impact.
- Seeks to create excellent value for money for the organisation in every area.
- Ensures we have a well trained and highly motivated staff team.
- Ensure, alongside the chief finance officer, that our resources match our ambitions.
- Help develop and then implement our strategy with a robust system of reporting.
- Seek and develop partnerships and opportunities to further the interests of the organisation.
- Ensure that Support in Mind Scotland is compliant with national and organisational safeguarding standards.
- Maintain an effective working relationship with all other directors to ensure that there is effective co-ordination of all company activities in support of corporate objectives.

### Who I am

- I am passionate about making a difference to people's lives and facilitating staff to have as great an impact as they can.

- You have a genuine passion for people, systems, strategy and impact and you can lead with both business and people in mind.
- You build strong trusting relationships and you believe in the vital importance of equality, diversity and inclusion.
- I have significant experience of delivering an organisational strategy, enabling growth and improving processes.
- Have experience leading teams and creating and influencing organisational culture.
- I am a planner who seeks to enable others to achieve their best. I am able to be a master of the detail and be strategic at the same time.
- I am a leader who is comfortable making decisions with demonstrable experience of whole organisation impact.
- I have outstanding interpersonal and literacy skills.
- I am a generalist and can turn my hand to many things. I am interested in new opportunities and see them as a way to develop. I have an entrepreneurial attitude.
- I am ambitious about what I, my team and the organisation can achieve. I see a challenge as an opportunity to improve and deliver outstanding service and support. I am a changemaker.

## General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.
- To be friendly, polite and professional to all staff, members of the public and people we support.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.