

Chief Operating Officer (COO)

Role: Chief Operating Officer (COO)	Department: Chief Executive Office
Reports to: CEO	Salary: 45,000 pro-rata
Location: The Eric Liddell Community	Type of contract: Fixed Term, initially, 1 year
Working hours and pattern: 4 days a week – 30 hours	

About The Eric Liddell Community:

The Eric Liddell Community (Scottish Charity Number SC003147) is a local care charity and community hub founded in 1980 in memory of the 1924 Olympic 400m gold medallist, Eric Liddell.

We are on a mission to bring people together in their local community, to enhance health and well-being and ultimately bring us closer to our vision of a world where no one feels lonely or isolated. We are doing this by: providing a Day Service for people living with dementia; a programme of wellbeing activities, courses and classes for unpaid carers, and developing our vibrant community hub at the heart of Edinburgh.

Our Values

At The Eric Liddell Community we are:



Compassionate

We care for each other and our community.



Respectful

We treat everyone with with dignity.



Inclusive

We ensure fair treatment and opportunity for all.



People-centred

We keep our community at the heart of everything we do.



Sustainability

We look after our people and our planet..



Led by Integrity

We keep our promises.

Job Purpose:

The Eric Liddell Community is undergoing a period of growth, expansion and change in the delivery of caring services, alongside exciting plans for The Eric Liddell 100, which aims to secure, develop and celebrate Eric Liddell's legacy.

The CEO has been tasked with leading our plans for The Eric Liddell 100 and to support this, we are recruiting a Chief Operating Officer (COO) to ensure the ongoing strategic management, operation and delivery of the charities core services and functions.

The COO will play a key role in the strategic management of the organisation, maintaining existing operations, funding arrangements and driving forward new initiatives and projects to assist the long-term sustainability of the charity.

Working with and reporting to the CEO, you will have a key role in implementing the Strategic Business Plan, 2022 – 27.

You will also play the lead role in carrying out a Staffing/Structural Review of the ELC, associated consultation with Senior Management staff and via the CEO, reporting to the Board.

Key responsibilities and accountabilities:

- You will report to the CEO and will provide updates on progress and developments to the CEO and the Board of Trustees.
- Promote the organisation's proactive presence at the heart of the community and maximise the use of the building, its facilities, resources, partnerships and networks.
- To maintain, support and where appropriate expand the portfolio of services delivered by The Eric Liddell Community.
- Broaden the income generation sources and support the staff team to increase the level of income to The Eric Liddell Community, where feasible.
- Working with the CEO, contribute to the Board's strategic direction and corporate governance.
- Work with the CEO and Communications Administrator to manage the business and reports to the Board, Finance & General Purposes Committee and Caring Services Committee.
- Work closely with the CEO to support the Chair of the Board and both Committee's Convenor's, to set the agenda and business for all Trustee meetings.
- Manage the Senior Management Team including individual Support and Supervision sessions for these staff.
- Maintain, develop and direct high quality teams, including motivation to achieve sustainable high levels of performance.
- Ensure the development & delivery of high quality, customer focused services within the organisation.
- Maintain updated, and ensure compliance with, policies and procedures, and lead risk management within the organisation with support from the Building Operations Manager.
- Assume statutory and non-statutory responsibilities of the organisation's premises, including Fire, Health & Safety.
- Review and update the existing set of policies and procedures.
- Be responsible for the achievement of financial performance targets.

- Work with the CEO to provide direction regarding the implementation of a Fundraising Strategy/Action Plan, in conjunction with the Fundraising & Development Manager, within the context of the Sustainability Strategy.
- Working with the CEO, build, influence, maintain and develop long-term relationships and joint working arrangements that align with our strategic objectives and the Strategic Business Plan. Optimise the promotion of the charity to maximise its aims and establish/retain positive relationships with local communities, schools, universities, 3rd sector partners and businesses.
- Deputise for the CEO as and when required.

This list of responsibilities and accountabilities is not exhaustive and will include other duties as directed by the CEO from time to time.

Key Outcomes:

- The completed Strategic Business Plan 2022-27 and associated Action Plans are implemented.
- Action Plans are updated at an operational level to reflect strategic priorities.
- The Staffing/Structure Review is initiated, completed and reported to the F&GP Committee and Board.
- Senior Management Team are managed and supported to deliver their strategic priorities and targets.
- Positive working relationships are established with Trustees, SMT, all staff and volunteers.
- The Eric Liddell Community continues to operate its services successfully.
- Positive and effective working relations are established with the CEO.
- Key partners and donors feel valued and respected.
- Existing funding arrangements and associated contracts are continued, extended where realistic and/or replaced.
- Existing positive Care Inspectorate inspection reports continue to evidence Excellent and/or Very Good ratings.

Required Qualifications, Skills, Experience & Knowledge

Essential:

- Demonstrable experience of strategic management and leadership at a senior management or Director level.
- Experience of managing Senior Staff.
- Demonstrable experience of managing relationships at a strategic, partnership and organisational level.
- Excellent organisational, communication and time management skills, along with the ability of effectively prioritise and delegate.
- Evidence of clear analytical skills – a rapid assimilator of information, situations and issues with the ability to identify solutions and maximise opportunities.
- Enthusiasm and energy to effectively deliver value for The Eric Liddell Community and manage its interests.
- Sound financial acumen with experience of managing accurate budgets and monitoring spend.

- Experience and knowledge of business strategy and management.
- Proactive, self-motivated, and organised – experienced at working independently, managing multiple priorities simultaneously and achieving success within a target driven environment.
- Integrity, presence, drive, determination and enthusiasm.
- A consummate and highly respected professional.
- Strong IT skills including MS Office and CRM systems.

Desirable:

- A track record of achieving significant financial and operational growth.
- High level knowledge of the 3rd Sector.
- Experience /knowledge of 3rd Sector governance
- Experience of funding, grants and trusts
- A current driving license valid for driving in the UK.

Dimensions and Scope of Job

Scale:

- The Eric Liddell Community Senior Management Team currently consists of the Finance Manager, Fundraising & Development Manager, Day Care Manager, Buildings Operations Manager, and the Carer & Development Officer. The COO will lead the Senior Management Team, with input, support and guidance from the CEO.

People Management:

- You will have line management responsibility for the Senior Management Team and will work with external partners, funders and other bodies where appropriate.

Internal Relationships:

- You will work closely with the CEO, Chair of the Board, and Convenors of the Finance & General Purposes/Caring Services Committees, all Trustees, SMT, the wider team and volunteers.

External Relationships:

- You will be a key contact for our funders and partners such as the Edinburgh Health & Social Care Partnership, EVOG, the City of Edinburgh Council, VOCAL and the Carewell Partnership.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The organisation reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Terms and Conditions

Salary: £45,000 pro-rata

Working Hours: up to 30 hours per week (working mostly from the office)

Annual leave entitlement: 6 weeks inclusive of public holidays (pro-rata)

Notice period: 2 months

Probationary period: 3 months

Disclosure check: Enhanced

Other benefits:

Company contributory pension scheme

Death in service cover

Occupational sick pay

Edinburgh Leisure Community Access Programme Card

40% off food at our Community Hub Café, Café Connect

Closing date: 23rd February 2023

Interviews: 13th March 2023