

CHIEF OPERATING OFFICER

JOB DESCRIPTION

- JOB TITLE:** Chief Operating Officer (COO)
- REPORTS TO:** Chief Executive Officer
- LOCATION:** Hybrid: Nearest SU Scotland office/home
- TERM/HOURS:** Full time/substantive contract
- DIRECT REPORTS:** Head of Finance, Head of Fundraising, IT Manager, HR Partner
- KEY RELATIONSHIPS:** Internal: Senior Leadership Team, Wider Leadership Team, direct reports, SU Scotland Trustees, SU Scotland Finance Committee
External: Auditors, SU Scotland partner organisations

JOB PURPOSE:

The Chief Operating Officer will have overall responsibility for SU Scotland's Operations team, including the finance, fundraising, IT, HR, legal and governance functions. As a member of the Leadership Team, the COO will play a strategic role in the delivery and development of the financial and operational priorities to enable SU Scotland's vision.

KEY RESULT AREAS

- 5%+ year-on-year growth in regular income (donations and trading)
- Sound financial and operational management as demonstrated by:
 - budget holders fully engaged with and held accountable for targets
 - sustainable relationship between regular income and costs
 - effective utilisation of funds in line with donor expectations
 - timely reporting and analysis to SLT and Board leading to prompt, appropriate actions
 - allocation of resources via expenditure budgets aligns directly with the priorities outlined in the organisation's strategy
- CEO supported in developing and delivering organisation-wide strategy
- Property strategy in place that represents best fit for the charity's needs

KEY RESPONSIBILITIES:

1. Spiritual Leadership

As part of the Leadership Team (LT) to have joint responsibility with other LT members for leading the organisation strategically and operationally and, as a practising Christian, to demonstrate commitment to the SU Scotland ethos, modelling Christian lifestyle, values and work practices to staff and volunteers alike. Full participation in the life and ministry of SU Scotland will include:

- Involvement in staff prayer meetings
- Involvement at the annual staff residential conference and other staff days
- Leadership participation in major events both internally and externally, representing the organisation as required.

- Collaborate with the other members of the wider leadership team in building a working environment that promotes a high level of performance and engagement to support SU Scotland's vision.
- Intentionally build cross team working practices within area of responsibility and other parts of the ministry

2. Strategy Development

- Support the CEO and Leadership Team colleagues with successful development and implementation of organisational strategy.
- Oversee the implementation and reporting of the quarterly OKRs.
- Maximise employee engagement in achievement of strategic objectives.

3. Financial Leadership

- Manage the Head of Finance
- Lead and coordinate policy for financial planning and budgetary control
- Develop SU Scotland's financial strategy to support SU Scotland's strategic objectives
- Working with the Head of Finance, take responsibility for ensuring that the following are produced in an effective and timely manner:
 - the annual Budget and related forecasts for approval by the Board;
 - regular management accounts to enable monitoring of departmental and charity-wide financial performance against budget;
 - Trustees Annual Report and statutory accounts
- Report to SU Scotland's Finance Committee and ensure its effective operation in conjunction with the Treasurer who acts as Chair.
- Oversee relationship with external auditors, along with the Head of Finance
- Ensure excellent understanding exists of SU Scotland's financial position – both current and future – to inform future planning,
- Identify opportunities to improve SU Scotland's financial position through increased income generation or operating efficiencies.
- Optimise utilisation of funds, both restricted and designated funds including SU Scotland's Special Projects Fund.
- Ensure effective management of and investment returns on SU Scotland's funds.
- Present finance reports in writing or in person to supporters, staff groupings and committees as appropriate.
- Ensure full compliance with the standards and legal requirements of the Charity Commission and other regulatory bodies.

4. Fundraising Leadership

- Manage the Head of Fundraising
- Provide strategic leadership and energy to ensuring that a rolling fundraising strategy is developed and reviewed, in order to support the growing financial needs of the charity
- Work with the Head of Fundraising and the Fundraising Team to:
 - grow the donor base of the organisation
 - ensure income from individuals, churches and trusts is maximised;
 - ensure there is a strong commitment to support-raising across the staff team
 - foster a strong ethos of supporter care

5. Information Technology Leadership

- Manage the IT Lead role.

- In conjunction with the IT Lead, lead, develop and implement a technically robust and secure IT strategy for SU Scotland that delivers an appropriately creative and effective use of technology across the organisation, whilst ensuring that the IT systems, security and governance is fully operational, secure and fit for purpose.
- Ensure the effective implementation of and utilisation of the CRM.

6. Human Resources Leadership

- Manage the HR Partner
- In conjunction with the HR Partner oversee the policies and processes including performance reviews, professional development, benefits, ways of working, organisational culture
- Ensure that all staffing vacancies and activities are fully resourced.

7. Property Strategy

- Drive SU Scotland's overall property strategy, in particular as regards office property, evaluating and ensuring the organisation's property interests are an appropriate fit for SU Scotland's needs and represent sound stewardship.
- Work closely with the Director of Centres and other key stakeholders in helping shape property strategy for centres and campsites.

8. Sustainability Leadership

- Bring leadership to the organisation's sustainability and climate care initiatives and targets.

9. Support-raising

- Building partnerships with existing and potential supporters to encourage prayer, giving and volunteer support for Holidays and the wider ministry of SU Scotland. The means of doing this will be tailored according to the nature of your role and personal circumstances and an action plan agreed with your line manager but will include:
 - approaches to potential donors and prayer supporters to invite them to partner with you in your ministry role.
 - regular communication with existing prayer and financial supporters to ensure they are well-informed and their contribution appreciated.

In common with all SU Scotland line managers:

Take responsibility for ensuring that staff development policies and practices are implemented for all members of staff within their area of accountability, including carrying out regular coaching conversations and development reviews.

In common with all SU Scotland employees:

- Further the aims and activities of Scripture Union Scotland.
- Take part in other Scripture Union activities where appropriate.
- Demonstrate commitment to the SU Scotland ethos, vision, values and work practices, and the wider ministry of SU in Scotland and beyond.

The above list is intended to give an indication of the range of duties for the role. Other tasks/responsibilities, appropriate to the remit, will be expected as required.

Occupational Requirement

An Occupational Requirement applies in terms of the Equality Act (part 1, schedule 9). This post requires the occupant to have a personal faith in Jesus Christ as Saviour

and Lord and to believe the Bible to be fully trustworthy, in all that it affirms, and the highest authority for faith and life in keeping with SU Scotland's statement of faith. These principles require to be applied alongside the professional skills required in this role.

Appointment will be subject to a satisfactory PVG Scheme Disclosure and references.

March 2023