



## Job Description

Job Title:	Chief Operating Officer
Salary:	Based on NJC Salary scale PO5 – PO8 grade range 39 – 48 £ 47,420 – £ 56,918 (FTE)
Contract:	Permanent, subject to successful completion of a three-month probationary period
Hours:	22.5 hours per week (0.6) in negotiation with the CEO. The role includes occasional weekend work
Location:	Home based with regular visits to the Weymouth office and some national travel, the expectation is that this will become a homebased role.
Annual leave:	25 days per annum (pro rata)
Responsible to:	Chief Executive Officer
Links to:	Honorary Treasurer
Line Management:	Communications Officer Finance Assistant Membership Administrator

## Background

The NHS Retirement Fellowship is an unincorporated association and a registered charity (Registration number: 287936) with a Constitution as its governing document.

The NHS Retirement Fellowship exists for any individual who has worked in or for health and social care services or:

- has provided contracted-out services
- has retired or is eligible to retire from them
- is a spouse or partner of a member
- is or has been a volunteer
- has given valuable service in the care of others.

The Fellowship offers social, leisure and educational activities and welfare support to its members. We facilitate continued and new friendships and members are supported in times of difficulties and financial hardship. Membership is available either as a postal member or membership of a local branch in England, Scotland and Wales with national support and events, including a hugely popular national conference.

The ambition is to build our membership, anticipating their needs and developing new ways of meeting them.

## Main Purposes of the post

The Chief Operating Officer will have wide-ranging responsibilities for the performance and development of operational projects and programmes of work.

This is a new, senior role within our well-established charity and we expect the post holder to play a proactive and productive role as a member of the organisation's small Management Team.

The post holder will have wide-ranging responsibilities for the performance and development of internal services and operations.

This post offers significant opportunities for innovation and the development of new areas of work, alongside development and growth of existing services.

They will lead, direct and manage all delivery projects and programmes across the organisation. They will be responsible for all aspects of operational management, ensuring high quality delivery of programmes in line with member and funder requirements.

The post holder will direct all day-to-day financial matters and ensure financial information is accurate and timely to support decision-making and strategic planning.

The post holder will personally line manage the Communications Officer, Finance Assistant and the Membership Administrator ensuring that operational plans (including KPIs) and individual staff work plans are in place and being adhered to and delivered against.

This is an internally-focused role – with core competencies including:

- Ensuring the organisation is delivering against its mission, vision, aims objectives and strategic priorities
- Delivering existing work to quality standards, targets and timescale
- Excellent programme and management skills and experience
- Operationalising new work
- Writing, updating and socialising relevant policies and procedures
- A good understanding of risk management, safeguarding and GDPR
- Contract management skills
- Financial management skills
- Monitoring, evaluation and reporting skills
- Demonstrating social impact/ social value
- Effective line management skills.

## **RESPONSIBILITIES**

### **1. Strategic Management**

- 1.1 The Management Team consists of the CEO and COO. As a member of this team, to contribute to the management of NHSRF's strategic direction, developments and projects.
- 1.2 To deputise in the absence of the CEO.
- 1.3 To prepare forecasts to inform thinking on strategic plans and to assess the financial impact of different options.
- 1.4 In collaboration with the Honorary Treasurer to act as the key advisor to the Chief Executive for sound financial management and planning, including the use of contracts, budget preparation and project proposals.
- 1.5 To assist with fundraising and NHSRF's charitable activities.

### **2. Financial Management and Operations**

- 2.1 To direct all day-to-day financial matters relating to NHSRF and its projects, including budgetary control and monitoring, processing income and expenditure, recovery of gift aid, auditing, insurance and grants.
- 2.2 To provide leadership setting and maintaining standards and guidelines regarding all financial business.

- 2.3 To review and develop systems and processes as appropriate for the accurate and timely provision of financial information and statutory accounts.
- 2.4 To take responsibility for administering all financial aspects of staff employment, administering payroll, defined benefit and defined contribution pension schemes and to liaise with the Chief Executive on this, as appropriate.
- 2.5 To manage the Charity's banking relationships and be responsible for maintaining the bank accounts.
- 2.6 In consultation with the Chief Executive and the Honorary Treasurer to prepare the year-end statutory accounts and ensure that the necessary information is available in a timely fashion for the independent examination, and to liaise with the accountants as appropriate.
- 2.7 In consultation with the Chief Executive, prepare all required reports for consideration and decision by the Trustee Board in order that they can exercise their responsibilities.
- 2.8 In consultation with the Chief Executive and the Honorary Treasurer prepare the annual budget.
- 2.9 In consultation with the Chief Executive assist with the formulation of the Business Plan for approval by the Trustee Board
- 2.10 To be responsible for payments to suppliers and collection of all income.
- 2.11 To be responsible for the submission of accurate statutory returns to all relevant bodies.
- 2.12 To lead the evaluation of the work of those staff who directly report to the role, developing systems of performance measurement that enables the effectiveness of the work to be assessed.

### **3. Management Administration**

#### **Information Technology**

- 3.1 To propose, for approval by the Chief Executive and/or Trustees, and then implement, develop and maintain, ICT systems and procedures.

#### **3.2 Office Management**

- 3.3 To manage and oversee all aspects of office facilities, insurance, rates, repairs and maintenance, cleaning, security.
- 3.4 To ensure that matters relating to the use of offices comply with current legislation, particularly health and safety.
- 3.5 To maintain and regularly update the Charity's in-house policies and procedures and the Risk Register for adoption by the Board of Trustees.

#### **HR & Personnel**

- 3.6 To be responsible for the development of policy and all aspects relating to sound HR management: recruitment, selection process, induction, discipline, grievance, pay, employee benefits, terms and conditions, employee relations and all other associated matters for adoption by the Board of Trustees.
- 3.7 To establish and maintain systems and procedures that assist the smooth operation of the above matters.
- 3.8 To ensure a staff handbook is maintained and updated regularly, as necessary.

3.9 To develop new areas of work in relation to personnel policy and practice.

#### **Administration**

3.10 To be responsible for the provision of NHSRF's administrative services, telephone services, office supplies, equipment etc.

#### **4. Managing resources and staff**

4.1 To manage the Communications Officer, Finance Assistant and the Membership Administrator ensuring efficient and effective use of resources.

4.2 To manage, and be responsible for such projects, as may be delegated.

4.3 To approve and authorise expenditure in accordance with budgetary constraints and delegated authority.

#### **5. Additional**

5.1 To undertake such other responsibilities as directed by the Chief Executive.

5.2 To work in a flexible way when the occasion arises so that tasks that are not specific to the role are undertaken.

5.3 To assess and take responsibility for one's own performance.

### **PERSON SPECIFICATION**

#### **Knowledge and experience**

##### **Essential**

- Responsibility for financial control and direction in a small size charity/organisation or a division of a large one
- Production of statutory accounts, preferably with SORP accounting experience
- Experience of directing and managing a business planning and budgetary cycle, involving basic central assumptions and framework and assisting colleagues building figures from the bottom up
- Presentation of financial planning and monitoring papers to Trustee Board. Management and development of an ICT function in smaller organisation developing systems and processes to suit a particular organisation.

##### **Desirable**

- Chartered or CIPFA Accountancy qualification
- The management of an office
- Knowledge of payroll and pensions administration and legislation.

#### **Skills and abilities**

##### **Essential**

- Ability to analyse financial information, to assist colleagues to understand the financial implications for proposals and what can be achieved by different financing options
- Ability to inform, assist and clearly communicate with non-executive Trustees and colleagues so that they can fulfil their responsibilities, and to inspire confidence in both Trustees and staff
- Ability to produce monthly finance reports, maintain bank accounts and prepare reconciliations
- Ability to forecast the financial position of the organisation and advise colleagues about corrective action activities

- Ability to direct and manage an efficient IT function and develop the use of IT to further the objectives of the organisation
- Ability to contribute to the strategic management of the organisation
- Ability to prioritise and manage a varied and demanding workload, meet deadlines and work in an organised and systematic way
- Ability to produce accurate and timely management and statutory accounts
- Good organisational skills and office experience.

## **Attitudes**

### **Essential**

- Commitment to promote the best interests of older people
- Awareness of equalities issues and the commitment to working in an anti-discriminatory way
- Commitment to support, learning, feedback and development for staff and personally
- Willingness to be flexible in response to the reasonable needs of the organisation and to take on appropriate new responsibilities
- Prepared to occasionally work flexible hours
- Self-motivated and able to work independently.

This appointment will be subject to a satisfactory Enhanced Disclosure and Barring Service check.

[www.gov.uk/dbs](http://www.gov.uk/dbs)

In addition, there are Automatic Disqualification Rules for charity senior positions. Details can be found on the Charity Commission website:

<https://www.gov.uk/guidance/automatic-disqualification-rule-changes-guidance-for-charities>

## **Contact**

You are encouraged to look at our website ([www.nhsrf.org.uk](http://www.nhsrf.org.uk)), then have a conversation with the Chief Executive Officer before preparing your application.

**Mike Seaton by telephone on 07476 917681**

**Closing date:** Application is by CV and a supporting statement by 3<sup>rd</sup> April 2024

**Interviews by Zoom:** 18<sup>th</sup> April 2024