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**CHIEF OPERATING OFFICER**

**Accountable to: Chief Executive**

**Responsible for: Commercial & Operations Departments; people development & strategic performance**

**Hours: 37 hours**

**Location: Central London (between LSESU & SUARTS)**

**JOB PURPOSE**

1. To lead the Union’s drive for improvement and efficiency, and lead on delivery of Commercial and Operations departments
2. To provide expert leadership on people development, strategic implementation and performance improvement
3. To manage the Head of Commercial and Operations Managers, 30+ staff and up to 100 student staff; and lead development of the People Strategy and Strategic Performance function

**KEY RESPONSIBILITIES**

**Leading Commercial and Operations Strategies**

* Lead a cross organisation drive for productivity & efficiency of the Unions with a focus on staff development and performance, income generation, efficacy of processes, buildings usage and future building plans and moves
* Responsible for identifying and developing evidence based new approaches to drive improved quality, performance or impact across the Union
* Lead Commercial and Operations departments to meet the constantly changing needs of students, with a focus on increasing income and membership engagement
* Responsible for identifying, securing and allocating staffing and resources needed to drive high performance across the directorate’s strategic aims and enablers
* Lead the development of operational plans to drive delivery of Commercial and Operations strategic aims and enablers
* Responsible for building relationships, liaising and negotiating with Union staff, University staff, and other relevant external parties on issues relating to the directorate and the wider union
* Responsible for risk management in relation to the operation of the organisation in line with current legislation and regularly update the Union’s Risk Register for approval by the Board
* Ensure the development of the Union’s Health and Safety Policy, and to ensure that the policy and Health and Safety legislation are adhered to at all times
* Responsible for reporting on the performance of the directorate through the CEO to our members, trustees, institutions, funders and partners.
* Overall responsibility for budget development and management of the directorate

**Strategic Performance**

* Leads on the implementation of processes that deliver the Mission, Vision and Values of the Strategic Plans
* Overall responsibility for systems for performance management of the Union’s strategic aims and enablers including: dashboards; 121s
* Overall responsibility for strategic delivery and planning processes: operational plans, individual plans, KPIs, organisational meeting structures
* Overall responsibility for performance management & reporting systems: annual appraisals, 121s, performance reviews, dashboards, annual impact reporting, strategic review processes
* Lead the identification and development of evidence based new projects and ideas across the Union to drive improved quality, performance or impact
* Responsibility for commissioning, instructing and interpreting research to develop new opportunities across the Union

**People Strategy**

* Overall responsibility for a People Strategy to develop a high performing and motivated management, permanent staff, student staff and whole staff teams
* Leads on a high quality learning and development framework to meet the needs of the whole union
* Overall responsibility for staff development processes: induction, annual appraisal, 360s, management competency framework
* Leads on a framework for managing high and low performers
* Leads on the Union’s responsibilities for equality and diversity in the workplace

**Management**

* Arrange, chair and keep a record of management meetings within the directorate – including performance reviews, appraisals, and investigations
* Manage the department’s learning and development
* Ensure that Officers are supported to represent the membership in dealings with University Committees, University staff and external people and bodies with reports and briefings
* Responsible for work undertaken by this directorate’s staff with student officers, and part-time student staff

**GENERAL DUTIES**

**In addition, all staff have the following general duties laid out in their job descriptions:**

* To deliver and develop targets outlined in the Union’s strategic plan.
* To contribute and assist in the Union’s planning processes and the review of its performance and systems.
* Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
* To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
* To undertake your own typing, filing, photocopying etc.
* Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.
* A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers and welcome festivals and any other key event, including elections, if necessary.
* Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
* Where you are required to work with volunteers you must support and manage them appropriately in line with the Students’ Union volunteer policy
* Environmental consideration and environmental best practice is the responsibility of all Students’ Union staff

Any other tasks that would be deemed suitable within this role as directed by line manager

**PERSON SPECIFICATION**

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|  | Tested at application | Tested at interview |
| Experience |  |  |
| Significant management and leadership experience, including at senior level in a complex, multi-stakeholder organisation | X | X |
| Proven record of successful financial management, management of substantial budgets, interpretation of complex financial information and business planning, and proven commercial acumen | X | X |
| Experience of successful strategic management and a track record of leading the formulation and delivery of high quality services and outcomes | X | X |
| Demonstrable record of embedding a member focused culture, and leading, multi-disciplinary teams to achieve significant improvement and outstanding results | X | X |
| A track record of developing successful partnerships with a wide range of stakeholders, and evidence of success in building and enhancing the reputation of an organisation with external bodies | X | X |
| Knowledge |  |  |
| Working knowledge of relevant legislation, including charity and employment | X |  |
| An understanding of best practice in people and talent management | X | X |
| An understanding of performance management | X | X |
| A sound understanding of effective charity and students’ union governance  | X | X |
| Educated to degree level | X |  |
| Skills and abilities |  |  |
| Ability to operate effectively in a democratic environment, with the political skills and acumen to develop productive relationships with Trustees and elected officers, building trust and confidence |  | X |
| Ability to think strategically and gain commitment to a clear vision and mission, and deliver results |  | X |
| Exceptional interpersonal skills and demonstrable emotional intelligence with the ability to relate to, motivate and build trust and confidence with people at all levels |  | X |
| Exceptional communication and presentational skills with an ability to communicate ideas, issues and procedures successfully at all levels and act as an external ambassador |  | X |
| Sound judgement and ability to handle competing priorities and a challenging workload in a pressurised environment |  | X |
| Values, attitudes & personal style |  |  |
| Visionary, creative and innovative strategist |  | X |
| Empowering leader with high levels of emotional intelligence |  | X |
| A leader on equality who takes proactive steps to improve diversity and removes barriers to inclusion |  | X |
| An excellent role model who promotes high standards of ethics, integrity and honesty |  | X |
| A leader who is positive, solution focused, able to take ‘tough’ decisions, determined and resilient enough to cope with the demands of the role |  | X |