

CASS The Carers Association

JOB DESCRIPTION

Title of post:	Chief Operating Officer
Hours of work:	37 hours per week
Salary:	NJC scale point 31-33 dependent upon experience Plus Mileage allowance
Responsible to:	Chair of Trustees
Responsible for:	All CASS employees
Pension:	Auto enrolment (NEST)
Holiday Entitlement:	26 days Pro rata (plus one additional day for every year of service up to a maximum of 5) plus 8 statutory holidays
Probationary period:	6 months
Place of Work:	The Whitehouse, Suite 1a/1b, 3A Chapel Street, Stafford, ST16 2BX

Background:

CASS supports adult carers living within the Local Authority administrative districts of Stafford, South Staffs, Lichfield, Tamworth, East Staffs and Cannock Chase, through the provision of advice, information and emotional support.

Aims of post:

The Chief Operating Officer will lead, motivate and manage the organisation acting directly under the authority delegated by the Board of Directors / Trustees (the Board); work in partnership with the Board to develop strategic direction; promote the values and principles of the organisation and at all times act in the Charity's best interests.

Main Tasks and Responsibilities:

1. Direct and manage all aspects of the CASS business and operation ensuring that services are delivered efficiently and to the highest quality and in compliance with all relevant legislative and contractual requirements.
2. Take responsibility for arranging recruitment and induction of new staff.
3. Direct, manage, supervise and monitor staff development for all CASS employees.

4. Take responsibility for disciplinary action of CASS staff, when necessary.
5. Manage all aspects of contracts and grant applications including monitoring and report writing.
6. Take responsibility for the maintenance and operation of all necessary financial controls as delegated by the Board.
7. Ensure the organisation's annual report is prepared on behalf of the Board.
8. Act as Company Secretary for the organisation and ensure the provision of professional advice and guidance to the Board.
9. Develop strategic plans for the business in consultation with the Board and implement approved plans.
10. Develop financial strategies in consultation with the Board and implement approved financial strategies.
11. Identify and research potential business opportunities and prepare and develop Business Development Strategies in consultation with the Board and implement approved strategies.
12. Seek to develop and maintain relationships and work with potential partners and other agencies to enhance current service delivery.
13. Maintain a detailed and up to date knowledge and understanding of all existing and emerging local and national policies and legislation relevant to the current and future operation of CASS.
14. Represent CASS on local and national bodies where appropriate and maximize the CASS contribution to the development of local and national policy.
15. Prepare reports to the Board on all aspects of the operation and development of CASS.
16. Act as an Ambassador for CASS.
17. Process complaints in accordance with current policies.
18. Act as a spokesperson to the media and undertake public relations duties.

The normal working week will be 37 hours. However, the nature of the Chief Operating Officer post is such that working hours may be irregular and out of hours at times and additional hours may be required from time to time. The post holder is therefore expected to work flexibly, managing and prioritising his/her own workload in order to ensure that all the aims and objectives of the post are fulfilled.

Staff Development:

1. The Chief Operating Officer will receive an Induction Programme within the first month of employment.
2. The Chief Operating Officer will be supported by the Chair of the Board of Directors / Trustees and will receive regular one to one supervision and support.
3. Further training opportunities for professional and personal development will be provided, as appropriate and according to identified need. This may be as an individual or as part of the CASS team.

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PERSON SPECIFICATION

Title of post: Chief Operating Officer

This specification lists the skills, knowledge and experience required for this post. The selection process will be based on these criteria and your application will be assessed to see if it meets the requirements of the post.

		Essential	Desirable	Method of Assessment A/I/P/E/Q
Experience and knowledge	Significant experience of directing and managing an organisation.	*		A/I/E/Q
	Extensive knowledge of the voluntary sector.	*		A/I/E
	Experience in strategic planning and development.	*		A/I/E
	Experience of business development and fund raising.	*		A/I/E
	A detailed understanding of national and local Health and Social Care Policies, particularly relevant to Carers.		*	A/I/E
	Experience of working with committee structures.	*		A/I/E
Education and Training	Qualifications and / or experience commensurate with those required for organisational leadership and business management.	*		Q
	Qualification or training in Management skills.		*	Q
Particular skills and	Proven organisational management skills	*		A/I/E

abilities	Ability to use own initiative and organise own work and that of others.	*		A/I/E
	Ability to work with people and teams.	*		A/I/E
	Ability to motivate, support and manage people.	*		A/I/E
	Ability to balance day-to-day leadership duties with accountability to the Board.	*		A/I/E
	Good influencing skills with the ability to make an impact and positive contribution to high level multi-agency partnerships.	*		A/I/E/P
	Good listening, verbal and written skills and the ability to write structures and concise reports	*		A/I/E
	Effective public speaking skills.	*		A/I/E
	Highly motivated and enthusiastic with the ability to be innovative, resourceful and adaptable.	*		A/I/E
	Computer literacy skills.	*		A/I/E
	Full driving licence and own transport.	*		Q
Other factors	An understanding of the importance of maintaining confidentiality and the willingness to work within CASS aims, principles and policies e.g. Equal Opportunities	*		A/I/E

A = Application form

I = Interview

P = Practical Test

E = Examples at interview

Q = Qualifications

V.2 June 2018