

JOB TITLE:	CHIEF OPERATING OFFICER
JOB HOLDER:	
DATE UPDATED:	8 OCTOBER 2024
REVISION (HR Office Use):	VERSION 2

1 MAIN PURPOSE OF THE JOB

- Working closely with the CEO, Leadership Team and Board Of Trustees, the COO will focus on turning strategic vision into effective delivery, as well as taking responsibility for the effective and efficient running of the CIOB's internal organisational processes, including Finance, Digital, Data and Technology (DDaT), Human Resources (HR), and Project Management Office (PMO).
- Provide strong and strategic leadership of finance, Digital, Data and Technology, HR and PMO and be able to deputise for the Chief Executive on all internal CIOB matters.
- To ensure the Finance, Digital, Data and Technology, HR and PMO teams deliver a high-quality service to all stakeholders and are seen as adding value in enabling the CIOB to achieve its vision and strategic priorities through its workforce.
- To develop and support the delivery of robust strategic and operational plans and be able to work across the organisation to leverage the overall performance of the Institute.

2 POSITION IN ORGANISATION

- Reports directly to the CEO deputising for the CEO as required and responsible for formulating and implementing the financial, HR and Technology strategies.
- As a member of the Leadership Team (LT), the postholder will be responsible for providing financial and operational leadership and strategic advice to the CEO, the Leadership Team and the CIOB Board of Trustees.

3 DIMENSION & LIMITS OF AUTHORITY

- This role has access to sensitive information.
- This role has financial authority for up to £50,000 of budgeted revenue expenditure.

4 SKILLS & EXPERIENCE

- Fellowship/membership of Professional Accounting Body (ICAEW, ICAS, ICAI, ACCA, CIPFA, CIMA)
- Understanding and broad experience of business functions in addition to finance, in a large complex environment such as business planning, Digital, Data and Technology and HR, including experience in the analysis of situations, making judgements on the information available and balancing risk against desired outcomes.
- A collaborative leader with high emotional intelligence and the ability to form partnerships, motivate, enthuse and support individuals at both operational and strategic levels.
- The ability to lead change and organisational development in a diverse environment without having direct oversight or control.
- Demonstrated leadership ability, including the ability to build a team of highly motivated and well qualified staff.
- The ability to work and communicate effectively with a broad spectrum of individuals (staff, trustees, volunteers and members)
- A demonstrable commitment and compliance to equality, diversity and inclusion.
- A commitment to the aims and values of CIOB.

Desirable:

- Knowledge of the charity sector, Charities SORP and other regulatory requirements for the operation of charities would be helpful.

5 DUTIES & KEY RESPONSIBILITIES

Leadership and Strategy

- Work in partnership with other members of the Leadership Team to develop and deliver on the CIOB strategy ensuring it is appropriately supported with good project management disciplines.
- Provide inspirational leadership, vision, motivation and support to the Finance, Digital, Data and Technology, HR and PMO teams.
- Working with senior managers lead the annual budget setting and operational planning process, ensuring alignment with goals and strategic plans.
- Enable the delivery of CIOB's strategic objectives ensuring organisational objectives are clear and strategically aligned, whilst supporting with the removal of any internal obstacles that emerge on the way.
- Act as the leading interface between management and trustees on financial, Digital, Data and Technology and HR matters.
- Ensure all policies are in place to meet best practice requirements and ensure all legal requirements and regulations are met.
- Oversee management reporting and analysis to support effective decision-making at a senior level across the core functions.
- Oversee and lead on the development and implementation of effective, efficient, flexible and customer focused approaches to core functions and business support.
- Oversight of CIOB Assist (separate charity) through line management of CIOB Assist Manager.

Finance

- Overall responsibility for developing, implementing and overseeing the Institute's financial strategy, for ensuring effective financial management and control throughout the Institute, and for ensuring the effective use of charitable funds and aligning these with the priorities and activities of the CIOB.
- Overall responsibility for the relationship with External and Internal Auditors.
- Oversight of the CIOB's investment portfolio.
- Lead on the financial statutory responsibilities of the charity, overseeing annual audit and timely filing of high-quality and accessible accounts with the Charities Commission and Companies House
- To take the lead within the Leadership Team and provide a long-term view, relating to all areas of finance including, financial planning, analysis projections, and scenario planning, whilst ensuring key stakeholders/Board members are kept informed of key trends.
- Ensure the financial operations of the CIOB comply with the requirements of the financial regulatory and tax authorities.

Digital, Data and Technology (DDaT)

- Oversee the development and enhancement of systems and ensure the ongoing development and operation of the Technology, Digital and Data infrastructure and services.
- Enable the development and monitoring of the DDaT strategy and ensure appropriate resources are available to support organisational development and alignment with the organisation's strategy and risk profile.
- Oversee an overview of how technology is deployed across the organisation to fit our business needs and strategic objectives globally and to ensure forward-thinking business practice and that systems are fit for purpose culturally.
- Ensure all systems, resources and support are robust, effective and fit for purpose in line with all relevant legislation and best practice.
- Ultimate oversight on business continuity planning and disaster recovery planning, ensuring resilience in all systems.

PART 2: DUTIES & KEY RESPONSIBILITIES

Human Resources

- Ensure CIOB has a high performing HR function with policies and practice that promote CIOB values and vision and excellent internal culture.
- Support the HR team in the development and delivery of the HR strategy more broadly, to include the delivery of strategic learning and development, performance management and the equality, diversity and inclusion strategy.
- Ultimate oversight over HR processes, including recruitment, internal communication, absence management and annual performance reviews, delivered through the HR team.

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.