

Job Description: Chief Operating Officer

General

Job Title:	Chief Operating Officer
Location:	London (able to travel internationally if required)
Reporting to:	Executive Director
Responsible for:	Leadership of the organisational support teams; management of consultants as appropriate.

Job Overview

Job Purpose

The Chief Operating Officer is responsible for shaping, implementing and strengthening Conciliation Resources' financial strategy and resource management, regulatory compliance and organisational processes. In addition to ensuring sound operational management across the organisation the COO will lead the organisational support teams, currently comprised of, Finance, Fundraising, HR and Operations, IT, Monitoring, Evaluation and Reporting. The COO will help ensure Conciliation Resources is a dynamic, innovative and reflective organisation that remains committed to providing practical support to people living in the midst of conflict and helping them to prevent or end violence and build sustainable peace.

They will contribute to the organisational leadership of Conciliation Resources as a member of the Executive Management Team and Senior Leadership Team, representing its core values, and continuing to develop the organisational structure and operating model to support the peacebuilding vision of Conciliation Resources.

A key aspect of the role is making sure that individual organisational support teams develop their individual and collective strategies, implement their annual plans and budgets and report on their impact and change and support others across Conciliation Resources to achieve this.

They will provide leadership across the organisation and ensure that each team member is well supported and professionally managed.

Scope and Accountability

They support the Executive Director in the leadership, representation and development of Conciliation Resources, and lead on ensuring that Conciliation Resources is able to support the successful delivery of its work. As part of the Executive Management Team they will promote learning across the organisation support teams and integrate inclusivity and gender sensitivity into organisational practice.

Please see attached structure chart of the organisational support functions.

Specific Tasks and Responsibilities

Strategic Leadership

Work with the Executive Director to oversee and ensure that effective internal and sound operational management is practiced across Conciliation Resources.

Work closely with the Executive Director and others on the Executive Management and Senior Leadership teams to present a clear vision and workable business plan.

Support the Executive Director in securing organisational resource security that allows Conciliation Resources to operate effectively and efficiently in the on-going implementation of its Strategic Plan.

Working with the Executive Director, others on the Executive Management Team and the Chair, maximise the support the Board gives to Conciliation Resources in delivering its vision.

Support the Executive Director in qualifying opportunities for new areas of work and deciding on the most appropriate type of engagement.

Serve as a member of the Executive Management Team and ensure that the Executive Director is provided with timely reviews of the organisation's financial situation.

Assist the Executive Director, and work closely with the Head of Partnerships and Development, in supporting key donor relationships and generating strategic (unrestricted) income and support Programme Directors to raise restricted funds.

Support the leads across the Organisational Support Team to both articulate and deliver mutually reinforcing strategies for their respective areas of work, and deliver strengthened organisational performance and resilience.

Provide advice and support to the Executive Director (and stand in for them when requested).

Governance

Strategically manage the relationship with Conciliation Resources' auditors, insurers and other key service providers.

Working closely with the Treasurer they will provide timely and appropriate financial reporting to the Board and assist and support the Board of Trustees in carrying out its responsibilities.

Exercise responsibility for all Company Secretarial duties including timely statutory reporting and working with the Chair to ensure effective management of the Board process and procedures.

Support both the Chair and the Executive Director in their work developing the work of the Board and its members.

Working with the Executive Director provide timely, regular, accurate and transparent information on organisational performance to the Board of Trustees.

Through an appropriate structure manage the high-level organisational Risk Register, reporting periodically to the Board on the risks and their mitigation and management.

Act as Conciliation Resources' nominated Health & Safety Officer at the organisational level and have responsibility, with others, to operationalise all aspects.

Manage and operationalise security policies and procedures and ensure cross organisational compliance with the same.

Organisational Support Functions

Support a culture of user-friendly management information, shared financial awareness and a comprehensive financial control environment.

Provide strategic support to the Finance Managers in carrying out the preparation of budgets, forecasts, as well as overseeing the preparation and audit of the annual accounts and ensure that financial best practice and a robust control environment are in place and applied appropriately.

Provide strategic support to the Head of Partnerships and Development and the Fundraising Team in achieving organisational financial stability and diversity of income.

Provide strategic support to the Head of Monitoring, Evaluation and Reporting in achieving a continued improvement in organisational change and impact reporting.

Provide strategic support to the IT Manager and Human Resources Manager in the provision of the organisational operating environment, both the physical and systems and services, and that necessary changes are identified and acted on in a timely manner.

Provide strategic support to the Human Resources Manager in their work on the continued development of Conciliation Resources' HR systems and practice, integrating inclusivity and gender sensitivity across the organisational policies and processes and in their carrying out the biennial Employee Engagement Survey.

Provide strategic support and oversight for the Annual Planning and Budgeting process led by the Annual Planning Working Group.

Act as a co-signatory on Conciliations Resources' bank accounts (including the electronic approval and release of payments).

Organisational Development

As a member of the Executive Management Team, the post-holder will be a role model for a professional, collaborative and supportive working culture and embed an efficient operational framework.

In conjunction with others in the Organisational Support Team they will ensure appropriate and updated policies and processes are in place, used, and reflect both legal and operating changes. They will lead, or will support others within the Organisational Support Teams who lead, on all matters of organisational development.

Line Management and Oversight

Motivate, inspire and develop direct reports, setting performance objectives, providing objective and constructive feedback via appraisal and performance management processes and in turn making sure that direct reports cascade the same requirements to their reports.

Oversee and monitor the continued professional development of direct reports and their respective teams.

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Undertake any other relevant duties that fall under the general scope of this role as instructed by the Executive Director.

Participate in the provision of a safe working environment, adhering to Conciliation Resources' health and safety policies at all times.

There is an expectation of limited travel in the event of an operational undertaking overseas which may involve travelling to areas of conflict and instability.

Assist in staff recruitment processes as appropriate.

Person Specification

Knowledge

- Educated to degree level or other professional qualification or equivalent by experience in a relevant subject area (such as Finance or Business)
- Advanced practical experience of successful organisational financial management and governance – knowledge and practice of charity governance and use of charity SORP is desirable
- A thorough understanding of, and commitment to, Conciliation Resources' general aims and principles including a positive attitude towards equal opportunities principles and practice.
- A comprehensive understanding of the external environment and the key issues faced by international non-governmental organisations and the practical application of these in relation to the organisational support teams and their work.

Experience

- Extensive management and leadership experience, including working with a Board of Trustees, with skilled and knowledgeable peers in a non-governmental organisation or other relevant sector.
- Extensive experience of working across the organisational support team portfolio and supporting and developing colleagues that lead their respective areas of work.
- Extensive experience of managing financial systems (budgeting, managing departmental resources, internal and external financial and other donor reporting, working with auditors), overseeing team members in working to budget, and successfully managing an annual departmental budget (current departmental budget £1 million) and organisational budget (currently over £5 million).
- Considerable experience in both facilitating and leading meetings and / or events.
- Considerable experience in finding practical responses to operational challenges and supporting others to do the same.

Skills/Attributes

- Proven ability to think and operate strategically

- Excellent line management skills with the ability to work across a multi-disciplinary team of senior staff
- Ability to support and encourage direct reports (and their respective teams) in their fields of expertise.
- Proven ability to provide mentoring and advice to colleagues.
- Excellent verbal and written skills in English and proven ability to communicate effectively and sensitively and tailor communications to specific audiences
- Appreciation of the importance of inclusivity and diversity within the internal
- organisational structures and the role this plays in maintaining the same in our programmatic work and how it relates to our mission.
- Proven political judgement including an appreciation of how to handle sensitive and confidential issues.

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