

1. JOB DETAILS

Job title	Chief Operating Officer		
Accountable to:	Chief Executive Officer		
Responsible to:	Chief Executive Officer		
Responsible for:	National Events PTS Falls Assistant Programme A&E Support	Community Training Commercial Training Volunteer Training Sales & Supply	Community First Responders Community Health Services Falls Follow-up Volunteer Activities
Salary	Circa £60k		
Location	NHQ, Cardiff		

2. JOB SUMMARY

Reporting to the Chief Executive, the Chief Operating Officer will fulfil a strategic and visible senior leadership role, accountable for developing the current business and growing new business, identifying and articulating the vision and strategic direction of the integrated Operations Division, and collaborating on the implementation of strategies to achieve them.

They will oversee responsibility for the development of operational services governing Ambulance, Training and Community Services, this role key to identifying and articulating the vision and strategic direction of a newly established integrated Operations Division whilst developing and improving performance and outcomes. As such, they will be expected to develop and oversee the delivery of charitable activities within our communities to further improve and impact positively people's health and well-being, balanced with the need to ensure St John Ambulance Cymru (SJAC) maximises opportunities available to deliver the right services, at the right time, in the right place, deemed commercially viable, generating income within a 'not-for-profit' environment but which ensures the services provided by SJAC remain trustworthy, competitive and sought after by the public and also the independent and private sectors.

They will therefore be expected to advise and collaborate with the Chief Executive Officer and the Board on strategic issues involving current and new operational programmes, identifying opportunities for efficient and effective operations within and between directorates, ensuring leadership and active management to the Heads of Service in setting goals, objectives and standards, implementing work plans, monitoring and evaluating performance, and making corrective actions. They will deliver sound financial management in accordance with the budget, business plan and financial controls. A further key facet of this role will be to anticipate and forecast health sector trends affecting operations and taking a lead role in the strategic planning and performance management of SJAC.

3. MAIN DUTIES & RESPONSIBILITIES

i.	Service development	<ul style="list-style-type: none"> • Provide inspiring and strategic leadership while directing the activities of the portfolio of operations in support of the vision, mission, core values established by the business. • Identifying and articulating the vision and strategic direction of the Operations Division, and collaborating on the implementation of strategies to achieve them. • Advising and collaborating with the Chief Executive Officer and the Chair of Trustees/Prior on strategic issues involving current and new operational programmes. • Provides a high level of leadership on new programmes, operations, projects, policies and procedures to ensure high quality results. • Promote effective change management across the Operations Division, mentor and educate staff to identify opportunities for integration of services, enhanced efficiency, increased income and reduced costs.
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		<ul style="list-style-type: none"> To develop and maintain the methodologies, tools and approaches for delivering continuous improvement and embed the methodologies across key business areas within the Division. Attend Trustee meetings and committees to provide board members with analysis, strategy and risk analysis.
ii.	Performance management	<ul style="list-style-type: none"> Provide the Chief Executive Officer with operational analysis, information and advice which will assist them in mitigating operational risks, in maintaining overall operational control, and in monitoring SJAC's performance, particularly in line with legislation and regulatory requirements. To develop robust internal performance management systems which enable SJAC to both adhere to or exceed plans, standards and performance targets Anticipating and forecasting health sector trends and wider market forces affecting operations and fully participating in the strategic planning and performance measurement of SJAC. Developing and improving performance and outcomes, and ensuring policies and procedures are in alignment with contractual obligations, regulatory frameworks and the SJAC Strategic Plan. Identifying opportunities for efficient and effective operations within and between directorates, especially ensuring the volunteer experience is central to our capabilities and rewarding to volunteers. Supervising Heads of Service in setting goals, objectives and standards, implementing work plans, monitoring and evaluating performance, and making corrective actions.
iii.	Operational Management	<ul style="list-style-type: none"> Ensure the Heads of Services are sufficiently supported to deliver all key targets and programmes as agreed with the Chief Executive Officer. Co-ordinate all operational services across SJAC, providing advice and support to the Heads of Service as appropriate. Facilitate the development of innovative plans for the improvement of operational services, ensuring a high level of staff and volunteer engagement. Work with The Heads of Service to develop and implement robust performance management arrangements.
iv.	Business Continuity and Emergency Preparedness	<ul style="list-style-type: none"> Provide senior leadership to ensure business continuity and Emergency Preparedness teams to ensure SJAC can continue to respond to service needs at times of heightened demand or when there are barriers to the normal provision of services. To be responsible for ensuring that SJAC can respond effectively in times of emergency and increased demand. To ensure SJAC can continue to operate when services are threatened, reduced or have failed by external factors outside SJAC's control e.g. exceptional weather conditions, flu pandemic, etc.
v.	Financial management	<ul style="list-style-type: none"> Deliver sound financial management in accordance with the budget, business plan and financial controls policy and procedures.

Deputise for the Chief Executive Officer, providing resilience for the charity and supporting the CEO as required, including chairing senior leadership meetings in the CEO's absence

PERSON SPECIFICATION

EDUCATION & TRAINING

Essential	Desirable
<ul style="list-style-type: none"> Educated to degree or equivalent professional level Evidence of post qualifying and continuing professional development. 	<ul style="list-style-type: none"> Masters level education within a relevant field (e.g. MSc in Business Management) Participation in a recognised leadership programme Post-graduate management qualification. Project Management /Prince 2

EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none"> Track record of being a credible and influential leader, extensive experience in a senior management role and will be able to evidence developing and managing services in a complex environment. First-class communication and influencing skills will have enabled a successful track record in achieving results through collaborative working, and you will have the ability to motivate and inspire people to deliver the best possible services. Track record of driving strong operational performance and governance, working collaboratively with stakeholders at all levels, encouraging creativity, with a strong collegiate team ethic. Experience and evidence of successfully managing relationships at senior, Executive and Board levels with authority and credibility, and be able to inspire and lead a diverse team. Experience of multi-agency planning and service delivery Experience of project management and change management 	<ul style="list-style-type: none"> Extensive senior level manager experience within a complex health care organisation Clinical registrant

Skills, Abilities & Knowledge

Resilience and tenacity	Has integrity and self-awareness. Responds constructively to challenge. Uses initiative and has a can-do attitude. Overcomes obstacles and is resilient in the face of adversity.
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Moral purpose	Has vision and a sense of what is possible for service users and local populations around quality, reducing inequalities and inclusivity. Acts as a role model for St John Ambulance Cymru. Displays compassion and engages positively with a wide range of internal and external people/agencies.
Strategic, external focus and whole-systems thinking	Uses complex information to make operational decisions. Links information with understanding and anticipates the impacts and risk. Has a vision of what the future will look like and the steps needed to get there.
Commercial understanding, creativity, business focus	Has in-depth understanding of corporate and business issues. Makes commercial decisions. Understands competitor and whole health and social system services (business). Is quality focused across the sectors. Creates a culture of creativity. Takes calculated risks. Is curious, innovative and open to new ideas.
Ability to think differently and make things happen	Holds self and others to account. Takes responsibility and learns from successes/failures. Knows the organisation. Prioritises and manages competing operational and corporate tasks. Has desire to achieve or exceed performance goals and objectives for the organisation.
Authentic leadership – self	Has integrity and is honest. Accepts own limitations. Learns from own mistakes. Is courageous, committed and able to understand diverse interest groups and power bases. Shows political astuteness. Is visible and approachable. Communicates consistently and clearly. Adapts leadership style. Takes responsibility. Is empathetic.
Authentic leadership – others	Is compassionate. Appreciates others. Gives credit. Notices negative or unsettling emotions and acts on them. Inspires others. Motivates others. Coaches and takes a facilitative approach. Gives exposure to others. Holds others to account for poor performance. Encourages others to deliver on a shared purpose and takes people with them.
Playing a leading role in support of service strategy	Communicates with credibility, trust and respect. Shares issues, experiences and information. Adapts communication as appropriate. Challenges peers. Listens and checks understanding. Has effective, collaborative partnership relationships. Works collaboratively and inclusively.