

May 2021

Dear Candidate,

My name is Clare Richards and I am the Chief Executive of The ClementJames Centre, an award winning charity that provides programmes to address underachievement and social exclusion. We support over 2,900 children, young people and adults each year, most at risk of failing to meet their potential to go onto further education or employment, due to disadvantage. Our vision is for everyone in our community to release their potential and live fulfilled lives. We achieve this through four key programmes:

- **Employment Support** - Helping people to gain meaningful and sustainable employment. We offer tailored advice and support, mentoring and work skills activities.
- **Children & Young People's Education** - Helping young people to learn, flourish and achieve their potential. We provide academic support, mentoring, intensive literacy and numeracy support and aspirational activities.
- **Adult Learning** - Supporting adults to improve their English, Maths and ICT skills. We offer a wide range of Functional Skills courses and intensive literacy and numeracy support.
- **Wellbeing & Support** - Empowering people to overcome barriers and challenges and to engage with their own wellbeing. We do this through the provision of information, advice and guidance, and wellbeing support and activities.

Our programmes and services have expanded substantially over the past 5 years and we have exciting plans for further development. At this important time, we are looking for a high-calibre candidate to join our senior management team as Chief Operations Officer. This role will require you to take responsibility for the overall sound financial management of the charity, to oversee and develop the charity's HR and IT systems, and to oversee the charity's communications and site development. You will also provide leadership, vision and management to the support team.

You will be highly numerate, have excellent written English and extremely efficient organisation skills, and have excellent inter-personal and communication skills. You will also have passion and enthusiasm for the mission of The ClementJames Centre.

If you believe you have the qualities we are looking for and you want to work with us to help thousands of people in North Kensington to overcome barriers and live fulfilled lives, then we would be delighted to hear from you.

If you wish to apply, please email your application to jobs@clementjames.org by **9am on Tuesday 1st June 2021**. If shortlisted, you will be invited to an interview (via Zoom) on **9th June 2021**, with the role commencing ideally in late June 2021.

The ClementJames Centre is a welcoming and unique place to work and if you would like to speak to a member of staff prior to submitting your application please email jobs@clementjames.org to arrange a phone call.

Yours sincerely,

Clare Richards MBE
Chief Executive

Job Description and Person Specification



Chief Operations Officer

PLACE OF WORK	95 Sirdar Road, London W11 4E
START DATE	Late June 2021
CONTRACT TYPE	Permanent
SALARY	£38,000 per annum; we also offer a generous pension scheme, travelcard loan and cycle to work scheme, and an employee assistance programme
HOURS OF WORK	Full-time 37.5 hours. The usual working hours for this post are 9.30am - 6.00pm, Monday to Friday. Some additional weekend & unsocial hours will be required. Time off in lieu will be awarded in accordance with our policy document.
HOLIDAY	25 days + Bank Holidays (plus an additional 2 closure days at Christmas and an additional day of annual leave for each completed year of service, up to a maximum of 5 days)
MANAGEMENT	This position will be line-managed by the Chief Executive Officer.
KEY SKILLS	Excellent written English and communication skills, extremely efficient organisation skills and excellent numeracy skills.
TRAINING	There is a comprehensive induction period and on-going opportunities for training and support.
APPLICATION	By application form only; CVs are not an acceptable alternative. Please email your application to jobs@clementjames.org .
CLOSING DATE	9am Tuesday 1st June 2021 . We suggest applicants submit in good time because late applications will not be considered.
SELECTION PROCESS	If shortlisted you will be invited to an interview (via Zoom) on 9th June 2021 .

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of his/her job. The ClementJames Centre is an evolving organisation and therefore changes to the employee's duties may be necessary from time to time.

Who are we looking for?

Skills and experience:

- Have at least a Level 4 qualification in a relevant field, for example education, finance, HR or project management, **or** have an undergraduate degree
- Have at least 2 years' experience of working in the voluntary sector or equivalent relevant experience
- Take pride in being supremely efficient, very well organised and be able to develop a clear action plan
- Be someone who actively seeks solutions to problems
- Be self-motivated with a positive attitude and able to work flexibly
- Have excellent written English and be able to analyse and summarise information clearly and accurately
- Be highly numerate and have the ability to assess and analyse financial information
- Have excellent interpersonal skills and be able to communicate effectively with a broad range of people – from users of our programmes to trustees, partners, donors and funders
- Have exceptional communication skills with the ability to write very high-quality copy in a range of different styles for different audiences and be an excellent proof-reader
- Be highly computer literate, conversant with Microsoft Word, PowerPoint and Excel
- Be able to work very effectively under pressure, meet tight deadlines, prioritise and pay excellent attention to detail
- Be able to demonstrate leadership, flexibility and commitment to taking a full and active part in the life of The ClementJames Centre, adapting to and managing change

What will your main duties be?

To be a member of the senior management team with responsibility for providing leadership, vision and management to the support team. To take responsibility for the overall sound financial management of the charity, to oversee the charity's HR and I.T. systems, and to oversee the charity's communications, premises and site development.

FINANCE

- To take the lead on all matters relating to finance ensuring the CEO and trustees are fully advised and informed on all financial matters
- To take responsibility for the overall sound financial management of the charity including managing the finance officer:
 - maintaining and reviewing financial policies and procedures, in line with statutory guidance and best practice, ensuring they are adhered to across the charity
 - with the rest of the SMT, ensuring that the charity's financial targets are achieved, income is maximised, risk is understood and assets are protected
 - taking responsibility for the charity's current investments and advising the CEO and trustees on the on-going management of the charity's assets

- working with the finance officer to provide financial reports to the CEO, trustees and funders, including management accounts, budgets, donor reports, balance sheets and cash flow forecasts
- producing background research for the charity's annual pay review
- managing the annual budget process and reforecasting
- producing long-term, multi-year forecasting and business planning projections
- managing the charity's costs to reduce waste and promote efficiency
- preparing the annual report and accounts, managing the annual audit process and ensuring accounts are filed on time
- coordinating the charity's audit and risk committee
- ensuring that the financial software is up-to-date and fit for purpose
- ensuring monthly processing of pay roll, and monthly bank, pay roll and petty cash reconciliations take place efficiently and accurately and managing the relationship with the charity's payroll provider
- monitoring relationships with the charity's bank, HMRC, auditors and other relevant parties, ensuring that all relevant returns to Companies House and the Charity Commission are filed and that all legal documentation of the charity is up to date
- working with the finance officer to manage the relationship and contracts with all external providers of goods and services, ensuring best value for the charity wherever possible
- working with the SMT and fundraisers to develop and approve budgets for applications including ensuring that effective tracking of financial expenditure is carried out and reported on for donors as required
- to ensure that our public liability, employers liability, professional indemnity and trustee indemnity insurance are up to date and are still appropriate for the current activities of the organisation
- overseeing any trading activity that the charity may develop

HUMAN RESOURCES AND I.T.

- To oversee the charity's H.R. systems to:
 - Ensure that H.R. policies are up to date and employment law is being adhered to
 - Oversee the annual appraisal process of the staff team with specific responsibility for the support team
 - Oversee recruitment processes and systems for the staff team with specific responsibility for the support team
 - Ensure the Staff Handbook is up-to-date
 - Ensure the management of all staff personnel records
- To oversee the charity's I.T. systems including managing the relationship with the charity's I.T support provider to:
 - Ensure that the day-to-day I.T. needs of the organisation are being met
 - Ensuring that future IT needs are planned for
 - Overseeing the implementation of the charity's IT strategy

COMMUNICATIONS

- To oversee the charity's communications including managing the Senior Development Officer to:
 - Ensure the regular promotion of charity activities through social media, newsletters, leaflets etc.
 - Ensure the maintenance and updating of the charity's website with regular new and engaging content
 - Oversee the production of the annual impact report

EXTERNAL ACCREDITATION AND REGISTRATION

- To work with the CEO, Chief Programmes Officer and Fundraising & Impact Manager to update and achieve the organisation's external accreditation and registration in a range of areas (including Fundraising Regulator, Information Commissioner's Office (ICO), Advice Quality Standard (AQS), Office of the Immigration Services Commissioner (OISC)).

PREMISES

- To oversee the overall operational functioning of the charity's offices and premises including managing the Senior Receptionist & Administration Officer
- To oversee all aspects of tenders, contracts, leases, rent agreements, health and safety, cleaning of site, provision of utilities and other services, and ensuring the charity's compliance with all legal requirements with respect to its premises
- To manage the charity's legal agreements, liaising with the charity's solicitors and other relevant parties
- To work with the Receptionist to carry out an annual physical review of the centre and in particular checking:
 - Fire extinguishers
 - PAT testing
 - Security of, and accounting for, petty cash
 - Security of high value / attractive items
 - Health and safety
 - Site security
 - Required repairs and maintenance
 - An inventory check of the charity's equipment
 - Reviewing the risk assessment for each site
 - Environmental impact / waste / re-cycling
 - Reviewing the lease / license
- Lead the charity in becoming eco-friendly

STAFF MANAGEMENT

- To manage and oversee the development and training of the support team, including the Senior Receptionist & Administration Officer, Senior Finance Officer, Senior Development Officer, the Gardener and Cleaners

SITE DEVELOPMENT

- To work with the CEO to oversee the charity's site development project to include the preparation of papers, meetings with the architects and other professionals and stakeholders

GENERAL

- As a member of the SMT: to take an active role in contributing to the implementation of the charity's current business plan and its on-going strategic development; to play a full role in the recruitment and appointment of new staff and internal promotions
- To manage the charity's risk register
- To ensure the charity's compliance with data protection law including the delivery of staff training and regular checks
- To manage the charity's DBS platform (uCheck), ensuring staff are kept up-to-date with the latest guidance and that all DBS checks are processed in line with current guidelines
- As part of the SMT to provide safeguarding advice and support to the staff team in the absence of the Chief Safeguarding & Strategy Officer
- To act as Company Secretary
- To administer the charity's Board meetings, collating and distributing the paperwork, setting up the meeting, taking the minutes and preparing reports and presentations for the Board as required
- To maintain confidentiality and to prevent disclosure of confidential and sensitive information
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post
- To play an active role, along with the other members of the SMT, in delivering training programmes.
- Supporting the work of ClementJames in any other reasonable ways at the request of the Chief Executive and/or Trustees