

Job title	Chief Operating Officer
Contract	Permanent
Salary	£60 - £65k
Location	Purfleet, Essex
Responsible to	Principal
Direct Reports	Management Accountant; Head of Business Information; General Manager for High House Production Park; General and Technical Manager, Backstage Centre
Date	November 2017

#### National College Creative Industries/The Backstage Centre

The National College Creative Industries was incorporated in September 2016 to develop industry-led high level technical skills within the Creative and Cultural Sector. The Backstage Centre is a commercial trading subsidiary of the National College which hosts leading technical facilities located at High House Production Park in Purfleet, Essex, where the National College Creative Industries is also located.

#### Role Purpose

The Chief Operating Officer (COO) is responsible for the effective and efficient management and administration of the College's non-academic operations. As Chief Operating Officer, the post holder is responsible for the operational planning and strategic leadership of the National College's professional services, with specific responsibility for financial planning and budget setting, and the leadership, strategic development and successful delivery of the National College's corporate services, business and infrastructure functions, including ICT, MIS, Administration, Exams and Estates.

#### Responsibilities

1. In common with all staff at the National College
  - 1.1 To support the philosophy, aims and objectives of the National College Creative Industries and to champion its work as an industry led provider of higher level technical skills.
  - 1.2 To ensure the best possible experience and outcomes for the National College's students, apprentices, employers, visitors and stakeholders.
  - 1.3 To keep abreast of developments in their own area of expertise and engage in continuing professional development as required.

- 1.4 To promote and champion equality, diversity and inclusion.
- 1.5 To follow the Corporation's policies and procedures, particularly in relation to Health & Safety, Safeguarding, Equal Opportunities and Data Protection.

2. Particular to this post

**Strategic Planning**

- 2.1 To work with the Principal and Executive Team colleagues to develop and deliver an ambitious strategy for the National College Creative Industries.
- 2.2 Strategic management of the National College's financial resources.
- 2.3 To take overall strategic responsibility for the development of effective, efficient and sustainable corporate services.
- 2.4 To contribute to the strategic planning of a financially stable national, 'hub and spokes', industry-led curriculum.

**Leadership and Management**

- 2.5 To produce an effective operating model for the National College.
- 2.6 To ensure the efficiency and effectiveness of the National College, providing clear and timely information and advice to the Board of Governors.
- 2.7 To ensure the National College's management and organisational structures are fit for purpose and facilitate continuous improvement.
- 2.8 To be responsible for the commercial trading subsidy: the Backstage Centre and to manage the General and Technical manager to reach the income targets as set in out in the annual forecast.
- 2.9 To establish effective operational systems and procedures.
- 2.10 To maintain effective management and administrative processes and procedures and ensure that these are written and understood by all staff and students.
- 2.11 To be responsible for the National College's Data Protection Policy, ensuring compliance with the General Data Protection Regulation.
- 2.12 To ensure that the National College's operations, policies and procedures comply with all legal and regulatory requirements.

### **Financial Planning and Management**

- 2.13 To oversee the preparation and implementation of detailed financial and business plans, ensuring that the National College's finances are effectively and prudently managed at all times, and that effective costing and reporting systems are in place.
- 2.14 To lead on the effective and efficient management of National College finances including monitoring of budgets and investments, internal and external audits, preparation and monitoring of management accounts, preparation and monitoring of annual accounts, preparing financial forecasts and cash flow analysis, and presenting financial reports to the Executive Team, the Board of Governors and National College managers.
- 2.15 To contribute to the development and implementation of a financially sustainable apprenticeship model.
- 2.16 To maintain effective financial control and ensure that budgets are managed in accordance with the financial regulations agreed by the National College's Board of Governors.
- 2.17 To ensure value for money is delivered across all activities and functions.

### **Resource Management**

- 2.18 To deploy all resources, including financial resources, in such a way that the National College's industry-led education vision is delivered.
- 2.19 To manage and regularly review the use of available resources in order to improve students' learning and achievement.
- 2.20 To oversee the maintenance of the National College's physical infrastructure and ensure that it meets all legislative requirements, including health and safety.
- 2.21 To ensure the quality of the National College's corporate services for both internal and external users.
- 2.22 To oversee the development and maintenance of effective information and management systems and promote efficient communications within and beyond the National College.
- 2.23 To develop an effective corporate operational dashboard to ensure that accurate information is available to the Executive Team, Governors, managers, staff and parents.
- 2.24 To be responsible for the management of risk within the National College.

### **Corporate Responsibility**

- 2.25 As a member of the National College's Executive Team, to support the Principal in the leadership, management and day-to-day operation of the National College Creative Industries, deputising as required, and make significant contributions to strategy and decision-making across the full range of institutional activity.
- 2.26 To manage relationships with high level stakeholders in the Department for Education, the Education and Skills Funding Agency, and other influential external agencies in order to maintain the reputation of the National College.
- 2.27 To represent the College with external agencies and stakeholders as required.
- 2.28 Such other duties of a commensurate nature which may be required from time to time.

This job profile provides a general description of the role and the responsibilities of the post and is not intended to be exhaustive. It may be amended from time to time for business purposes and to meet the changing needs of the National College Creative Industries.

PERSON SPECIFICATION – CHIEF OPERATING OFFICER

SELECTION CRITERIA	Essential	Desirable	Source of Evidence A/I/R/T
<b>EXPERIENCE</b>			
Significant experience of working at senior management level in the public or private sector, either in an education, creative industries or commercial environment	✓		A
Proven success in a corporate development role	✓		A/I
Proven success in managing a complex organisation with the ability to operate successfully in a demanding educational and industry-led environment	✓		A/I
Senior level experience of project planning and management	✓		A/I
Demonstrable achievement in financial planning and budget management at a senior level	✓		A/I
<b>QUALIFICATIONS</b>			
Degree or equivalent	✓		A
Qualified member of an accountancy body or holder of an equivalent qualification e.g ACCA, CIMA, CIPFA	✓		A
Evidence of continuing professional development	✓		A/I
Higher management/professional qualification		✓	A
<b>KNOWLEDGE, SKILLS AND ABILITIES</b>			
Strategic thinker, alert to the wider policy issues within the education and Creative Industries sectors	✓		I
Ability to contribute to the strategic development of the College	✓		I
Understanding of the Further Education sector and its challenges	✓		I
Outstanding leadership skills with the ability to inspire confidence	✓		I
Fluency with financial data but also an ability to see financial implications of specific decisions and broader structural and operational issues	✓		T
Ability to maintain and develop strong and constructive relationships with the Education and Skills Funding Agency, other funding bodies and relevant	✓		I

stakeholders and regulatory bodies on a local, regional and national basis			
Ability to communicate effectively both orally and in writing with a diverse range of people at all ages and levels	✓		A/I
Excellent negotiating skills	✓		I
A strong eye for detail and accuracy	✓		T
IT literate with experience of implementing management information systems	✓		I/T
An ability to get things done, working collaboratively with colleagues and the Executive Team	✓		I
Demonstrable ability to work with all the College's internal and external stakeholders	✓		I
Ability to lead and motivate staff and to cultivate an environment of continuous improvement	✓		I
<b>OTHER REQUIREMENTS</b>			
Awareness of and strong commitment to equal opportunities and the promotion of diversity and inclusion	✓		I
Possession of a current and clear enhanced DBS check, providing evidence of suitability to work with children and vulnerable adults	✓		A/R
An understanding of safeguarding issues and how to address them in an educational setting	✓		I
Willingness to travel and work flexibly (including evenings and week-ends)	✓		A

Assessed by: A = Application Form; I = Interview; T = Test; R = References