Chief Operating Officer

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| **Responsible to:** | Chief Executive |
| **Salary range:** | £43,421 to £45,441 (pro rata) |
| **Hours:** | 21 hours pw |
| **Contract:** | Fixed term to 31st March 2025 (with the possibility of extension subject to funding) |
| **Location:** | Brighton/Eastbourne, East Sussex. (Hybrid: home/office options) |
| **Annual leave:** | 25 days full-time entitlement (rising to 30 days after five years of full service) plus Bank Holidays, plus two days discretionary leave over the Christmas period, including Bank Holidays, pro-rata according to hours worked |
| **Pension:** | 4% Pension contribution from employer |
| **Staff Wellbeing:** | Employee assistance programme |
| **Closing Date:** | 10 am Monday 4th December 2023 |
| **Interview Date:** | 1st Interview date Monday 11th December |
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| **Further Details** | For further information, please get in touch with karen.perrier@moneyadviceplus.org.uk |

This role

The Chief Operating Officer will help Money Advice Plus to thrive and grow. You will be the driving force behind our mission, working with the Chief Executive to shape strategy, drive growth and streamline our operations while upholding our high-quality standards of service and governance. You will be responsible for managing the operational aspects of the charity, ensuring its mission and goals are effectively realised through efficient and sustainable operations. The COO will work closely with the CEO, the board, and other key stakeholders to develop and implement strategies, policies, and initiatives that drive the Charity’s success.

This role is for an exceptional professional who:

* shares the vision, values and purpose of Money Advice Plus
* Will enable our operational activity to thrive and grow.
* Will be a proactive member of the leadership team supporting the CEO
* Will maintain efficient and effective management of MAP systems and processes.
* Will drive change, cement best practices and optimise operational capabilities while supporting MAP strategic aims and values.
* Commits to equality, diversity and inclusion and an understanding of how to promote them in your/our work
* Be part of our succession planning process

**About us**

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| **Money Advice Plus is a specialist debt and money Advice charity. Our vision is for everyone to have the advice and support they need to manage their own money effectively. We do this by providing person-centred money advice, actively engaging with those who find it most difficult, improving wellbeing and financial resilience.**  **We have four strategic aims**   * To maintain and strengthen our services to enable people to deal more confidently with their money. * To embed our commitment to equity, diversity, and inclusion in everything we do. * To promote Money Advice Plus to be known as a centre of excellence. * To ensure staff are enabled to provide high-quality services to our clients. | **A person with her hands on her face looking at papers  Description automatically generated**  **read more about** [**Money Advice Plus**](http://www.moneyadviceplus.org.uk) |

In 2022-23, we received 5690 enquiries into our service and assisted **3714** people with debt and welfare benefit problems. These numbers are for just one year, but the impact on each client is immense and has life-changing outcomes.

**The result of this work**

* Increase benefit income by £1,562,348 (£1,963,310)
* Secure one-off payments of benefits of at least £280,204 (£400,829)
* Secured £116,782 in Discretionary Housing Payments
* Obtain charitable grants and refunds and compensation of £503,357 (£423,019)
* Insolvency amounting to £596,373.
* Debt write-off (not insolvency) £1,011,427. This includes £868,843 for victim-survivors £178,784 using our innovative Economic Abuse Evidence Form that is currently piloted by several major banks, debt purchasing and utility companies.
* Negotiated with creditors to reduce client payments of £46,345 (£47,873) per year.

**Altogether with charitable payments and other financial outcomes, our clients were better off by a total of £4,375,104 (£4,474,556) per year, an average of £1634 (£938) per client. or £3.17 (£3.50) for every £1 spent on our service.**

Money Handling service

* 424 (438) people received a money-handling service, primarily in Brighton and East Sussex.
* £5,329,122 (£4,892,00) of clients’ money was handled. This comprises clients’ income received and used to fulfil their weekly and monthly budget requirements, pay bills and debts, and provide weekly cash and savings.  This figure also includes the grant monies distributed to individuals as they struggle to meet increased living costs.
* Client account balances were maintained consistently at over £2 million (£ 2.1 million) throughout the year and were held on clients’ behalf in designated client accounts held by our bankers.
* We made payments to the value of £5,161,484 (4,020,881), ensuring essential bills were paid and clients had appropriate access to their money



Role Requirements

Operational management

* Be responsible for the development of an operational plan which supports MAP’s strategic aims and values.
* Maintain an overview of the financial position of MAP working with the Finance Manager to ensure efficient management and control of core activities.
* Ensure project and grant funding requirements are met. Using this information to provide growth metrics.
* Effective salary and staff administration in accordance with guidelines laid out by the leadership team.
* Ensure effective operation, maintenance and development of software and technology infrastructure.
* Develop and maintain policies, with support of the operations assistant, ensuring they are up to date, consistent, approved by the leadership team and implemented effectively.
* Support the efficiency of existing organisational processes and procedures to enhance and sustain the organisation’s internal capacity.
* Lead and maintain health and safety procedures.
* Organisational diary management to ensure key deadlines for finance and insurance are maintained
* Work with the leadership team to produce development plans for each pillar of the organisation,
* Undertake regular line management for the staff team.
* Contribute to marketing, communications and PR activities which promote services and achievements.
* Ensure complaints from any source and are dealt with in a fully compliant and professional manner
* To lead the reception team and ensure its effectiveness, leading on our strategic aim of making every client contact count.
* With support from the data manager, ensure that data-driven insights guide our decision-making and illustrate the impact of our work. You'll craft quarterly and annual data and impact reports, sharing them with our strategic partners and the Board of Trustees.

Governance

* Ensure (through the CEO) effective governance and sufficient resources, guidance and professional advice for the Board to perform its duties.
* Support the Board (through the CEO) in acquiring appropriate skills, including supporting the recruitment of new trustees as required.
* Overseeing general management of meetings, agendas, circulation of papers and coordinating the work of any subcommittees as required.
* Support the Trustees in time of the Chief Executive absence.

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|  | Essential | Desirable |
| Education/ Qualifications | * Degree or equivalent experience. * Willingness to undertake training, continuous professional development, and contribution to organisational development. | * Project management or other leadership and management qualification(s). |
| Experience, skills and knowledge | * Operation Management * Performance management * Ability to lead in implementing processes, procedures and policies to optimise an organisation’s day-to-day operations. * Experience of Project Management * Experience in change management at an operational level. * Experience in reviewing and monitoring levels of insurance and adequacy of coverage. * Able to prioritise own workloads and coordinate the work of the team. * Excellent planning and organisational skills. * Hands-on approach to managing problems. * To quickly absorb and interpret reports, guidance and information. * Financial analysis ability, including setting and managing charity budgets. * Ability to lead the annual audit process, working closely with the Chief Executive and Finance Manager to produce the statutory accounts and trustees’ annual report in accordance with the SORP. * Leading on health and safety of an organisation of equivalent size. * Experience in overseeing the implementation of a strategy, including planning and resources and tracking outcomes * Experience in risk management including the implementation of controls to reduce risk | * Broad business and commercial acumen, including a working knowledge of the legal obligations of charities. * Experience of supporting a CEO in a charity/ not for profit or similar organisation. * Experience of developing services in the advice sector |
|  | Governance   * Proven experience of organising and servicing Board and committee meetings. * Experience drafting meeting agendas and writing minutes. * Change /Project Management * Experience of managing one or more projects. * Able to work with high level competing demands and under pressure. * Creative, innovative and ability to think laterally. * Forward thinking and able to anticipate and resolve problems. | * Understanding of charity governance. |
| Personal qualities (essential) | * Commitment to MAP vision, mission, beliefs and values: * Ambitious – you will always want to secure the best outcomes for yourself and for MAP * Collaborative – you will get the best from others and form meaningful partnerships. * Proactive – you will think laterally, plan ahead, be ‘ahead of the curve’ and always focus on solutions. * Professional – you will be politically sensitive and represent yourself, MAP and its members in the best light at all times. * • Thoughtful – you will take time when it is appropriate, stay well informed and use evidence to make a case. |  |

**Contact details**

**If you would like to have a conversation about this position, please contact.**

**Please return your application to** [**karen.perrier@moneyadviceplus.org.uk**](mailto:karen.perrier@moneyadviceplus.org.uk)



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| **Karen Perrier**  Chief Executive Money Advice Plus  [karen.perrier@moneyadviceplus.org.uk](mailto:karen.perrier@moneyadviceplus.org.uk) 07513 826664 |
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