

JOB DESCRIPTION AND PERSON SPECIFICATION

Position:	Chief Operating Officer
Reports to:	Chief Executive Officer
Direct Reports:	Sexual Health Manager, Domestic Abuse and Wellbeing Manager, Arts & Events Senior Producer, Community Development Lead, Senior Substance Support Worker.

The role:

To provide overall operational management of Birmingham LGBT's facilities, projects and services.

To ensure compliance and delivery across all projects and programmes.

To ensure appropriate monitoring and evaluation procedures are followed.

This is a full-time role (37 hours per week), based full-time at Birmingham LGBT Centre, 151 Hurst Street, Birmingham B5 6EW.

Main duties of the post:

- Oversee day-to-day operations across the organisation.
- Oversee health and safety compliance and business continuity planning.
- Oversee the implementation and development of operational policies and procedures.
- Be responsible for overall management of the Birmingham LGBT Centre and ensure compliance with current policies and legislation, including Health and Safety, Data Protection and Employment Law.
- Lead on Quality Assurance requirements related to operational delivery.
- Work with the CEO to apply for funding, including grants and tenders to ensure the financial stability of Birmingham LGBT.
- Support the development of the organisation's budget and ensure all projects comply with their budgets.
- Line manage direct reports.
- Ensure compliance with employment law and HR best practice.
- Ensure the systems, processes and policies in use are understood and working effectively, and that working practices comply with all current policies, and recommend changes as required.
- Support and develop the team, ensuring they are competent and empowered to undertake their roles and support the organisation in the delivery of quality services.
- Manage data collection and evaluation across multiple platforms and projects and ensure all reporting to funders is completed.
- Monitor organisational performance against key budgets and metrics.
- Support continuous learning and improvement of organisational effectiveness.
- Build and maintain working partnerships with external organisations.
- Oversee the marketing and communications plan for the organisation.
- Deputise for the CEO as required.

		Experience, Skills and Knowledge required
Experience	1.	Proven record of achievement in a senior position within a charity or not-for-profit organisation.
	2.	Significant experience of operational leadership, facilities management, budget management, compliance, risk management and Health & Safety.
	3.	Experience of managing, motivating and developing staff.
	4.	Knowledge of operational Human Resources best practice.
	5.	Experience of managing and developing data capture and analytics, designing Key Performance Indicators and reporting.
	6.	Relevant experience of developing new services or projects and writing funding applications and tenders against agreed targets, as well as business planning and project management.
Skills & Abilities	7.	Change management and project management expertise.
	8.	Ability to work without close supervision with excellent organisational skills to manage, plan and prioritise own workload and workloads of other members of staff.
	9.	Good interpersonal and communication skills relevant to a variety of audiences and stakeholders; Ability to persuade and influence, both face to face and in writing.
	10.	Strong IT skills, including proficiency in the full Microsoft Office suite, accessing databases, email and calendar management, and using the internet.
	11.	Financial management skills, including fundraising, budgeting and delivery of cost and income targets.
Knowledge & Understanding	12.	Knowledge of new developments relating to equalities and human rights; local and regional programmes; and Government policies regarding health and civil society.
	13.	Detailed knowledge of Health and Safety, General Data Protection Regulations and Charity Commission Framework.
	14.	Knowledge and understanding of employment law and safeguarding legislation.
	15.	A commitment to, and understanding of, diversity and inclusion, including an understanding of intersectionality.
	16.	Understanding and knowledge of the diverse LGBT communities in Birmingham and the West Midlands.