**QUIET COMPANY JOB DESCRIPTION**

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| **JOB TITLE:** Chief Operating Officer  **REPORTING TO:** Chief Executive Officer- Quiet Company  **LINE MANAGES**: Service Delivery Manager  Business and Revenue Manager  **DEPARTMENT:** Quiet Company    **DATE:** |
| Quite Company is a trading subsidiary of Britain Yearly Meeting (BYM) Quakers in Britain |

**Job Purpose**

The Chief Operating Officer (COO) is responsible for providing operational direction and proactive management of Quiet Company(QC) to ensure that it delivers and maintains high standards of service, and best business practices, which aim to exceed customer expectations. The COO will motivate, lead and develop the management team to achieve their personal objectives; sustain profitable sales growth and control operating costs to maximise profit, whilst always working within the ethical values of the Company. The profit generated will be gift aided annually to Britain Yearly Meeting (BYM), the parent charity and church.

The role holder works alongside and in conjunction with the Head of Facilities and Property Service who oversees the running of BYM buildings. The role holder will regularly interface with the directors of the Company (the Board).

The role is also part of BYM’s operational managers’ team (OMT), who together are responsible for ensuring the delivery of the centrally managed work of Quakers in Britain.

# Accountabilities & Tasks

# Operational

* Deliver and report to the CEO against the strategic business plan for the Company
* To ensure the Company meets its obligations to BYM under the terms of its service level agreement.
* Continuously review and report to the CEO ways to enhance our services over the sites we operate, within the context of the BYM Trustees' visions.
* Ensure staff produce, implement and review operating procedures and service specifications to ensure standards are maintained.
* Ensure appropriate periodic audits or reviews are carried out by managers or third parties.
* Manage customer and supplier relationships in order to develop and sustain long term partnerships.
* Develop new service offers and operating procedures, which improve customer experience, operating efficiency, cost savings or otherwise maximise sales growth and profitability.
* Ensure managers plan work schedules/staffing rotas that are sufficient to meet agreed levels of service and budget.
* In conjunction with Head of Facilitates and Property Services to ensure that duty management cover is provided.
* Develop community relationships, and employment programmes with local and disenfranchised groups.
* Oversee the work of any third party contractors.
* Oversee the procurement of goods and services consistent with the BYM procurement policy, ensuring that a best price policy is in place and that as a business we use sustainable products and promote ethical / fair-trade goods wherever possible.
* Oversee the health & safety of customers, contractors and staff.
* Represent the business within the BYM Environmental, Health and Safety Committee.

Bake the Difference

* Lead on this programme, which works on reintegrating ex-offenders with a history of mental health issues back into the workplace and society.
* Ensure we meet the contractual obligations to our funding partners for delivery of this programme by reporting to regular review meetings and, together with the team, producing twice yearly evaluation reports.
* Work alongside the CEO in promoting this flagship programme, raising awareness about what we do with our customers, Friends and possible future funders.
* Report on the Bake the Difference programme to the Board as required.

# Management of staff and departmental leadership

* Manage a growing team (currently 26 people, but expected to reach 50 people once full operations resume post Covid-19).

# Help the Company to realise its aspiration to be an exemplary employer by upholding the values of both Quiet Company and BYM in your management of staff.

* Plan, manage and monitor the delivery of a high standard of work by staff within the company.
* Facilitate the continuing professional development of staff, through regular performance reviews, provision of training opportunities and progression planning.
* Develop and oversee the training academy for the team, providing for skills and personal development for all staff.

# To assist with the leadership of the business by helping to develop realistic goals that contribute to the company’s strategic plan and objectives, and by motivating and guiding staff towards achieving those goals.

# Operational Management, Planning and Reporting

* To work with the team to produce a three year rolling operational plan, which will link directly to the company’s strategic plan.
* To regularly report on progress to the Board. This reporting to include sales performance, customer feedback, opportunities and threats, staffing and performance against budget.
* To oversee a marketing and communication plan, which is updated and reported twice yearly to the Board.
* Implement and report upon achievement against the sustainability and environmental plan targets.
* From time to time, to work collaboratively with other operational managers across BYM to help to achieve shared organisational goals, including working in clusters where appropriate.

# Budgeting and Financial Reporting

* Prepare alongside, direct reports and finance colleagues, a three year rolling budget / forecast and to support the CEO in reporting progress to the Board.
* Periodically to make recommendations for the revision of tariffs and rates for forthcoming years.
* To report to the CEO monthly performance figures, which will include a clear analysis of sales, costs and future forecasts.

# Governance

* Work with finance colleagues and the CEO to produce formal quarterly company results and updated forecasts.
* In conjunction with CEO manage and update the company risk registry.
* Attend Board meetings as appropriate.
* Support good governance within BYM, including by sharing information, learning and reporting as required.

**2. Intellectual Demands**

The role holder will demonstrate a wide and diverse range of skills and experience in:

* sales andmarketing,
* hospitality and retail catering services,
* conference services, including AV /conference support,
* building reception, and;
* the operation of retail spaces (e.g. bookshop, gift shop and cafe).

The role holder will liaise closely with Head of Facilities and Property to ensure that the delivery of building support services including maintenance, office services, cleaning and health and safety meet customer requirements.

This role demands a high level of competence in staff management, communication, cost control and monitoring, operational planning and reporting together with personal resilience and tenacity.

Our buildings impose constraints upon improving service levels (e.g. such as limited storage and having enough dedicated space to serve catering to delegates). The post holder will need to be able to innovate to address these constraints.

**3. Judgements**

* The role is largely self-directing within the framework of the company’s strategic business plan. The post holder receives supervision and support through monthly meetings with the CEO.
* The post holder is expected to show leadership, make professional decisions on a daily basis, including the provision of advice and guidance to a growing team.
* The post holder will be required to make commercial decisions within a framework of the business plan and budget.
* This post is guided by precedent and defined organisational policies, procedures, commitments and values. The role holder will need to become familiar with these.

**4. Use of Resources**

The post holder line manages and oversees staffing across both company and managed services with a head count expected to range from 26 of 50 dependent on levels of activity.

Oversight and reporting on overall budget.

**5. Communications**

The post holder communicates regularly via face to face meetings and electronically both internally and externally.

**Internal**: 40%

Primary contacts include the CEO, members of the Board, other managers and staff via:

* Attending meetings and supervisions
* HR related meetings, including grievances, disciplinary and acting as a mediator for informal issues.
* Carrying out weekly operations meetings with direct reports to review and plan.
* Conducting monthly team meetings with staff and ensure all operational information is communicated
* Prepare quarterly operational / sales reports for Board meetings

**External**: 60%

Primary contacts are customers. Secondary contact is with contractors, suppliers, company representatives and funders. Communications requirements include:

* agreeing service level requirements,
* negotiation, persuasion and relationship building.
* oversight of the development of web pages,
* oversight of the advertising and the marketing of services, including through social media.

**6. Physical Demands & Co-ordination**

The role can involve standing on your feet for prolonged periods, and the use of VDUs. As a duty manager the role also involves the duties of fire officer and appointed person (first aid) when required. The role may require some attendance during unsociable hours.

**7. Working Conditions and Emotional Demands**

Our building’s have multiple users and when busy this can result in competing demands with short periods to respond. The role requires significant daily interaction with customers. There can be times when there are difficult customers to deal with or it is necessary to respond to incidents (e.g. first aid, stolen/lost items). Sometimes the role holder will need to work using their own initiative without specialist backup from other colleagues.

**OTHER RESPONSIBILITIES:**

* Responsible for ensuring that BYM’s polices and commitments are adhered to in all aspects of the role e.g.:Safeguarding, Equalities,diversity and inclusion Health & Safety Policy and BYM Commitment to sustainability.
* The role holder is responsible for ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.

**QUIET COMPANY**

**PERSON SPECIATION**

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| **Job Title:**Chief Operating Officer    **Department:** Quiet Company  **Date:**  December 2021 |

**ESSENTIAL SKILLS AND KNOWLEDGE**

* Operational leadership of a business employing large diverse workforce,
* Running a profitable business unpinned by proactive selling, high quality of service, cost effectiveness, sound financial budgeting, monitoring and reporting,
* Excellent interpersonal skills, articulate and able to communicate both orally and in writing with people from a variety of different backgrounds,
* Decision-making, diplomacy and problem solving ability,
* A proactive commitment to managing and motivating a customer focused team through setting individual / team objectives and managing team leaders performance though a regular review process,
* Demonstrable ability to adapt to an ever-changing environment,
* Customer focused, enthusiastic with an attention to detail,
* Good organisational skills, with an ability to take the initiative, manage priorities and work independently without direct supervision,
* Experience of developing and maintaining a strong customer base,
* Preparing business casesfor development and implementation of new service offers,
* Excellent knowledge of the current hospitality and conference market and customer expectations of service,
* Strong IT skills.

**ESSENTIAL QUALIFICATIONS**

* A degree in hospitality/ hotel management or equivalent NVQ or substantial relevant experience and track record within the sector.
* Possess a valid advanced Food Hygiene and Health & Safety qualification.

**ESSENTIAL EXPERIENCE**

* 3 to 5 years’ of working in senior leadership role within the conferencing, hotels and events industry with proven experience in:
  + People management,
  + Operational and financial management,
  + Setting and maintaining service standards,
  + Effective planning and reporting,
  + Responding to environmental priorities,
  + Contract management of third party provider’s.

**DESIRABLES SKILLS / KNOWLEDGE**

* Knowledge of and sympathy with Quaker values,
* Experience of working with a board of directors,
* Marketing and communications,
* Events management,
* Preparing grant funding applications,
* Working in a unionised environment,
* Championing sustainability and environmental issues,
* Working with ex-offenders,
* Running a small historic house museum
* Running a café
* Running a retail outlet and bookshop
* Knowledge or experience in delivering building facilities services,

The role holder will be required to uphold Quaker Values in the performance of this job.

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| Job Description Agreement  Post holder:  Manager:  Date: |