

Chief Operating Officer role

Overview

The Chief Operating Officer (COO) will be a key member of the Senior Leadership Team, providing strategic leadership for the Trust, overseeing the IT, Operations and Estates teams to ensure the delivery of high-quality support to schools, while supporting the CEO in the ongoing development and growth of the Trust.

The postholder will report directly to the Chief Executive Officer (CEO) and will provide strong and visible leadership to drive our ODST Ambition Plan for operational excellence.

Key Responsibilities

Strategic leadership and Trust development

The COO will:

- Contribute to, and support the delivery of, the Trust's strategic aims as part of ODST's Ambition Plan.
- Develop and implement the Trust-wide estates strategy and Capital Projects delivery alongside our Diocesan partners, ensuring all premises are safe, fit for purpose, and support future growth plans.
- Oversee delivery of major capital projects enabling regular updates and communication to be reported to the CEO and board of Trustees.
- Establish effective performance management frameworks for operational functions, ensuring clear KPIs, regular reporting to the CEO and Board, and ongoing continuous improvement.
- Develop the Trust's central services to meet requirements and support continuous improvement for our schools.
- Contribute to the Trust's risk assessment management, taking appropriate steps to mitigate identified risks.
- Develop effective relationships with all stakeholders in order to support the Trust's development and growth.
- Develop, implement and monitor the effectiveness of Trust policies within the operations portfolio.
- Support the growth and development of the Trust, including due diligence and the onboarding of new schools.
- Act as a representative of the Trust in external networks and forums, raising the profile of ODST, engaging with the wider sector, and ensuring that the Trust is alert to information, changes or opportunities that could impact on its work.

Resource and Service Management

The COO will:

- Develop, implement and monitor strategies and operational models for central services that are fit for purpose, high quality and facilitate continuous improvement.
- Provide line management for the Head of IT and the Head of Operations and facilitate their professional development.
- Lead estates and operational projects, delivering large-scale cross-organisational programmes with strong project and change management expertise.
- Drive ODST's digital transformation agenda, overseeing the delivery, security, and improvement of IT infrastructure (including data systems) across schools and the central team.

Estates management

The COO will:

- Work collaboratively with the CFO and Diocesan colleagues to develop an integrated approach to estates management and maintenance, including the development of ongoing maintenance programmes.
- Identify, plan and support the project management of complex capital developments to agreed deadlines, budgets and levels of service.
- Act as the key point of contact alongside Diocesan partners for liaison with Local Authorities and the DfE in relation to legal, estate management and property related matters.
- Facilitate the sharing of best practice in premises management to enable consistently high standards across schools.
- Provide or facilitate specialist training courses and learning materials for site teams across the Trust.

ODST services and systems

The COO will:

- Be the Trust's sustainability champion, working with the CFO and the wider team to support the Trust's planning around sustainability.
- Collaborate with the CFO and procurement team to deliver value for money in all procurement activities.
- Review and oversee third-party contracts for services, ensuring that service levels are met and they remain fit for purpose, providing value for money.
- Develop, implement and monitor a consistent Trust-wide procedure regarding the letting of its premises so as to maximize opportunities.
- Work with the Head of IT to ensure the effective deployment and operation of school security systems, e.g. CCTV, intruder alarms and access control.

Notes:

The duties and responsibilities listed above are indicative tasks the Chief Operating Officer will perform and are not intended to be an exhaustive list. The postholder may be expected to take on additional responsibilities appropriate to the role, in which case the job description will be amended as appropriate.

Person Specification

Attribute	Essential	Desirable
Qualifications and Experience	A relevant degree qualification or equivalent is essential along with evidence of continuing professional development.	
	A strong track record of strategic leadership and operational management in the relevant areas of the COO portfolio.	Understanding of the operational environment and demands within a school trust context
	Previous hands-on experience of managing a complex, multi site operation	
	Able to evidence strong line management and third-party management skills	
	Able to evidence the building of effective working relationships with third parties	
	Experience of managing complex projects from inception to completion.	
	Extensive leadership experience in estates and facilities management or project management in large commercial or multi-site organizations.	
Personal Skills	Able to work calmly under pressure	
	Able to identify priorities and meet deadlines	
	Effective communicator and strong influencer	
	Team player, also able to act on their own initiative	
	Customer focussed	
	Adaptable to change	
	Able to demonstrate commitment to development	
	Strong attention to detail	
	Knowledge of, and demonstrable commitment to, safeguarding and promoting the welfare of children and young people	
	Supportive of, and committed to, the ethos of ODST	