



Role Profile

Role:	Chief Operating Officer
Term:	Permanent
Salary:	£45 - 47k
Responsible to:	CEO
Pension:	6% employer contribution
Health:	Cash Plan Health Scheme and Health & Wellbeing Assistance Programme
Hours:	30 - 37.5 (flexible)
Annual Leave:	30 days (inclusive of birthday) plus 8 bank holidays

Pdap has been delivering services to victims of domestic abuse for over 50 years through our emergency accommodation and community outreach services. We are a values-led organisation, and we believe that everyone has a right to live a life free from fear and abuse. We offer safe, effective and high-quality support to all those experiencing domestic abuse. Our flexible, inclusive and responsive services are shaped by our clients, with a focus on ensuring safety and supporting their path to recovery.

The Chief Operating Officer post will play a key role in the delivery of our mission and offers an exciting opportunity for the right candidate to be part of the continuing growth and development of our services.

Over the last few years Pdap has developed a culture that firmly places the wellbeing of our staff and the voice of our clients at the centre of all we do. We are looking for a passionate and dedicated Leader to work alongside the CEO and our Chair of Trustees to help take us to the next stage of our journey.

Our new COO will be a visionary and strategic leader, who is passionate about ending domestic abuse and empowering survivors. Pdap is already a leading charity in Kirklees working in partnership to improve the response to domestic abuse, but we know we can do more to create positive change and make a tangible difference to the lives of those affected.

Alongside the CEO, you will support the development and delivery of the strategic plan for the organisation at a pivotal time in our history. With a focus on our internal operations, you will help drive the organisation to long-term financial sustainability and nurture a culture that is kind, inclusive, open, bold and never shies away from the challenges ahead.

Key aspects of the role

- Provide operational support and line management oversight to the Head of Quality and Innovation, Accommodation Manager, Community Services Manager and Office Manager.
- Develop the management team ensuring consistency in staffing across community and accommodation services.
- Embed a culture of high standards of performance across teams, whilst also promoting staff wellbeing and support.
- Maintain excellent relationships with commissioners and partners ensuring services are meeting all areas of contract requirements.
- Embed Pdap values and culture in all aspects of service delivery.
- Deputise for the CEO when required.
- Take part in the management back up on call rota.

Delivering high quality and sustainable Services

- Support the CEO with strategic planning, organisational risk management and day-to-day operations.
- Work with the Quality and Impact lead and the management team to review and analyse service level data, identifying good practice and areas for improvement. Produce high quality reports for commissioners, funders and the Board of Trustees.
- Support the continuous development of staff and managers, celebrating success and achieving high performance standards.
- Promote and embed a culture of equity, diversity & inclusion across all aspects of employment and service delivery.
- Ensure services are delivered to a high standard and adequately resourced. Work with commissioners and funders to address gaps in services and identify opportunities for growth.
- Work with the CEO and Finance Director to set budgets and ensure oversight of these.
- Embed safeguarding policies and procedures throughout service delivery ensuring all staff are confident in managing safeguarding concerns.
- Work with the management team to ensure compliance is maintained in all areas of legislation and law particularly in relation to Safeguarding, Health & Safety and HMO requirements.
- Work with our external HR consultants where required ensuring we adhere to employment law and best practice.
- Keep up to date with new developments, research and innovation incorporating these into service provision.

Supporting our Staff

- To support the service managers with the recruitment, induction and deployment of front-line staff, student placements and volunteers.
- To provide regular supervision, support and development opportunities to the Head of Quality and Innovation, Accommodation Manager, Community Services Manager and Office Manager.
- Oversee training and development opportunities; ensuring all staff are adequately supported, have opportunities to progress and are managed with a fair and consistent approach.
- Promote and foster good working relationships between all Pdap staffing teams.

Working in Partnership

- To represent the values of Pdap in all our external partnership working.
- To represent Pdap at a strategic level including attendance at and chairing meetings, attending advisory groups and influencing how stakeholders respond to domestic abuse.
- To develop and maintain good positive working relationships and referral pathways with relevant agencies and professionals.

- Alongside the management team, foster positive relationships with our commissioners, landlords and funders.

Promoting EDI and accessibility

- Regularly review service level accessibility data and update the EDI action plan with actions to address these.
- Actively and appropriately challenge all forms of discrimination.
- Proactively promote equity, diversity and inclusion in all work with clients, ensuring fair access to services for all.

It is essential to the development of Pdap service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Person Specification

Skills & Experience	Essential/Desirable
Significant experience working in a senior management role with responsibility for multiple staff teams	Essential
Experience of working within social housing legislation	Desirable
Experience working in a values led organisation and embedding culture change	Essential
Proven track record of developing staff and achieving high performance standards	Essential
Experience setting, and managing organisational budgets	Essential
Experience working in Domestic abuse or aligned sector such as substance misuse, housing, mental health, social care etc	Essential
Experience managing multiple and complex contracts both commissioned and grant funded	Essential
Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands	Essential
Ability to analyse data to identify gaps, and actions and write high quality reports and action plans	Essential
Proven track record translating strategy into operational delivery	Essential
Experience of identifying funding opportunities, bid writing and fundraising	Desirable
Be able to demonstrate excellent literacy and IT skills, including Databases, Word, Outlook and Excel.	Essential
Experience & confidence delivering presentations/ training and talks to wide range of audiences	Essential
Knowledge	Essential/Desirable
Excellent understanding of the principles of Management and leadership theory	Essential
Sound understanding of domestic abuse and VAWG	Essential
Knowledge of Social Housing legislation	Desirable
Knowledge of charity governance	Desirable
Excellent understanding of contract compliance and implementation of such in service delivery	Essential

Understanding of commissioned and non-commissioned service delivery contracts	Essential
Excellent understanding of quality assurance including Leading Lights or equivalent accreditation	Essential
Commitment to working in partnership and building strong relationships with stakeholders	Essential
Excellent understanding of and commitment to equality, diversity and inclusion	Essential