

# Job Description



## Title: Chief Operations Officer (COO)

An exciting opportunity has arisen at England Touch, the National Governing Body for Touch in England whose goal is to grow and sustain the sport. The role will be focused on developing the game, growing participation and helping more people to play Touch, more often. We are seeking to appoint a Chief Operations Officer, to play a key role in delivering our organisation's objectives.

Are you an **ambitious** individual looking for a new challenge at an exciting time in the organisation's growth? Do you work in a **united** and **inclusive** way, sharing common goals and bringing people together to deliver shared objectives. Are you motivated to ensuring opportunities to participate in touch are available for sustained participation? Would you like to work for a professional and **transparent** organisation, with high standards on and off the field, whilst giving **respect** to everyone involved in our game?

**This could be the opportunity for you!**

### Role purpose:

The COO will be responsible for the day-to-day operation of England Touch, working with the Board of Directors to deliver the objectives of the association.

Full oversight and accountability for operations including development and delivery of the sport nationally, including technical, high performance, event management, member services, community engagement, junior participation, school programs, commercial campaigns.

The COO will be required to lead and strategically manage all business operational processes and systems in order to ensure organisational effectiveness and efficiency both internally and externally. In doing so the COO will drive continual improvement strategies across the organisation working closely with the Board of Directors and volunteers to foster a collaborative and productive environment.

In particular, the key responsibilities include:

- Lead on management of day-to day-affairs of the organisation, implementing the strategic and operational plans.
- Support the Board of Directors, specifically High Performance and Development, as well as relevant Managers, including Events and Referees, to ensure smooth operation of the organisation.
- Ensure effective internal controls, policies and management information systems are applied effectively, working with the Governance Director as required.
- Manage and report on relevant components of the budget, working with Finance Director as required.
- Lead and develop commercial opportunities for England Touch to grow revenues and help ensure the organisation is financially sustainable going forwards.
- Act as the main point of contact for the RFU and lead on ensuring the partnership contract is implemented effectively.
- Work closely with volunteers at all levels of the organisation (Board, administrative and delivery) fostering a positive culture and collaborative working environment.

### Experience:

- At least two years working in an operational delivery role, ideally in the sport sector. Experience of working with and managing volunteers is also essential.
- Skills to work within a specific budget, operational plans and strategic plans. Demonstrated experience in working with a diverse team to achieve planned outcomes.
- An organised, methodical, disciplined, yet practical approach to business, direction and performance management.

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## Qualifications:

- Educated to degree level (desirable) or equivalent relevant qualifications in business management, sports management or leadership supported by minimum 3 years' experience in a senior management role ideally in a sporting environment or National Sporting Organisation.
- Sound knowledge, relationship or background in the sport operational requirements of Touch or a willingness to quickly develop skills necessary for sport delivery outcomes.

## Hours required:

- This is a new role and the role is focused on delivery and outcomes. It is envisaged this will be a full-time role.
- Flexible hours of work with attendance at meetings and events, which may be out of normal working hours, will be required.

## Key Dates:

- The Touch calendar is cyclical, with key tournaments taking place over spring and summer with more focus on strategic planning and organisation over autumn and winter.

Detail	Key Date(s) for 2017-18	Attendance
Strategy Weekend	18 <sup>th</sup> – 19 <sup>th</sup> November (and annually)	Essential
AGMs	England Touch Association – annually (February)	Essential
Insurance Renewal	Annually in February	Essential
European Touch Championships	18 <sup>th</sup> – 21 <sup>th</sup> July	Essential
Touch Series Events	Throughout the season	Desirable
Junior Touch Championships	16 <sup>th</sup> – 19 <sup>th</sup> August	Desirable
Touch Nationals	26 <sup>th</sup> – 28 <sup>th</sup> August (Cambridge)	Desirable

**Reports to:** This post will report to the Board of Directors.

**Management responsibilities:** The COO will need to work closely with the overall voluntary workforce (circa 50+ volunteers) and will be responsible for managing these relationships effectively.

**Locations:** Work from home and various locations as and when required.

**Contract type:** 18 months (to conclude after the 2019 World Cup). As this is a new role, it will be reviewed after 12 months and there is scope for the contract to be extended. A two-month notice period will apply.

**Salary:** Competitive basic, estimated to be between £20,000 - £25,000 depending on experience, with performance related bonus to be paid depending on delivery of income-generation targets. Expenses paid as applicable.

## Other:

- Capacity to work outside of normal working hours and undertake travel as required.
- Current drivers licence.

Note: The position can be streamlined with respect to the key requirements for the role and the experience of the individual.

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## Experience and Skills:

### Person specification

#### Experience

**Business Strategy Initiatives:** Developing and successfully implementing business strategy initiatives to drive operational efficiencies and effectiveness.

**Financial Management:** Leading, developing and overseeing an organisation's budget management and financial policies and procedures.

**Contract Management:** Building trust and successful strong relationships, ensuring services meet the required needs of an organisation.

**Team Management:** Significant experience managing people, particularly volunteers, and an appropriate delegation and motivating approach that ultimately drives productivity.

**Relationship Management:** Significant experience of building trust and strong relationships with a range of stakeholders internally and externally at all levels, especially volunteers, and the ability to deal with disputes and complaints accurately and appropriately.

#### Personal Skills

**Leadership:** Leading and co-ordinating teams from different areas within an organisation to achieve its goals.

**Confident & Motivated:** Confident with a high degree of self-motivation and initiative.

**Mental Agility & Initiative:** Excellent mental agility with the ability to use own initiative to self-organise, plan, and work effectively, taking account of daily changing and competing strategic priorities.

**Quality Work at Speed:** A proven ability to produce high quality work and meet deadlines at speed and under pressure.

**Teamwork:** Ability to work as a member of a team, with an understanding of what behaviours contribute to effective teamwork.

**Communications:** Excellent interpersonal and communication skills, demonstrating an ability to communicate upwards to a senior level and relate to a wide range of people and organisations in the right appropriate format.

**Solution Development:** Ability to anticipate issues, problem solve, manage ambiguity and make sound judgements on sensitive matters.

**Attention to Detail and Personal Organisation:** High level of demonstrable attention to detail and personal organisation to ensure prioritisation, time management, and that all outputs of work are of the highest standards.

#### Technical Skills

**Financial Management:** Ability to interpret and reconcile financial accounts, excellent understanding of financial protocols and procedures.

**Legal:** Knowledge of the policies and processes required for a National Governing Body to operate lawfully.

**Governance:** Knowledge of the Sport industry's governance codes and an understanding of how they translate to England Touch and its governance arrangements.

**Advanced ICT:** Significant advanced expertise in the use of Microsoft packages (Word, Excel, PowerPoint) and other related ICT software.

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## Scope of job/key elements:

Main Duties and Job Accountabilities	Measures and input required
<b>Leadership</b>	
Ensure the day-to-day running of England Touch is effective, working across the organisation and with external stakeholders to deliver the objectives of the organisation.	<ul style="list-style-type: none"> <li>• Demonstrate effective leadership to the organisation and its volunteers, England Touch members and the wider Touch community.</li> <li>• Lead on the operational implementation of the Strategic and Operational plans.</li> <li>• Inspire and empower staff (volunteers) to lead and deliver on their areas of responsibility effectively.</li> <li>• Be the lead conduit between different areas of the business, building a collaborative and inclusive environment that values diversity.</li> </ul>
<b>Operational Management</b>	
Work with the Executive Directors and Managers to ensure the delivery of key events, programmes and initiatives.	<ul style="list-style-type: none"> <li>• Work collaboratively with Events team to ensure the calendar works for all level of player.</li> <li>• Ensure the High Performance programme is progressive and thriving, whilst meeting targets.</li> <li>• Act to assure the development of the sport is evolving within the framework set, whilst setting up a sustainable regional structure.</li> </ul>
<b>Business Strategy</b>	
Work with Board to develop commercial strategies to grow the sport of touch and increase revenues.	<ul style="list-style-type: none"> <li>• Seek out business opportunities that grow the sport of touch in line with the values of the organisation, its members and stakeholders, while ensuring partnerships are mutually beneficial to all parties.</li> <li>• Engage with key commercial partners and potential sponsors when requested to further enhance commercial opportunities.</li> <li>• Leverage relationships with other organisations to ensure the ETA are at the forefront of funding and/or partnership opportunities, including the development of funding proposals and business cases.</li> </ul>
<b>Relationships and Partnerships</b>	
Develop and maintain good working relationships with external bodies and partners.	<ul style="list-style-type: none"> <li>• Communicate clearly and effectively with all external bodies and partners.</li> <li>• Respond to all incoming correspondence professionally and promptly.</li> </ul>
Work with PR and Marketing Manager to implement new communications strategy.	<ul style="list-style-type: none"> <li>• Planning and executing marketing campaigns for the Euros.</li> <li>• Perform a complete digital review.</li> <li>• Working with Schools and University Liaisons to construct a more coherent approach for the programmes.</li> <li>• Formulate a plan to aid better coverage of all the ETA events, as well as other Touch events across the country.</li> </ul>

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Work with Membership Manager to ensure the ETA members receive a high-quality service and are engaged with the development of the organisation.	<ul style="list-style-type: none"> <li>• Contribute to our membership development, acquisition, service and retention strategy to ensure membership continues to increase and members receive a positive service from ETA.</li> <li>• Work with Membership Manager on annual member survey.</li> </ul>
Manage relationship with RFU, ensuring partnership agreement is implemented effectively.	<ul style="list-style-type: none"> <li>• Liaise with the RFU and monitor the implementation of the current agreement to ensure that the relationship develops in line with the strategic goals of the ETA.</li> </ul>
<b>Finance, Risk and Governance</b>	
Work with finance director to ensure that the ETA complies with relevant standards of financial management.	<ul style="list-style-type: none"> <li>• Work with Finance Director to continue to develop appropriate financial management systems.</li> </ul>
Day to day management of budgets ensuring strict budgets are set and adhered to.	<ul style="list-style-type: none"> <li>• Work with Finance Director to develop financial planning systems to provide clear financial information to the Board.</li> <li>• Ensure operational budgets are pre-agreed with Board and staff (volunteers) and monitored.</li> </ul>
Manage risk register, working with governance director to ensure that the ETA is managed efficiently, effectively and in line with the Code of Governance for Sport	<ul style="list-style-type: none"> <li>• Provide quarterly updates to Board members on how risk is being assessed and managed in the organisation.</li> </ul>
Assist with the ongoing development, implementation and maintenance of policies nation-wide.	<ul style="list-style-type: none"> <li>• Be conversant with the rules, regulations, procedures, policies and articles of association.</li> <li>• Keep up to date with the latest developments in Good Governance.</li> </ul>
<b>Administration</b>	
Oversee the development of the annual report and other reports as required.	<ul style="list-style-type: none"> <li>• Annual report is accurate and informative and published promptly in time for the AGM.</li> <li>• Ensure the timely generation of reporting requirements for key stakeholders, including but not limited to, the Board/Committees/Members.</li> </ul>
Manage the training and professional development of personnel.	<ul style="list-style-type: none"> <li>• Work towards developing staff and rewarding with CPD.</li> <li>• Attend all professional courses, workshops and/or meetings which will add to the development of the skills of the position.</li> </ul>