

<b>Job Holder</b>	
<b>Job Title</b>	<b>Chief Operating Officer</b> / Head of Central Resources ( <i>some flexibility dependent on successful candidate</i> )
<b>Location</b>	London Office
<b>Reports to</b>	Chief Executive
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Central Resources and Relationships Manager</li> <li>• Central Resources and Finance Manager</li> <li>• Data and IT Manager</li> </ul> <p>Currently the Central team consists of 8 employees incl. Job-Holder plus outsourced accountancy service.</p>
<b>Main Purpose of the Role: (Job Summary)</b> <p>A key member of the Trust's Senior Leadership team responsible for managing and continuously improving our central operations. This role contributes significantly to the strategic development and management of the Trust.</p> <p>Key aspects of the role are managing the Trust's Employer Engagement processes and centrally-run programme delivery, as well as the day-to-day management of functions such as Office, Finance and HR.</p> <p><i>While we are ideally seeking an experienced Senior Leader who can deputise for our CEO and oversee daily operations as Chief Operating Officer, we have deliberately set the Job Specification requirements broad. We are open to flexibility on the span/level of initial responsibilities dependent of the candidate's strengths and experience.</i></p>	
<b>Key Tasks and Responsibilities</b> <p><b><u>Employer Engagement</u></b></p> <p>Leading the Trust's Employer Engagement strategy ensuring excellent relationship management, as well as proactive onboarding of new partners, in order to maximise benefit to our target young people through:</p> <ul style="list-style-type: none"> <li>- Engagement with relevant and impactful industry volunteers</li> <li>- Meaningful work experience</li> <li>- Other relevant world-of-work experiences (e.g. site visits, practical tasters, work place visits, real world challenges)</li> <li>- Connecting young people to relevant employment/apprenticeship opportunities especially prefaced by impactful pre-recruitment engagement</li> </ul> <p>This includes developing and overseeing systems and processes that continuously improve our efficiency and effectiveness such as:</p> <ul style="list-style-type: none"> <li>• Ensuring CYT's employer engagement efforts are driven by programme priorities and the specific needs of target young people</li> </ul>	

- Proactively identifying and engaging employers who can offer career-enhancing employment/apprenticeship and other priority opportunities
- Strategic relationship management of employer partners that maximises impact/benefit to young people
- Excellent management of employer opportunities internally to enable delivery colleagues to match effectively with young people most likely to benefit
- Clear interface with Hub delivery and other teams on opportunities to engage with employers effectively to avoid duplication and maximise impact
- Establishing robust evaluation that monitors and analyses effectiveness and efficiency in delivering relevant employer engagement KPIs

### **Central Programme Delivery**

Developing, delivering and continuously improving those aspects of Trust's programmes that are managed more effectively/efficiently centrally, in close liaison with the Hub delivery teams. These currently include the areas below but are under constant review:

- Industry volunteer management
- Work experience placements
- Live vacancies & employer insight days
- Bursary scheme
- CSCS purchases
- Laptop loan scheme

The scope of the Trust's central team is led by the principle that we proactively seek improvements in efficiency, effectiveness and consistency by centralising functions where practical to do so, while recognising that there are aspects of our work that will be delivered most effectively at a local level by our Hub delivery teams.

### **High-Level Relationship Management**

Nominated account manager for key stakeholders/funders as allocated

### **Specific Projects**

Lead the effective project management of specific funded projects as allocated.

### **Central Resources Function**

Ensuring smooth delivery of:

- Office management
- Day-to-day finance incl. payroll (external accountants in place)
- HR function (supported by external HR consultant and CEO)
- T&D incl. support of managers

Oversee IT and data operations and strategy, including:

- Design / manage CRM and data management to enhance charity's impact
- Manage IT systems to drive effectiveness and efficiency
- GDPR

### **Strategic Governance**

Support CEO with governance, including:

- Developing Board meeting agendas, coordinating production of Board papers,

Board minutes

- Executive support to NomCo including skills audit, trustee recruitment & induction strategy
- Coordination of annual review of governance
- Managing risk register process on on-going basis
- Managing annual review of policies

### **Senior Leadership Team role**

As part of SLT

- Attending Board and trustee committee meetings to report back on operational priorities, delivery and growth as appropriate
- Supporting Board of Trustees on the development and delivery of the Trust's business plan to maximise impact of the charity
- Developing and manage effective operational plans to drive change and continuous improvement
- Overseeing the smooth operation and effectiveness of the Trust overall including proactive trouble-shooting
- Representing the Trust at relevant industry and non-industry events
- Other duties as agreed by CEO

### **Safeguarding:**

Construction Youth Trust takes the safeguarding of young people extremely seriously and all Trust staff have a duty to protect the welfare of young people with whom we work. All staff have responsibility to act in accordance with the Trust's safeguarding policy and protocols at all times.

### **CRM:**

Construction Youth Trust is committed to ensuring all relevant information being promptly recorded and updated on the Trust's CRM system. All staff have responsibility to ensure a good working knowledge of the CRM system and to update the database promptly and accurately.

I confirm that I have read the above job description and I fully understand and accept the role and responsibilities as described.

**Job Holder:** (Name/Signature)

**Date:**