

# The Landmark Trust

## Job Description

<b>Job Title:</b>	Chief Operating Officer
<b>Reporting to:</b>	Director
<b>Direct Reports:</b>	Head of Land and Property, Financial Controller, IT Programme Manager, HR Manager, Customer Operations Manager, Bookings Manager, all Operations functions.
<b>Liaison with:</b>	All internal departments, trustees, stakeholders, auditors.
<b>Time required:</b>	Full time

### **Summary of Role**

The COO role is a key member of the Landmark Trust senior management team, reporting to the Director. This role will be Landmark Trust's second-in-command and be ultimately responsible for the financial well-being of the charity, financial and commercial strategy and day-to-day operational excellence. With a team including Customer Service and Operations, Land and Property, Finance, IT and HR, the role requires an experienced and effective leader, with outstanding financial ability, able to lead across both operational and strategic spheres. The overarching purpose of the COO position is to work with the Director on defining the financial and operational strategy of the Landmark Trust, and then to implement it, thereby enabling the charity to deliver its charitable objects.

### **Key Responsibilities:**

- Continually to improve the operating position of The Landmark Trust with regard to income, costs and investment, and manage the accounting and commercial function and the financial affairs of the Landmark group.
- To work on strategic and tactical issues facing the organisation alongside the Director and the other members of the Senior Management Team.
- Take responsibility for key areas of corporate priority.
- Support the Director by taking on operational responsibility for various corporate services.

### Strategic & Commercial:

- Proactively analyse and report on all aspects of the organisation's financial and commercial situation, both current and historic in order to provide the Trustees, Director and HoDs (Head of Departments) with a clear understanding and analysis of what has happened and why, in order to inform change in the future.
- In the light of internal, external and market factors, accurately forecast the organisation's future financial position and predict trends in business planning.
- In conjunction with other HoDs identify, analyse and recommend new strategic and tactical opportunities to create operating surplus through increased income generation or operating efficiencies, while maintaining the Landmark Trust's high standards in all respects.

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- Provide advice to the Director and Trustees regarding the optimum corporate structure of Landmark's operations, implementing approved recommendations.
- Put forward recommendations for the organisation's pricing strategy and business positioning, both for the regular pricing reviews, and over the longer term.
- To make regular verbal and written reports to the Landmark Trustees, Audit and Remuneration committees on the organisation's financial performance.

## Business Management and Operations:

- Take the lead on Risk Management, ensuring a proper risk management culture and strategy exists within Landmark, and is embedded within the organisation.
- Provide clear, accessible, timely and regular management information, both at project and functional levels to enable informed decisions to be made by HoDs.
- Work closely with each budget holder to provide support on business management issues, risk appraisal and recommendations, and statutory or regulatory matters.
- Measure the profitability of existing and prospective Landmark properties, providing advice and guidance regarding their viability and taking appropriate actions with the appropriate HoDs.
- Lead the preparation of the annual budget and three year budget forecasts and support the Director in gaining the Trustees' approval.
- Provide financial and commercial support for new and existing projects, provide the necessary financial information for grant applications, and actively work with the Head of the Historic Estate to enable projects to be delivered on time and on budget.
- Provide financial and commercial support, planning assistance, analysis and guidance for the management of Lundy Island.
- Continually review business processes and operating practices to improve efficiency within the organisation.
- Manage the Customer Operations Manager and supporting staff in the day to day operational activity.
- Manage the Bookings Manager and supporting staff in the day to day operational activity.

## Finance, HR, IT:

- Oversee the Financial Controller and Finance Team and all accounting functions to ensure that processing and returns are timely and correct, resolving ad hoc financial, tax and VAT issues including one-off forecasts, presentations and reports.
- Supervise the year-end statutory accounts and tax computations, in accordance with SORP and Companies Act regulations and Charity Commission requirements where applicable, including managing the audit and preparing the audit files.
- Supervise careful treasury management and liaise with Landmark's bankers regarding banking and financing matters.
- Liaise with the Landmark Group's insurance broker, administering and managing the insurance policies cost effectively.
- Oversee the Landmark Trust's pension scheme and associated benefits.
- Support HR projects and issues; establish policies that promote Landmark Trust culture and vision.
- Support IT projects to maximise the efficiency of the business.

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## Competencies, Experience and Education:

### Skills

- Outstanding organizational and leadership abilities.
- Excellent interpersonal and communication skills.
- Aptitude in decision-making and problem-solving.
- Talent for identifying strategic commercial issues and successfully addressing.
- Excellent problem solving skills.

### Experience

- Demonstrable experience of developing and implementing new commercial models.
- Demonstrable competency in strategic planning and business development.
- Experience of identifying and implementing business change.
- Significant responsibility for and success in conducting contractual negotiations.
- Proven excellence in management of a dispersed operational staff, leading and supporting them to achieve agreed goals.
- Previous experience in IT and managing/upgrading IT software and hardware.
- High level of experience of strategic financial management.
- Understanding of business functions such as HR, Finance, IT etc.
- Experience in Not for Profit / Charity Sector.
- Working knowledge of data analysis and performance/operation metrics.
- Working knowledge of IT/Business infrastructure and MS Office. MS Excel to an advanced level.

### Competencies

- Able to think strategically, with creativity grounded in pragmatism.
- Strong organisational skills combined with influencing skills to achieve goals through consensus.
- Clarity of vision regarding the big picture and organisational objectives.
- Good team leader and member.
- Strong verbal and numerical analysis and presentation skills, with the ability to reach incisive and grounded conclusions in excellent written and spoken English
- Attention to detail balanced with pragmatism.
- Sound judgement.
- Capable of learning and applying Landmark's ethos and style.
- Willing to roll up his or her sleeves and get into the detail.
- Driven, energetic and energising in personal style.

### Education

- Degree Level qualification or equivalent. BSc/BA in Business Administration or relevant field; MSc/MBA is a plus.

## TERMS OF EMPLOYMENT

### CONTRACT DURATION

This is a full-time, permanent position.

### LOCATION

This position is based at our main offices in Shottesbrooke, near Maidenhead, Berkshire with occasional travel to our regions.

### SALARY

Please advise your salary requirements upon application.

### WORKING HOURS

35 hours per week Monday to Friday 9 am to 5 pm with occasional on call required.

### HOLIDAYS

The holiday entitlement is 25 days per annum plus statutory holidays, increasing in stages to 30 days per annum after 10 years' service.

### SICK PAY

During the first three months of employment or the probationary period (whichever is the longer) you will only be paid your Statutory Sick Pay entitlement. After this period you will receive full basic pay during any sickness absence up to 20 days in any 12 month period. The Statutory Sick Pay will be included in this sick pay. Where absence exceeds seven consecutive calendar days and in certain other circumstances, a doctor's certificate will be required.

### PENSION SCHEME

Provided you meet the criteria, you will be auto-enrolled into Landmark's pension scheme.

### MEDICAL HEALTH

Private health insurance, currently with BUPA is offered when you have been with Landmark for a year.

### NOTICE

The appointment is subject to satisfactory completion of an initial 6 month probationary period, though this may be extended if more time is needed to assess suitability for employment. During this period the post will be subject to a week's notice on either side. A minimum of three months' notice in writing on either side applies after the end of the probationary period.

### HEALTH & SAFETY

All staff are expected to observe all health and safety at work regulations as set out by Landmark in accordance with statutory requirements.

### CONTRACT

The successful applicant will be required to sign Landmark's Contract of Employment.

The purpose of this information is solely to help prospective employees to understand the details of Landmark's Conditions of Employment. It is not an offer of employment and does not form part of the Contract of Employment or the Job Description.