



**JOB TITLE:** Chief Operating Officer

**RESPONSIBLE TO:** Bexley Voice Chair of Trustees

**DIRECT REPORTS:** Information and Communications Co-Ordinator  
Project Manager and Volunteer Coordinator  
Project Co-Ordinator (Contractor)  
Administrator  
Additional roles as agreed from time to time  
Contract Workers as engaged from time to time

**JOB PURPOSE:**

To manage and facilitate the delivery of the core aims of Bexley Voice by providing strategic planning and co-ordination of the work and activities of the charity. To maintain an oversight of these activities and to network with and be the primary point of contact for third party organisations, including the London Borough of Bexley, Health Services and support organisations and charities.

To manage the small team of Bexley Voice employees and contract workers and volunteers.

**MAIN DUTIES:**

**STRATEGIC CO-ORDINATION**

- Support the Chair and Trustees of Bexley Voice to develop and maintain the strategic plan to deliver services to parents and carers.
- Maintain and provide a general operational oversight of all Bexley Voice activities in support of the strategic plan and co-ordinate these to ensure smooth delivery, working closely with Trustees, support staff and volunteers.

**PEOPLE MANAGEMENT**

- Line manage the small team of Bexley Voice employees. This will include:
  - Setting and monitoring key tasks and objectives for employees
  - Monitoring performance and conducting reviews for employees and managing any performance issues arising



- Providing daily support and guidance to employees to ensure effective and efficient decision making
- Processing of timesheets and preparation of these in time for monthly payroll and payment of contractor fees
- Processing of employee expenses
- Identification of training needs of employees and the organisation of the delivery of appropriate training
- Work closely with the Bexley Voice Trustee Board and HR Sub-Group on all staff matters relating to performance, remuneration, recruitment etc.
- Manage contract workers providing services to Bexley Voice. This will include:
  - Setting and monitoring objectives and tasks
  - Monitoring delivery and performance of contracted services
  - Processing invoices received from contractors
  - Reviewing and maintaining contracts for services on behalf of Bexley Voice for approval by the Chair

## **NETWORKING**

- Build and maintain positive working relationships with key partners at the Borough of Bexley, ensuring that the views of parents and carers are heard and that Bexley complies with their consultation and co-production commitments.
- Represent Bexley Voice at key meetings with the London Borough of Bexley (as agreed with Chair of Trustees)
- Build and maintain positive working relationships with other voluntary organisations, particularly those supporting carers in the London Borough of Bexley.
- Work closely and ensure regular liaison with Bexley Voluntary Service Council (BVSC) to ensure that Bexley Voice is kept informed about matters related to the children and young people voluntary sector in the Borough.
- Maintain relationships with key National and regional third-party organisations including:
  - The National Network of Parent Carer Forums (NNPCF)
  - Contact



- Identify and develop partnership opportunities and seek appropriate joint or independent funding.

## **FINANCE**

Work closely with the Bexley Voice Chair to:

- Ensure expenses/invoices are allocated to correct funding source.
- Agree Budgets and provide accurate financial reports to the Board.
- Preparing the Department for Education, ICS and London Borough of Bexley Grant Applications for sign off by the Chair and monitoring activities thereafter.
- Process employee and volunteer expenses.
- Process invoices received from Contractors.

## **OTHER DUTIES AND TASKS**

- Other duties and tasks may be agreed with the Chair from time to time. These could include:
  - Developing and delivering parent/carer workshops on a wide variety of topics as agreed with the Chair.