



JOB DESCRIPTION
AND
PERSON SPECIFICATION

CHIEF OPERATING OFFICER

IMPACT INNOVATION & GROWTH SERVICES

And

THE IMPACT INVESTMENT FOUNDATION

NOVEMBER 2018



JOB DESCRIPTION

Job Title:	Chief Operating Officer
Team:	Head Office, Impact Innovation
Location:	Newport
Reports To:	Board of Directors, Impact Innovation
Hours:	40 hours/ week

Introduction

Impact Innovation is a professional advisory firm specialising in support and advice for ambitious high growth and technology companies. Impact works across the UK and Europe with the public, private and higher education sectors and has proven expertise in deploying complex business support programmes.

We take a lead role in managing Wales' flagship £20m Accelerated Growth Programme contract (in a JV partnership as 'the Excelsator Consortium'). Other clients include one of the UK's leading wealth management partnerships.

Our recently established non-profit Impact Investment Foundation is a new initiative to 'give something back' to Wales in the form of promoting better access to investment funds for SME's.

Within the wider remit we have interests in cyber security ventures and we support the Cardiff Capital Region City Deal in innovation and investment matters.

Main purpose of the role

This newly created role of Chief Operating Officer will lead and manage the extended team to ensure that they are delivering to target and will take responsibility for driving performance, outcomes and budgets.

Accountability

We are recruiting a commercially minded Chief Operating Officer to lead and manage our growing team and our various business ventures and programmes. The successful candidate will be reporting directly to the Board of Directors and lead on:

- Managing and delivering our existing programmes and contracts



- Maximising earnings and value for money from the team and our assets
- Providing excellent leadership, management, operating systems and reporting at all levels of operation
- Ensuring first class customer and client care to all customers and clients

Job Requirements

Key responsibilities will include:

- Manage, implement and control Business and Financial Plans
- Represent Impact innovation as COO
- Business development management incl. tendering
- Lead on PR, marketing and sales
- Liaison with partners/ clients/ stakeholders etc.
- Financial management
- Managing our Programme Relationship Management teams, delivery and on/off boarding
- Managing our coach team's delivery and on/off boarding
- Manage Impact Innovation programmes incl. start up / exit
- Maximise earnings from staff / contract team
- Overseeing day to day contract operations management
- Recruitment and HR, as required
- Manage complaints, QA and feedback
- Lead on development of IT solutions
- Identify and develop growth opportunities.

In fulfilling these, the COO will:

- Give clear leadership to, motivate, co-ordinate and manage the work of all team members and daily co-ordination of all aspects of their work.
- Manage our various teams in line with budgets and performance targets; ensuring that contracts and programmes deliver against financial targets and budget profiles
- Control and manage delivery models to ensure that contracts and programmes deliver against the output targets to quality and on time
- Take responsibility for preparing and presenting on commercial performance at Board meetings
- Oversee marketing and content plans for company promotion.
- Ensure quality assurance and continuous improvement of key programmes and activities
- Be a key advocate for the company with external stakeholders
- Undertake other appropriate duties as required.

Equality and Diversity

Impact Innovation is committed to an open equality and diversity agenda. The successful candidate will ensure that our services are delivered in an inclusive way across the country in both service delivery and employment practices.

We also promote equality and diversity at a strategic level with partners and clients.

In carrying out this role, the Chief Operating Officer will also demonstrate good environmental management.

Experience/ Knowledge/ Qualifications

- Ideally an appropriate degree, business / financial management degree and/or qualification with appropriate management experience
- Successful leadership and management of programmes, projects and with internal and external teams
- Extensive and proven range of commercial management skills. Particularly the ability to meet targets and achieve contractual obligations on time, to quality requirements and within budget.
- Experience in scaling up processes and systems within a similar type of organisation

Personal Skills & Qualities

To fill this role, we are looking for an ambitious and highly motivated candidate able to demonstrate the following key skills and qualities:

- Outstanding verbal and written communication skills underpinned by the presence, self confidence and resolve to be an effective advocate for the organisation with key stakeholders.
- A diplomatic yet tenacious personality to lead and motivate teams, both within direct line management and in management situations within the extended team, requiring strong people skills.
- The ability to work constructively, collaboratively and productively with colleagues, clients and stakeholders at all levels.
- Highly numerate with strong commercial acumen
- Ability to speak Welsh desirable

N.B. All our work spaces are non smoking; full driving license will be required to support the extensive travel involved in this role

Values and Behaviours:

- Strong leadership and management ethos
- Committed to professional development
- Committed to fairness and equity
- Flexible in approach to people/tasks
- Honesty/integrity
- Empathy

Corporate/Local responsibilities & requirements

The job holder must at all times comply with the rules, regulations and policies of the company and carry out their responsibilities with due regard to Impact Innovation's:

- Employee Handbook, which includes:
 - Code of Conduct
 - Equality and Diversity policy
 - Health and Safety policy
 - Data Protection and Security policy
 - Training & Development Policy

- Risk Management Procedures

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required

- Job descriptions

These should be reviewed on a regular basis and at the annual appraisal. Any changes should be made and agreed between the post holder and their manager.

- Performance Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed Development Review meetings as organised by the line manager.

The above lists are not exhaustive and the job holder is required to undertake such duties as may reasonably be requested within the scope of the post.



Contract Terms:

- Starting salary up to £50,000 plus ESS, travel and pension
- Role based in Newport and covering all of Wales and our interests in England
- Initial 2-year extendable contract; potential to develop as group Managing Director with potential for share options and similar role in ownership

The post holder will be expected to carry out duties in a professional and confidential manner at all times conveying a professional image for the Company.

NOTE: This job description is not a definitive list and not intended to be all-inclusive. There may be other duties that the Company reasonably requires, that are compatible with the post, and the post holders seniority.

The post holder may therefore be asked to perform other related duties as agreed to meet the on-going needs of the company.

Next steps:

This post is to be openly recruited.

For further information and a candidate pack please contact:

David Notley, CEO
Impact Innovation and Growth Services Limited
Merlin House, Priory Drive
Langstone
NEWPORT NP18 2HJ

Direct on: 07941 207801

Email on: d.notley@impact-innovation.co.uk

Please apply by E-MAIL to Robert Parker r.parker@impact-innovation.co.uk

Enclosing full CV; two references (state whether you are happy for us to contact them before interview); and a statement of no more than two A4 pages describing your interest in / suitability for the post.

Interviews will take place at the offices in Newport. The successful applicant will be invited to start at the earliest mutually convenient date.



Key dates to note:

Closing date: 5.00 p.m. 2nd January 2019

Short listed candidates notified: w/c 7th January 2019

Interview process: w/c 21st January 2019

Preferred starting date (negotiable) 1st April 2019