



## JOB DESCRIPTION

<b>Role:</b>	Chief Operating Officer (COO)
<b>Location:</b>	London
<b>Responsible to:</b>	Founder
<b>Objective:</b>	To make the Founder's vision a reality by ensuring both regional engagement teams and the central support team meet their objectives.
<b>Salary:</b>	Market rate
<b>Hours:</b>	40 hours per week
<b>Holiday:</b>	25 days per annum

## USER VOICE

User Voice is a charity led by ex-offenders. We are committed to making the criminal justice system work for everyone. We bring change for institutions, individuals and the agenda – by putting users at the heart:

- Change for institutions: **User Voice Councils** give decision-makers feedback and solutions from their service users. In 2017/18 10,000 service users were engaged through Councils, over 200 solutions were put forward and 94% were accepted for implementation.
- Change for individuals: with the right opportunity, encouragement and support, everyone can play an influential role in society through **User-Led Change**. Probation areas with a Service User Council have on average a lower reoffending rate than those that do not have Councils.
- Change in the agenda: bespoke consultations, **User Research** that gives decision makers the opportunity to hear, and act upon, service user insights.

User Voice represents the views of 1 in 3 people in prison and on probation in England and Wales.

An independent evaluation concluded: *“In cost-benefit terms it is quite clear that User Voice activities have generated benefits that far outstrip operating costs.”*

## **DUTIES AND RESPONSIBILITIES**

User Voice has grown significantly since being founded in 2009, with over 60 staff, 5 regional offices, income over £1.5m, over 40 delivery contracts and 1,000s of volunteers. As the leading user-led charity in the criminal justice system, User Voice is looking for an experienced Chief Operating Officer to deliver the Founder's vision.

The Founder is the driving force of charity, setting its mission, vision and leading on all external facing activities. The COO will be entirely internally focused, bringing this vision to life. The role is extremely challenging but equally rewarding.

User Voice is looking for someone who wants to develop an operational model which encourages collaboration, collegiate working, individual responsibility and self-worth within an organisation. User Voice is a movement, a belief that through enabling individuals to take responsibility they take care of themselves. User Voice's internal operational model must reflect this to ensure that individuals live the experience they are enabling in others.

The COO shall have the primary responsibility of leading User Voice's day-to-day operations in accordance with the values, strategic plan and operating budgets. This is a fast-paced, constantly changing priorities environment which will require imagination and determination to structure and lead.

### **Responsibilities**

- Define, monitor and amend the User Voice operating model to enable the successful operationalisation of the Founder's Strategic Vision.
- Define clear objectives, goals, strategies and measures (OGSM) to support the Board and the leadership focus activities across the business both for short term performance and long term growth.
- Define with the leadership processes, policies and procedures which are fit for purpose.
- Lead the operations of User Voice and manage the performance of the Regional Managers (Engagement Team Leaders) and the Support Team Managers (Finance, HR, Operations, Evaluation and Learning and Development)
- Lead and document operational reviews at least monthly to ensure the OGSM is on track and processes are effective, performance is actively managed, and feedback is actively provided and sought across the operations of User Voice.
- Update the Founder and the Board monthly against the OGSM.
- Ensure risks are constantly assessed, managed and reported monthly.
- Ensure individuals are aware of and focused on developing the skills and attitudes and behaviours required to perform effectively in their role.
- Enable a culture that is in line with the ethos and values of User Voice, promoting collaboration, responsibility and ensuring individuals are focused on enabling the service user.
- Assist the Founder in business development and fundraising activities
- Perform other related functions as may be requested by the Founder and/or the Board

## **PERSON SPECIFICATION**

### **Essential**

- Proven experience as Chief Operating Officer or relevant role
- Understanding of business functions such as operations, HR, finance and communications
- Demonstrable competency in strategic planning and organisational management
- Working knowledge of data analysis and performance/operation metrics
- Outstanding organisational and leadership abilities
- Excellent communication, both verbal and written and interpersonal skills
- Aptitude in decision-making and problem-solving
- Patience and awareness of the challenges of developing and growing a small organisation through to the next stage of its development, embedding an operational model.
- Active interest in the User Voice vision and a clear articulation of the operational role to be played.

### **Desirable**

- Working knowledge of the charity sector and/or criminal justice system
- Experience in business development and fundraising

## **FURTHER INFORMATION**

### **Equality and diversity**

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

### **Disclosure and Barring Service (DBS) checks**

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.