

CHIEF OPERATING OFFICER

APPLICATION PACK

We're looking for a Chief Operating Officer with strong leadership skills and business acumen to drive the business operations of our award-winning charity.

ABOUT US

Design West is a global centre of excellence for Design & Placemaking, based in Bristol.

Design West inspire, inform & involve people in the design of the world around them. We work across sectors & society to innovate, co-design & challenge. We are international & local, bringing the best people together to shape better places.

A registered charity, our mission is to inspire the public, politicians & professionals across the built environment to design, better, healthier, places to live, work & relax.

Our vision is a world designed for life.

OUR PROGRAMMES

We deliver our mission through the following programmes:

- **Design Consultancy:** Our Design Review Service drives the development of healthier, greener, more sustainable places across the South West.
- **Placemaking:** We bring politicians, public & leading professionals together to co-design & vision great places.
- **Public Programmes:** Our world class public programmes inspire & involve. From the Stirling Prize to the 6'O Clock Sessions, city tours & an exciting new awards strand, we bring the best to the West.
- **Education:** Our award-winning Shape My City programme accelerates the best diverse talent in partnership with schools, universities & the private sector.
- **Strategy & Policy:** We support local government to address the challenges of today.

Our Values: We are design-led, collaborative, creative, expert, independent, open & visionary.



ROLE SUMMARY

Job Title: Chief Operating Officer

Employment Basis: 37.5 hrs/wk (full time), occasional evening working required.

Salary: £45,000 - £50,000

Employer: Design West

Location of Post: Design West, 16 Narrow Quay, Bristol, BS1 4QA

Reporting to: Chief Executive Officer

Probationary Period: 6 months

Period: Permanent

Holiday: 25 days, plus bank holidays pro rata

Benefits: Charity bonus scheme, Private Healthcare Package, Company Pension

All offers of employment are subject to the receipt of satisfactory references.

OBJECTIVES OF THE ROLE

Design West is a growing charity. We have grown significantly over the last 3 years & are now looking to recruit a talented leader to work in partnership with our CEO to continue our impressive trajectory & impact.

We're searching for a COO with strong leadership skills & business acumen to drive our business operations. This new role will lead on executing the expansion of our services, whilst taking responsibility for key areas of the charity.

The new role will work closely with the CEO to set budgets & organisational vision. At Design West, we believe charities deserve excellence. You will foster a culture of collaboration, innovation, diversity & excellence across our work, and work with the CEO to continue to develop a high performing team.

RESPONSIBILITIES

Operational Strategy & Execution

- Develop & implement operational strategies that align with our business goals & objectives.
- Manage the execution of operational plans & initiatives ensuring alignment to Design West's vision & strategic priorities.

Business Operations

- Expand our successful placemaking & design review consultancy services to drive a better built environment across the South West.
- Identify opportunities for process improvement & operational efficiencies to enhance productivity & reduce costs.
- Implement best practices & optimize workflows to drive operational excellence & enhance impact.
- Identify & develop funding opportunities via private & public sector clients, write tenders or bids as required.



Leadership & Team Management

- Provide leadership, guidance & mentorship to management & operational staff.
- Foster a culture of collaboration, innovation & excellence across our team.

Client & Stakeholder Engagement

- Build & maintain strong relationships with key clients, stakeholders, and partners.
- Ensure high levels of client satisfaction and address any issues or concerns promptly.

Finance Management

- Develop & manage the operational budget for services ensuring financial targets are met & resources are allocated effectively.
- Monitor financial performance & implement strategies to address variance & achieve financial goals.
- Financial reporting & management of the audit process

Reporting

- Provide Finance & Operational reports to the CEO & Board
- Report on grants & successful tenders as required

Risk Management & Compliance

- Identify potential risks & develop strategies to mitigate them.
- Ensure compliance with Charity Law, industry regulations, organisational policy & best practices.

Human Resources

- Lead charity HR including policy, contracts & training, with support from our external advisor.
- Oversee recruitment, appraisals & performance processes.

Core Operations

- Ensure the premises & physical infrastructure support the business operations.
- Look to integrate digital technology where appropriate to make our work more impactful & efficient.

PERSON SPECIFICATION

This role would suit someone with a background in the built environment, cities, SMEs or placemaking who wants to drive success for a charitable purpose. You'll have excellent leadership skills, with steadfast resolve & personal integrity. You'll have a strong grasp of data analysis, programme finance & performance metrics.

You'll be excellent at strategic relationship-building & your structured approach will drive new opportunities & bring others with you.



APPLY

Please send your CV & an accompanying cover letter (max 2 pages) outlining your interest in & suitability for the role. Please include details of x2 referees.

For an informal chat about the role, please contact Dr Anna Rutherford, CEO.
anna.rutherford@designwest.org.uk

EMAIL applications to: anna.rutherford@designwest.org.uk

DEADLINE: 9 am on Thur 12 Dec.

INTERVIEWS: First Interviews in the Week of **Mon 16 Dec**

START DATE: Anticipated Jan/Feb 2024

Design West is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

This role is based at Design West on the harbourside in Bristol. We have found that being together as a small team is important to our culture, creativity & success as a charity.

