

JOB DESCRIPTION

Job Title	Chief Operating Officer
Responsible to	CEO
Responsible for	Senior Management Team
Location	South east London
Contract	Permanent, full time - 35 hours per week
Hours	9am-5pm, Monday - Friday, excluding Bank Holidays
Salary	Up to £80k

Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity (registration number 1116196) in South east London. We provide a service to people living with mental health needs and who need support with their housing. QVT currently provides homes to approximately two hundred people in South east London. Our range of support both on and off the premises helps each individual client to maximise their independence.

Job Purpose

As the Chief Operating Officer at Quo Vadis Trust, you will play a pivotal role in leading the organisation through a transformative phase of growth and change.

Reporting directly to the CEO, you will lead all business management, and you will be responsible for enhancing QVT's operating model across key functions, including Finance, People and Culture, Operations, Supported Accommodation and Care services.

Key Responsibilities

- 1. Senior Management:** Collaborate with the CEO and lead the Senior Management Team to realise QVT's vision, fostering a vibrant culture and instilling confidence in the organisation's management team. Develop and execute an outstanding operating ecosystem, emphasising financial robustness, people and culture, digital technology, and supported accommodation and care services.
- 2. Commercial Strategy:** Support and contribute to the CEO's commercial strategy and business planning. Act as a thought leader externally and internally, contributing to sector engagement and building QVT's brand, reputation, and impact.
- 3. Financial Leadership:** Develop and implement a clear strategy for financial sustainability, working closely with the Audit Committee, Head of Finance, and other stakeholders. Manage external expertise, ensure regulatory compliance, and drive income growth.
- 4. Operations and Digital Transformation:** Reimagine business processes, oversee and prepare for growth within the supported accommodation sector whilst recognising the individuality of client needs within multiple care and support pathways. Experience within a CQC regulated environment is essential, to establish

a medium/long term strategy for our care home service. Lead a holistic digital transformation, optimising technology, and developing a hybrid, multi-site workplace strategy.

5. **Risk and Compliance:** Manage operational risk, ensure regulatory and legal compliance, and lead compliance matters such as regulatory requirements, safeguarding, data protection, and business continuity. Collaborate with the CEO on governance and clarity of work delivery.
6. **Budget, Line Management, and Team Development:** Oversee individual Senior Management Team member professional development, ensure commitment to QVT's growth strategy, and cultivate a values-based team learning culture.

This job description is as it is presently constructed. This will be reviewed periodically to ensure that the job description fully reflects the responsibilities of the role. It will be updated and amended in keeping with service changes and developments.

PERSON SPECIFICATION

Job Title	Chief Operating Officer
Department	Operations

- Must hold a recognised business qualification at degree level
- Values-driven leader with strategic experience in Finance, Operations, Digital Technology, Supported Accommodation and Care services. Experience of working within a CQC regulated service would be an added advantage.
- Established track record in designing and leading care and support services to an Outstanding standard.
- Expertise in strategic planning, change management, and cross-organisational objective delivery.
- Commercially astute with a proactive, innovative approach and experience in organisational operating model development.
- Demonstrated success in implementing significant business and organisational change.
- Competency in developing key business functions, including Finance, Operations, and Technology.
- Ability to multitask, maintain strategic focus, and positively influence organisational success.
- Empathy with the needs of people living with vulnerabilities and commitment to the value of supported accommodation.