



**Registered Charity Number: 1045429**  
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Park, Mitcheldean, Glos. GL17 0DD  
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### **Job Pack**

**Job Pack:** Chief Operating Officer

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications is **5 pm Thursday 23rd May 2024**, however we will be reviewing and interviewing potential candidates through the application window.

TIC+ reserves the right to close this vacancy should the right candidate be identified.

First stage interviews will be held week commencing **3rd June 2024, with second stage interviews to follow shortly after,**

**Please return the following documents by the date stated above.**

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

**Completed applications should be sent to:**

[hr@ticplus.org.uk](mailto:hr@ticplus.org.uk)

Or by post:

HR Department  
Office 73, 4th floor, Building 8  
Vantage Point Business Park  
Mitcheldean  
Gloucestershire  
GL17 0DD

## Guidance Notes

### Filling in the application form

- Please complete all parts of the application form. (TIC+ operates a Safer Recruitment Policy and as such, **CVs will not be accepted in place of an application form**).
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

### Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

### Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

### Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The declaration section of the application form must be completed.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

**We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email [hr@ticplus.org.uk](mailto:hr@ticplus.org.uk)**

Thank you for considering applying to TIC+

## About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

TIC+ has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

### **Our Mission, Ethos and Values:**

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

## Our Values:



### Job Detail

<b>Job Title:</b>	Chief Operating Officer
<b>Reporting to:</b>	Chief Executive Officer (CEO)
<b>Direct reports:</b>	Head of Operational Development, Head of Clinical Operations, HR Coordinator, Marketing & Comms Manager, Events Manager
<b>Location.</b>	It is expected that the role holder will split their time between TIC+ Head Office (GL17 0DD) and Eastgate House, Gloucester, GL1 1PX, with one day working remotely. There will also be regular travel across the county. The post holder will need to hold a valid UK driving Licence and have use of their own transport.
<b>Hours of Work:</b>	Full time (37.5 hrs per week) Hours to include occasional evenings and weekend work to accommodate the needs of the charity. <b>0.8 FTE (4-day week) would be considered depending on experience.</b>
<b>Salary:</b>	<b>Grade G, £52,923-£57,798 DOE (FTE)</b>
<b>Benefits:</b>	<ul style="list-style-type: none"><li>• Enrolment into a direct contribution pension scheme (3% employer contribution)</li><li>• 20 days annual leave (excluding 8 public and bank holidays). In addition, the organisation closes between Christmas/New Year. Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.</li><li>• Up to three volunteering days per year</li><li>• Enhanced company sick pay</li><li>• Blue light discount card</li><li>• Sight test</li></ul>
<b>Terms:</b>	Permanent subject to a satisfactory 6-month probation period. A DBS check will be required

<b>Job Title:</b>	<b>Chief Operating Officer (COO)</b>
Responsible to:	<b>Chief Executive Officer (CEO)</b>
Job Purpose:	<p>The COO has wide-ranging responsibilities for the performance and development of all operational projects and programmes of work, internal services and operations.</p> <p>The post holder will oversee the non-clinical aspects of all delivery projects and programmes across the organisation. They are responsible for all aspects of operational management, ensuring high quality delivery of programmes in line with contract and funder requirements.</p> <p>This is primarily an internally-focused role – with core competencies including:</p> <ul style="list-style-type: none"> <li>• Promoting and exemplifying the TIC+ values at all times, most especially in your role as a leader</li> <li>• Ensuring the charity values are upheld across the organisation</li> <li>• Ensuring the organisation is delivering against its mission, vision, aims, objectives and strategic priorities.</li> <li>• Delivering existing work to agreed quality standards (regulatory, best practice, internal) targets, and timescale</li> <li>• Excellent programme management skills and experience</li> <li>• Contract management skills.</li> <li>• Excellent understanding of monitoring, evaluation, and reporting</li> <li>• Skilled at line management of senior staff to promote collaboration and high performance.</li> <li>• Oversight of the operationalising of new work/contracts</li> <li>• Oversight of relevant policy, policy delivery and operational procedure management</li> </ul>
Main Duties:	<p>Work alongside the CEO, Senior Executive Team (SET) and Senior Leadership Team (SLT) to develop and implement TIC+'s strategic objectives</p> <p>Drive forward our commitment to equity, justice and inclusion by overseeing and guiding our EDI Strategy Steering Committee</p> <p><b>OPERATIONS DEPARTMENT</b></p> <ul style="list-style-type: none"> <li>• Lead, mentor, and empower department heads, fostering a collaborative and high-performance work culture.</li> <li>• Maintain working relationships with all other SET members to ensure effective co-ordination of all charity activities in support of business objectives.</li> <li>• Seek to continually optimise internal processes and workflows to enhance efficiency and productivity.</li> <li>• Evaluate overall performance of the charity by gathering, analysing, and interpreting data and metrics</li> </ul>

- Act as the main adviser on all issues relating to operational functions (clinical and financial functions are devolved)
- Keep abreast of latest developments to ensure that the charity maintains its competitive position.
- Support the Heads of Departments to improve efficiency and maintain quality of service delivery.

#### **CLINICAL OPERATIONS**

- To provide leadership and guidance to the Head of Clinical Operations in alignment with the organisation's vision, values, and objectives. (matrix management with Chief Clinical Officer)
- Overseeing the performance, activities, and development of the Clinical Operations team to ensure efficient, effective functioning and delivery against contract requirements.
- Overseeing the development, implementation, and optimisation of clinical operations processes and workflows, identifying areas for improvement and mitigation of operational risks. Ensuring accessibility and equity of service in all aspects of service delivery.
- Acting as a liaison between the Clinical Operations team and the Senior Executive Team, providing updates on project status, key performance indicators, challenges, risks, and successes.
- Conducting regular performance evaluations for the Head of Clinical Operations, offering constructive feedback to drive continuous improvement.
- In collaboration with the Chief Clinical Officer ensure compliance with clinical regulatory requirements and professional standards in all clinical activities.

#### **MARKETING AND COMMUNICATIONS**

- Provide leadership around marketing, making sure this is located within the strategic framework and day to day thinking of TIC+.
- Providing oversight for Marketing and Communications ensuring that overall plans are in support of our strategic objectives.
- Oversee Events team in the planning, communications, and execution of high-profile events, including annual conference.

#### **IT & DATA**

- Lead the strategic planning and execution of a comprehensive digital transformation strategy, ensuring technology integration aligns with and advances TIC+'s vision, values and long-term objectives.
- Working with Head of Operations Development, evaluate current technology infrastructure and identify areas for digital innovation, focusing on enhancing efficiency, engagement, and impact.

#### **FACILITIES /H&S**

- Oversee the provision of charity's premises and facilities ensuring they are properly equipped to statutory and regulatory requirements as well as being fit for purpose with appropriate insurances in place.
- Ensure that a regular and planned schedule of H&S observance, maintenance and reporting is in place across the organisation with all statutory, regulatory and best practice requirements met.



	<ul style="list-style-type: none"> <li>• Oversee the securing of additional or replacement venues or premises as required and liaise with TIC+ solicitors regarding leases for premises and other contractual matters.</li> <li>• Negotiate such contracts in accordance with the needs of the charity and at best value.</li> </ul> <p><b>PEOPLE AND CULTURE (HUMAN RESOURCES)</b></p> <ul style="list-style-type: none"> <li>• Foster a dynamic workplace culture that attracts, develops, and retains talent, ensuring TIC+ is seen as an employer of choice within the nonprofit sector.</li> <li>• Develop and execute forward-thinking people strategies that align with TIC+'s vision, values and long-term objectives.</li> <li>• Responsible for general management of discipline and grievance procedures, supported by external consultants.</li> <li>• Oversee the creation and implementation of comprehensive HR policies and procedures that promote a diverse, equitable, and inclusive work environment.</li> <li>• Oversee employee engagement using feedback and our annual staff survey to inform improvements in organisational culture and HR practices.</li> </ul>
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General duties	<ul style="list-style-type: none"> <li>• Contribute to the setting and achievement of OKRS</li> <li>• Report into Board meeting/subcommittee meeting as needed</li> <li>• From time to time the charity may require you to work on other developments and ad hoc projects as agreed with the trustees and the SET.</li> </ul>
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## Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
<b>1 Training, Qualifications and Experience</b>			
<b>The successful candidate will have:</b>			
1.1 Degree Level or Suitable Equivalent Experience	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Certification</li> </ul>		✓
1.2 Minimum of 3 years' experience in similar role	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
1.3 A successful track record at senior leadership level	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
1.4 Experience in operational delivery in central operations functions	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
1.5 Experience of managing HR issues and a working knowledge of HR best practice and legislation	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>		✓
1.6 Experience in monitoring, evaluating and reporting on contracts for delivery against requirements	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
<b>2 Knowledge, Skills &amp; Abilities</b>			
<b>The successful candidate will be able to demonstrate an awareness of:</b>			
2.1 Excellent understanding of core organisational requirements including GDPR.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>		✓
2.2 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
2.3 Ability to process significant amounts of information, assess risks/opportunities and make sound decisions	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
2.4 An empathetic leader with strong relational skills. Able to lead, enthuse and inspire a team	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
2.5 Effective in networking, quickly establishing relationships both internally and externally	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	

2.6 Excellent written and verbal communication skills including the ability to produce reports and other materials for targeted audiences with strong presentational and influencing abilities	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
2.7 Excellent ability to work on own initiative, to determine priorities and work under pressure on different fronts simultaneously, while delegating appropriately	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	
2.8 Excellent IT skills including an excellent knowledge of Microsoft Word, Excel, Outlook and PowerPoint.	<ul style="list-style-type: none"> <li>▪ Interview Task</li> </ul>	✓	
2.9 The ability to analyse data and manage budgets: objectively and accurately report complex information including statistical data.	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	
<b>5. Personal Attributes</b>			
<b>The successful candidate will demonstrate:</b>			
5.1 A commitment to the values and ethos of TIC+, including being able to evidence and model the values in leadership	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.2 Professional manner and evidencing a commitment to excellence through personal example	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	
5.3 Commitment to ongoing self-development and of own knowledge and skills	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.4 Willing to give and receive feedback, and respond well to constructive criticism	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	
5.5 Credibility and integrity and an ability to be an effective ambassador for TIC+	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	
5.6 Dynamic and Assertive	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	
5.7 Honest, Self-Motivated and Enthusiastic	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	
5.8 Caring and Compassionate	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.9 Holds a valid UK driving licence	<ul style="list-style-type: none"> <li>▪ Certificate</li> </ul>	✓	
<b>6. Commitment</b>			
<b>The successful candidate should be able to demonstrate commitment to:</b>			
6.1 support the Christian ethos of the charity.	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
6.2 To attend: Board /subcommittee meeting as needed, necessitating occasional and infrequent (averaging less than twice a month) evening working	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	✓	