

Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

ROLE	Chief Operating Officer (COO)
STATUS	Full-time (based at the Bolton head office)
HOURS	40 hours/week
RESPONSIBLE TO	Chief Executive Officer
SALARY	Up to £60,000 per annum (dependent on experience)

THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such the charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

THE ROLE

The COO role is a key member of the Ummah Welfare Trust senior management team, reporting to the CEO. The post holder will be UWT's second-in-command and be responsible for optimising the charities operational planning, and day-to-day operational excellence.

With a team including Customer Services, Projects, Public Relations, Commercial, Finance, IT, compliance and HR, the role requires an experienced and effective leader, with outstanding ability to lead across broad operational spheres with financial discipline. The overarching purpose of the COO position is to work with the CEO to implement the financial and operational strategy of UWT, thereby enabling the charity to deliver its charitable objectives and achieve sustainable growth

OVERALL RESPONSIBILITIES

- Support the CEO and oversee the senior management team to implement the charity's strategic and business plan;
- Responsible for annual financial planning, budget setting, financial and performance reporting;
- Accountable for the effective performance of the Charity's programmes and services, through:
 - Operational planning: Working with the CEO, Finance Director and departmental managers to set the annual departmental operational objectives, KPIs and budgets;
 - Monitoring and managing performance of the organisation's departmental delivery/operations, budgets and service managers;
- Oversee daily operations of the company and the work of executives;
- Evaluate performance by analysing and interpreting data and metrics;
- Write and submit reports to the CEO in all matters of importance;
- Assist CEO in fundraising and expansion activities;
- Manage relationships with partners/vendors

- To work closely with the relevant Legal Advisers to ensure that the appropriate charity sector knowledge informs and shapes planning and decision-making;
- Review and develop organisational policies, procedures and management systems to ensure staff across the charity are supported to work effectively and which promote charity's vision, values and culture.

Senior Management

Play a key role in the management of the charity which includes:

- Ensuring strong financial performance and compliance with all reporting requirements;
- Oversight of the delivery of the charity's operational activities;
- Implementing a system of governance, control, assurance, and risk management of all of the organisations operational activities; and
- Maintaining the highest standards of ethics.

Finance and Planning

- Overall responsibility for the charity's financial operations and fundraising activities;
- Working closely with the Finance Director and fundraising managers to review, manage and support the charity's financial policies, procedures and systems to ensure sound management and control;
- Overseeing all financial processes including preparing annual budget, management accounts and forecasting and record keeping;
- Supporting and encouraging other members of the senior management team to look out for and respond to income generating opportunities;
- Preparing for the annual audit by working closely with the charity's auditors, finance Director, relevant Trustees and managers;
- Ensuring compliance with audit recommendations;
- Line managing and supporting the Finance Director, including:
 - Agreeing annual objectives and work plans;
 - Managing workload and performance through regular supervision;
 - Undertake the performance management of the Finance Director.

Operations including charitable expenditure

- Responsible for overseeing the delivery of all areas of the charity's operations including overseeing charitable income and expenditure, policies and procedures (with the support of the departmental managers and external advisers as required) including preparing for legislative, regulatory or other significant changes including:
 - IT
 - Data protection
 - Human resources
 - Governance and legal compliance
 - Premises and office management
- Managing and overseeing the charity's risk register, providing exception reports as required.

Governance

- Overseeing the development and implementation of appropriate internal governance, control, risk management and mitigation systems and processes, to provide assurance to the organisations Trustees, regulators and external partners;
- Supporting the CEO and Trustees in all matters relating to the governance of the charity;
- Drafting the Charity's annual report.

PERSON SPECIFICATION

<i>CATEGORY</i>	<i>CRITERIA</i>	<i>REQUIREMENT</i>
Qualifications	Educated to degree level	Essential
	Hold a recognised Portfolio-programme-project management qualification or an undergraduate degree or equivalent	Desirable
	Hold a recognised Accounting qualification	Desirable
Experience	Strong track record of delivery across a variety of organisations either in the charity, public or private sectors	Essential
	Considerable experience of business development and management	Essential
	Portfolio-programme-project management experience	Desirable
	Experienced finance manager	Essential
	Considerable experience of setting and reviewing budgets for organisations and for projects	Essential
	Experience of using strategic plans to set and implement annual business and operational objectives	Essential
	Experience of HR management	Desirable
	Considerable experience of providing line management to staff	Essential
	Experience of governance support	Desirable
Skills / Abilities	Able to manage conflict and offer positive ways forward in difficult situations	Essential
	Able to develop strong working relationships internally and with people from other organisations	Essential
	Accomplished at preparing clear written and verbal reports and of giving presentations	Essential
	Skilled in handling a busy workload, meeting deadlines and managing conflicting priorities	Essential
	Competent user of Microsoft Office applications (Word, Excel, Access)	Essential
	Familiar with at least one computerised accounting package (e.g. Sage Accounts)	Desirable
Knowledge and understanding	Able to demonstrate and apply knowledge and understanding of legislation affecting charities, companies and workplaces, including charity and company law, employment law, data protection legislation and equalities legislation	Essential
	Demonstrable knowledge and experience of the humanitarian and non-profit policy sector	Desirable
Other	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	Able to go on field visits whenever required, stay away from home overnight occasionally and attend some early morning/late evening and weekend meetings.	Essential
	The ability to occasionally adapt working hours to meet the requirements of the organisation.	Essential

This post is subject to a Disclosure and Barring Service (DBS) check.

The **closing date for applications is 31st March 2023**, although the position may close sooner if the right candidate is found.

To apply for this role, please email your CV and Covering Letter to vacancies@uwt.org

Please ensure that you **address how you satisfy each of the criteria in the person specification in your covering letter**. Applications without a cover letter will not be considered.

For more information or discussion about the role please contact: 01204 661049