

## CHIEF OPERATING OFFICER



Salary: £110,000-120,000 per annum

Location: South East  
(hybrid working – Up to Half Time in SE/  
London)

Contract: Permanent, full-time

Reports to: Chief Executive

Organisation: Home and Future  
– South East Regional Care Cooperative

# ABOUT HOME AND FUTURE

## LEADING SYSTEM CHANGE TO DELIVER THE RIGHT LOCAL HOMES FOR CHILDREN AND YOUNG PEOPLE

Home and Future is one of the first Regional Care Cooperatives (RCCs) established in England, created following the Independent Review of Children's Social Care led by Josh MacAlister. We are an independent, not-for-profit organisation bringing together 17 local authorities across the South East with a shared ambition: to ensure children and young people have access to high-quality, local homes and support that meet their needs.

The RCC will be in 'start-up' mode for the first two to three years of operation. During this phase, it will explore other potential synergies and income generation strategies. An entrepreneurial spirit will be nurtured in the culture and ways of working to ensure that staff are not limited by today's service design in the future.

Home and Future is accountable to a Board of executive and non-executive directors and an advisory board with representatives from all the local authorities.

## THE ROLE

### ABOUT YOU

The Chief Operating Officer is a pivotal leadership role within the Home and Future team. The post-holder will have strategic oversight for operations and finance and will be accountable for ensuring the organisation meets its objectives efficiently, effectively and legally.

Responsibilities include setting up, developing and delivering operational processes and activities to achieve partnership and business goals; ensuring the efficient running of the organisation; developing and implementing financial policies and procedures; overseeing the preparation of financial accounts and ensuring compliance with financial regulations. The post-holder is expected to develop the operational efficiency and finance function of this nascent organisation to maturity, building on the foundations from the start up phase to ensure the embedding of work undertaken to date and ultimately enabling Home and Future to contribute to improving experiences for children and young people in care.

The Chief Operating Officer will be instrumental in shaping the strategic direction of the organisation, ensuring financial viability, and driving operational excellence to positively impact the outcomes for children and young people across the region. The successful candidate will be required to work both strategically and operate at a hands-on level daily. As a small start-up, this role requires someone who will be an all-rounder, equally comfortable and skilled across that spectrum, with the skills to solve both day-to-day issues and also zoom out to tackle long term strategic challenges.

The role requires significant experience of managing the day to day across all functions that are required to support the organisation, including finance, governance, HR, IT, legal, procurement communications, etc. An understanding of the local government, social services and care sector would also be beneficial to help contribute to the strategic development of the organisation as well as ensuring full and appropriate support is in place.

The successful candidate will be an excellent communicator, strategic thinker, and problem solver, with strong project management skills and the ability to lead high-performing teams. They should be a proactive 'doer' who is comfortable to get stuck into a wide variety of tasks, and who recognises that the needs of the organisation will change as the organisation matures.

## PURPOSE OF THE ROLE

Managing the organisations long and short term operational and financial strategy to ensure partnership and business objectives are met efficiently and effectively.

- Plan, monitor and be accountable for the day-to-day operations of the organisation to ensure efficient and effective delivery of objectives and strategic priorities.
- Be the professional lead for all internal support functions for organisation, ensuring delivery across all functions to ensure the effective operations of the organisation. This will span both the strategic and operational level detail for each function, and requires the effective management of all functions whether through contract and/or performance management
- Specifically manage the Business Manager and ensure full alignment of respective roles, including providing cover for the duties of the Business Manager.

## Finance

- Accountable for all aspects of the finances for the organisation and as a qualified accountant, be the person responsible for the quality of finances, including:
  - Develop and control the organisation's annual operating budget.
  - Ensure financial and statutory obligations regulations are complied with, including the use of any grant monies.
  - Be accountable for the provision of high quality financial and performance information to enable the senior team and Board to take operational decisions about the organisation.
  - Develop the finance policies and handbooks to ensure the organisation operates robust accounting procedures and systems of internal financial controls in line with current good practice.
  - Oversee the preparation of the organisation's financial information to ensure these are presented accurately and on time, including management and statutory accounts.
  - Develop long-term operational and financial strategies which align with organisational priorities.
  - Run payroll provision and ensure salary and related payments are made accurately and in a timely fashion.
  - Manage pension arrangements and monitor the appropriateness of any future scheme requirements.
  - Ensure an appropriate asset register is maintained.
  - Support development of business services and income generating activities.
  - Manage all bank account actions, including processing payments to ensure segregation of duties with the Business Manager who provides assurance of payments to be made. This includes overseeing the professional finance support who check transactions through bank statements.

## Governance

- Accountable for all aspects of ensuring good governance across the organisation and act as the responsible person to ensure that all legal and best practice requirements are met. This includes:

- Overseeing the functions discharged by the company secretary, including compliance with all required company filings at companies house.
- Lead officer for meeting all aspects of the Audit and Risk Committee and Board requirements, including planning meetings, agenda and ensuring the quality of papers provided.
- Ensure good governance and practice across the organisation and embed appropriate systems and processes to ensure this.
- Develop and implement an internal audit programme to ensure the organisation complies with financial procedures and regulations.
- Lead on the legal and governance arrangements including the LA Overarching Financial Agreement, DfE, ICO, trademarks, companies house, insurance arrangements, IP and subsidy matters.

### Human Resources

- Accountable for all aspects of human resources and organisational development, including:
  - Direct and oversee staff needs (c.20 – 25 staff) to ensure that they are motivated and trained to carry out their responsibilities of their roles to the required standard.
  - Oversee recruitment processes for additional staff and contractors, working to support the functional leads of each role in the organisation.
  - Oversee any TUPE processes.
  - Lead any Board recruitment and manage any change of members fully.
  - Work with the professional HR services provider to ensure that all needs are met within the organisation.

### IT and Data Security

- Accountable for ensuring compliant and appropriate IT provision to meet the needs of each member of the organisation, including:
  - Lead compliance with cyber essentials and all aspects of data security, working with the DPO to ensure all responsibilities are met and the organisation is set up, and runs in a compliant and agile manner.

### Leadership

- Support the CEO and Delivery Director with negotiations with partners, statutory bodies and other organisations on matters of funding, securing of resources and contracts/service level agreements.
- Sit on the senior leadership team and work alongside other senior managers to shape the strategic direction of the organisation and ensure its objectives are delivered.
- Deputise for the CEO when called upon.
- Work with the CEO and wider leadership to shape the culture of the organisation as it matures beyond the start-up phase.
- Interface with the board on the strategic direction of the organisation, including developing board papers and presenting at meetings.

### Other

- Be accountable for all other support services functions to ensure availability and appropriate quality provision to meet organisational needs, including
  - office and facilities management
  - legal support
  - procurement and contract support. Including overseeing contract management to monitor external contracts and services providers. Ensure that these are operating effectively and providing the best value to the organisation and to local authorities

- communications, both internal and external
- support development of organisational project management
- Any other duties as required.

### Knowledge and Experience

#### Essential:

- An accountancy qualification: ACA, ACCA, CIMA or equivalent.
- Proven experience in senior operational roles.
- Experience of managing the finances, planning and controlling the budget of a small to medium-sized organisation.
- Experience of managing and motivating a high-performing team.
- Experience of operating and leading a range of support services, with a sound practical knowledge of each function.
- Experience of financial and operational strategic planning.
- Knowledge of policy and process development.
- Experience of working effectively with a board of directors.
- Ability to consume data and apply it to an organisation's organisational/financial context.

#### Desirable:

- Understanding of the care landscape, including fostering, commissioning and residential homes.
- MBA or equivalent.
- Experience of building start up organisations.

### Skills and Behaviours

- A strategic thinker who can problem solve and take decisions with confidence on both day-to-day challenges and long-term strategies.
- Equal enthusiasm to operate at basic operational and strategic levels.
- Experience in leading and motivating high-performing teams.
- Excellent communication, negotiation and interpersonal skills.
- Adaptability and ability to drive innovation.
- A strong ability to build and maintain effective relationships with a range of stakeholders.
- A strong ability to prioritise between tasks and deliver competing priorities on time and through others.
- Strong team player, who identifies potential gaps and works to bridge those at all times.
- Highly self-directional and self motivated to seek out what needs to be done, and provide that leadership to others.

### To Apply

Please send your CV and a supporting statement telling us about your experience and what inspires you about this role to: [recruitment@homeandfuture.org.uk](mailto:recruitment@homeandfuture.org.uk) **Closing date: 12noon on Monday 9th March 2026.**

Interviews: to be held in London 18th March 2026 - please make sure you can make this day.