



## **Come operate our growth**

Chief Operating Officer. Circa £50,000 p.a. according to skills and experience  
Edinburgh based

Working Rite is a social enterprise on a mission - to make work-based learning from older worker-mentors, the norm. Our ideas are increasingly striking a chord with employers, young people and commissioning bodies – and we are enthusiastic about our expansion plans.

We are now delivering our own programme UK wide reaching a minimum of 300 young people per year (65% Scotland, 35% England) and are growing rapidly. Can you manage that growth whilst maintaining our impressive success rates of 75% on the ground?

If you have strong operational experience with at least two years at a senior level, are educated to degree level or with a comparable skill set, sound financial planning and analysis skills as well as excellent communication, interpersonal and management skills with the ability to work in an entrepreneurial team and a fast moving environment - we would be interested in hearing from you.

Send a CV and 500 words on why you are right for this job – to  
[recruit@workingrite.co.uk](mailto:recruit@workingrite.co.uk) by 5pm Wednesday 28<sup>th</sup> November.

A first interview will be held on Friday 7<sup>th</sup> December.

For a job description and operational overview of Workingrite, please visit our website [www.workingrite.co.uk](http://www.workingrite.co.uk) and download 'COO Recruitment Information'.

[www.workingrite.co.uk](http://www.workingrite.co.uk)

Partnered with the Private Equity Foundation

privateequity foundation  
Empowering young people to reach their full potential



## **An Overview of Workingrite from an Operational Perspective**

If you want to make a difference in the one life you've got – yet are grounded enough to keep your eye on the detail, and nimble enough to sort things quickly – we want to hear from you. If you have proven yourself and faced those moments when everyone doubts you – we want to hear from you.

Workingrite is different. We deliver to contracts. Of course we do. That's how we can prove that what we advocate works. It's absolutely essential – and making those contracts work and grow enabling business sustainability will be the overwhelmingly major part of your job. Belief and commitment drives our performance and gives us our edge in the market place. So we want someone who buys into the passion of what we are about.

It's a complex world we inhabit. Our model is beautifully simple and gets the results we are all looking for, but the complexities of funding and delivering in the strange commissioning world of youth employability across two countries with very different compliance, is a challenge.

We are not a charity with a vague aim of helping young people. We have a clear idea of a particular kind of help that late teenagers need. We believe that young people need elders around them to grow up. The workplace is the ideal setting. And it is mature young adults whom employers want as a bottom line. Therefore we only go for contracts that can work with our model. Tenders and funders need to be looking for work-based learning solutions - or we don't bid.

But the good news is that finally policy is moving in our direction. We have achieved party manifesto endorsement in both Scotland and England (SNP and Conservatives). In Scotland we are now in our third year of direct delivery with the main government contracting agency - Skills Development Scotland and have demonstrated a consistently good track record and standing with them. In England we are breaking into a much bigger market place with currently three direct delivery contracts (two in East Sussex and one in Worcestershire).

We are now a million pound turnover business having grown from half a million in 2010/11. We have recently secured substantial investment from the Private Equity Foundation to stimulate further our growth – their funding supports this post and our expansion into England.

We have a small yet strong committed and loyal team. You will need to lead them forward and grow them quite probably beyond their comfort zone. You will need to have tact, diplomacy and resolve. Currently our total staff team is 13 – and with this new COO post, and a soon to be advertised new post to lead our development in England, we will be 15.

Out of that total nine are in the field (6 in Scotland, 3 in England). These are our project co-ordinators. These numbers grow as we win more contracts/funding for the delivery of places. Each project co-ordinator covers a geographical area and manages our programme to around 30 young people a year by recruiting employers and trainees to make a match that works. The remainder of our staff team, including management, finance and funding, are primarily head office based in Leith, Edinburgh.

The above information should assist you in writing your 500 words on why you are right for this job. If you are selected for stage 2 – the telephone interview, you will receive more detailed information prior to that conversation.

I look forward to hearing from you.

Sandy Campbell, CEO

# Chief Operating Officer – Working Rite

## Job Description

Reporting to the Chief Executive Officer (and Founder), the Chief Operating Officer (COO) will be responsible for shaping, implementing and strengthening the internal organisation processes and infrastructure that will allow Working Rite to continue to grow effectively in Scotland and England and fulfil its mission.

The COO will deputise for the CEO as and when required and report to the Board of Trustees as required

Currently with a direct staff of twelve, the COO will manage the following functions and deputise for staff functions under his/her responsibility as required:

### **1. Financial Management and Oversight (essential area of responsibility)**

Manage and oversee all financial and business planning activities, including:

- a) Direct and administer all financial plans
- b) Review and analyse financial reports
- c) Ensure efficient and timely systems are in place for payments from and to the organisation
- d) Lead and support the organisation's budgeting process including the business planning cycle
- e) Oversee reporting and monitoring of organisational performance metrics.
- f) Provide overall financial oversight and monitoring, including production of the Annual Accounts
- g) Ensure that relevant financial data is presented to the Board, CEO and the wider organisation
- h) Support and advise the CEO in decision making

### **2. Operations (essential area of responsibility)**

Manage and oversee all operations and deliver activities, including:

- a) Supervise and support the Project Co-ordinators, Head Office staff and others as required
- b) Provide field management for the Project Co-ordinators in relation to their performance and delivery of contracts to targets
- c) Manage relations with contract client organisations, e.g. SDS, EFA, Funders
- d) Ensure retention of existing business and identify and pursue new opportunities in line with Working Rite's business planning and strategy
- e) With the CEO to lead on the business development and strategic planning of Working Rite
- f) Write funding bids, PQQs and tenders as required
- g) Oversee risk management and legal activities: letters of agreement, contracts, leases, and other legal documents and agreements. Create and maintain the risk register
- h) Information technology – ensuring the on-going maintenance and updating of information systems and infrastructure, including hardware, software, contracts and third party relationships. Overseeing the growing social media offer

- i) Organisational reporting and monitoring: provide guidance and leadership through management of Working Rite's metrics and measurement reporting process
- j) Office and admin management: oversee administrative functions for all Working Rite staff

### **3. Human Resources (desirable area of responsibility)**

Develop and manage the human resource function for Working Rite, including:

- a) Recruitment
- b) Professional training and development, including new employee induction
- c) Retention strategies
- d) Health and safety and all other regulatory issues
- e) Ensuring that the human resource function is properly resourced meeting the needs of a developing organisation

## **Person Specification**

### **Qualifications, skills and experience**

- Degree level or equivalent, or a proven track record of operating at a high level of competency. (Desirable degree qualification in accounting, legal or MBA)
- Strong operational experience, at least 2 years in a relevant senior management role, ideally in a socially responsible organisation
- Evidence of progressive experience in operational/administrative management, ideally with a focus on customer services
- Significant knowledge and successful experience of procurement processes
- Significant knowledge and successful experience of securing funding from a range of sources
- Demonstrated experience in financial planning and analysis with previous experience overseeing human resources and information technology
- Skills and experience in:
  - organisational development
  - people management, especially high performing teams and managing geographically dispersed staff
  - development of programmes on multiple sites
  - budget and resource development
  - strategic planning
- Demonstrated success developing and monitoring performance management systems to manage both operational and project work

### **Personal Characteristics**

- Excellent interpersonal skills with an ability to build and develop relationships at the highest level with a broad range of people i.e. government representatives, employers, funders
- A commitment to the aims and history of Working Rite and qualities of loyalty, integrity and credibility
- Involving, encouraging and committed to the development of staff whilst demonstrating the responsibilities of leadership and authority
- High level communications skills, written and oral, with individuals and large groups - with staff, board, clients and other stakeholders
- Ability to sell and market Working Rite
- Comfortable in ambiguous, complex, fast-moving and pressurised environments
- Hands on, pragmatic, flexible and multi-tasking – able to do what's necessary to get the job done to deadline!
- A problem solver and a strategist with a high level of attention to detail
- Responsive, nimble and urgent when necessary, with the ability to respond to the unexpected
- Leads by example and capable of inspiring
- Self-aware
- A networker and a relationship manager
- Preparedness to work outside office hours and travel as required