

Group Chief Operating Officer

Job Description

Team:	Executive Committee
Line Manager:	Chief Executive
Line Manager for:	Group Directors, UK Responsible Officer, agreed Heads of Department
Location:	Sheffield/Hybrid
Salary:	TBC
Hours:	35 hours, Monday to Friday

Purpose and Objectives:

- Working with the Executive Committee, support the Chief Executive and Board in leading and developing NOCN as a well-respected UK and International technical and vocational education and skills charity to support people to obtain the skills for employment, self-employment and career development through a wide variety of means including, but not exclusively, assessing and certificating apprenticeships, qualifications, assured courses/CPD, SMART cards, on-line programmes, NOCN Skills Passport, training and consultancy.
- Co-ordinate and manage NOCN's day-to-day business operation and processes, including UK based staff and contracted personnel to efficiently and competitively deliver, in accordance with both regulatory regimes for NOCN products, and the needs of employers, centre and learners for non-regulated skills products; both for UK and international.
- Oversee the awarding operations of the Group Director Awarding's responsibilities. [Note the Group Director Awarding also undertakes the regulatory duties of the Responsible Officer who will report on regulatory matters to the Chief Executive, Board and relevant Committee as the Ofqual Governing Body.]
- Support with information, as appropriate, the Chief Executive in undertaking their responsibilities for strategic positioning, international delivery and policy influencing.
- Work to continuously increase the number of people that benefit from NOCN's technical and vocational education and skills activities, by growing NOCN through internal development of products and services as well as acquisition where this is appropriate and viable.

Duties and Responsibilities:

Leadership

- In accordance with the Board and Chief Executive requirements to manage the business operations to delivery NOCN Group's UK and international charitable and business activities to match the charity's objects and be proactive and responsive to customers, learners, apprentices and cardholders needs.
- Support the main NOCN Group Board, the various subsidiary Boards, and Chief Executive to establish and implement the vision, mission, and strategy for NOCN Group as a technical and vocational education and skills charity.

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- With the Chief Executive and Executive Committee, develop the business strategy for the Group and the annual business plan for the Group and subsidiaries; aligning UK and international services.
- Oversee with the Chief Executive and Executive Committee the delivery of the agreed annual business plan and take corrective action as necessary.
- Set the direction for the portfolio of services and products that NOCN Group and its subsidiaries will provide. This to include, but not be limited to assessing and certificating apprenticeships, qualifications, assured programmes, SMART cards, NOCN Skills Passport, on-line programmes training and consultancy.
- Be a member of the Executive Committee and deputise for the Chief Executive as agreed.
- Ensure the necessary major decisions are made at the appropriate times and resulting actions then implemented.

External Communication and Promotion

- Support with information, as appropriate, the Chief Executive in undertaking their responsibilities for strategic positioning, international delivery and policy influencing. [Note the Chief Executive is the external voice of NOCN]

Management

- Manage the delivery of the Group UK based business operations, which includes the support to international programmes.
- Attend Executive Committee meetings and support the Chief Executive in ensuring financial sustainability and delivering good quality services and products.
- Chair the Operations Group of the Group Directors and Heads of Department monthly meetings.
- Ensure clear and relevant performance management systems and reporting at the various organisational levels, including the Boards are in place and effective.
- Agree the pan-Group projects and objectives for Executive Committee members with the Chief Executive, and incorporate with Director PDRs.
- Support the Chief Executive with the review of the Group and subsidiary performance against business plan and targets and agree any remedial actions with the relevant Group Director or Heads of Department.
- Set the detailed objectives and targets for the Group Directors and carry out their PDRs.
- Manage, with the Group Directors the growth of NOCN Group and subsidiaries through internal development of products and services as well as acquisition where this is appropriate and viable.
- Support the Chief Executive in the development of the Group wide strategies for customer experience, talent development, succession planning, management, financial sustainability, digital delivery and improvement.
- Develop the middle management personnel to ensure effective management of the organisation and its subsidiaries, including putting in place succession planning.
- Contribute to the Group's people and development training plans and budget.

Regulation and Compliance

- Ensure, with the Group Directors the regulatory activities of NOCN are delivered in a compliant manner.
- Manage with the Group Directors quality assurance activities.
- Ensure with the Group Directors and Heads of Department that NOCN maintains its good reputation as a well-regarded regulated educational and skills charity in the UK and internationally.

Key Relationships:

Internal	Board of NOCN Group and subsidiaries Group Directors Heads of Departments Managers NOCN Staff NOCN Delivery Partner personnel, where appropriate
External	Government Regulators in UK Governmental stakeholders as required Major Training Partner Organisations such as AoC, AELP, BACH Educational and Skills Press Customers Suppliers

Person Specification

Section	Criteria	Essential / Desirable	Assessment Method		
			Application	Interview	Test
Education and Personal Development	Level 2 in Literacy and Numeracy as a minimum.	Essential			
	Post Graduate Level 7 qualification or equivalent experience or working towards.	Essential			
	Evidence of continued professional development.	Essential			
	Professional membership of an appropriate body.	Desirable			
	Management and leadership qualification.	Desirable			
Experience	Leadership role within a complex and similar organisation such as a Group of companies and/or not-for-profit organisations.	Essential			
	Experience of operational management and planning in a complex organisation.	Essential			
	Recent and extensive experience of working in the technical and vocational education and skills sector including some or all of apprenticeships, regulated qualifications and carding in one or more of construction, engineering, manufacturing and technology.	Essential			
	Proven experience in leading and developing a commercial business either private or not-for-profit.	Essential			
	Experience of working with diverse stakeholders including training providers and employers.	Essential			
	Experience of UK and international skills development markets.	Desirable			
	Experience of working with acquisitions and partnering agreements/JVAs.	Desirable			
Knowledge	Knowledge of strategic leadership and management, visioning and planning.	Essential			
	Knowledge of challenges facing the technical and vocational educational and skills sector.	Essential			
	Knowledge of regulated education and skills markets.	Desirable			
	Knowledge of strategic market analysis and business planning.	Desirable			
	Knowledge of assessment and credentialing.	Desirable			
	Knowledge of some corporate support functions such as customer services, finance, HR and IT.	Desirable			
	Knowledge of organisational development.	Essential			
Knowledge of the education and skills funding systems.	Desirable				
	Strategic leadership skills and demonstrate the ability to provide this across a complex range of business activities including different technical areas as well as some of the support functions such as customer service, finance, HR and IT.	Essential			

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Section	Criteria	Essential / Desirable	Assessment Method		
			Application	Interview	Test
Skills and Personal Attributes	Approachable by staff at all levels in the organisation.	Essential			
	Strategic planning of a range of business activities.	Essential			
	Good communicator.	Essential			
	Excellent at stakeholder management and developing professional relationships.	Essential			
	Critical thinker.	Essential			
	Clear and quick decision making.	Essential			
	Calm and resilient.	Essential			
	Numeracy and statistical skills.	Essential			
	Commitment to equality, diversity and inclusion.	Essential			
	Commitment to the organisation values (Responsive, Supportive, Honest, Sustainability, Open, Innovative and Respectful).	Essential			
	Flexible attitude towards work and working hours.	Essential			
	Willingness to travel within the UK and on occasion international.	Essential			
Core Competencies	Working with Others				
	Team Working.	Essential			
	Communication and Influencing.	Essential			
	Customer/Learner Focus.	Essential			
	Getting the Job Done / Delivering Outstanding Results				
	Achievement of Core tasks through self-management.	Essential			
	Making informed decisions.	Essential			
	Adaptability.	Essential			
	A Focus on the Future				
	Leading, Coaching, and empowering people, teams and building teams.	Essential			
Innovation, creative thinking, and solution focussed.	Essential				
Commercial focus.	Essential				