KICK

TRANSFORMING LIVES

Chief Operations Officer
Job Pack

KICK'S MISSION

At KICK, we are motivated to respond to a sense of hopelessness in many young people today as 1/3 of young people aged 15 identify with a mental health condition, 2million grow up without a father at home, many are disconnected from local communities with 95% now not attending church. We aspire to see a generation of young people who will reach their God given potential; where communities have been socially impacted; and where spiritual change has transformed a nation. Our mission is to **transform young people's lives, with God's love, through sport and support**. We do this through values-driven physical education, street dance, mentoring, chaplaincy in schools and community KICK Academies to impact a sense of hopelessness and give them a hope for the future and a joy in the present.

KICK work in Infant, Junior, Primary, Secondary, Pupil Referral Units, Independent and Special Schools to deliver the following services with Christian values embedded throughout every session:

- PE National Curriculum
- Solutions Focused Mentoring
- Transformational Street Dance
- Schools based Chaplaincy

In all that we do we seek to live out our values to encourage young people to be *aspirational*, to be *compassionate* in all circumstances, to deliver *excellent* quality sessions, and to be *intentional* in building relationships and sharing the Gospel with young people every day and to show *integrity* in our decision making at all times. KICK is a growing charity currently working with over 100 schools and have established 30 KICK Academies across the UK. Our staff team has more than doubled over the last 3 years with KICK now employing over 90 staff. As an organisation we are engaging with over 30,000 young people every week and come closer to achieving our vision to reach a generation of young people, within a generation of time..

KICK APPLICATION PROCESS

Please send your CV and covering letter to our Director of HR – beccilee@kick.org.uk
Your covering letter should include the following areas and should clearly show how your skills and experience meet the requirements for this post.

Aspirational - We believe in being aspirational towards our young people and in all that we do.
How are your skills and experience relevant to this post and how do you aspire to innovate aspects of KICK?

Compassionate – We believe in showing compassion to every young person we engage with.
Please tell us about your experiences as a Christian and how you have showed compassion within interactions with children, colleagues and key partners.

Excellence – We believe in thriving for excellence in every area of our work and learning.
Please tell us about your previous experience where you have shown excellence in your approach and execution of projects.

Intentional Relationships – We believe in taking opportunities and making intentional relationships with both young people and partners of KICK.
How are you suited to serving and developing the work of KICK through your management and leadership?

Integrity – We strive to be a people of integrity in our actions and all our decision making.
What makes you stand out from others to make us bring you in for interview?

If you do have any questions, please connect beccilee@kick.org.uk

KICK JOB DESCRIPTION

Title: Chief Operations Officer
Based in: London/Outside negotiable.
Hours of work: Full-Time
Line Manager: Chief Executive Officer

Role Purpose:

To build capacity for the growth of KICK. Bringing operational clarity and focus to operational implementation of KICK's strategic aims, overseeing and coaching key Directors. To assess and enhance the efficiency of KICK through key resource management approaches. To innovate and improve key functions within the organisation. It will be important that the applicant is able to collaborate well with leaders as well as other key stakeholders in order to support the growth of KICK in size and development.
We currently have some additional responsibilities which the Chief Operations Officer will hold during an interim period. These responsibilities will have a focus on business development through sourcing new schools, pitching KICK's services and securing new work in schools to extend KICK's reach. It will also involve sourcing new partnerships with churches through pitching sports ministry and securing new KICK Academy provision within the local communities KICK deliver in.

Key Responsibilities and Accountabilities:

Operational Implementation

- Oversee and optimise operations, to review and improve efficiencies that can be made by the organisation to ensure tight controls of finances, resources and contracts to meet budget, targets and outcomes.
- Implements the strategic initiatives to execute KICK's strategy and mission with smooth execution.
- Leadership of the quality improvement plan, matrix managing various stakeholders to delegate work and hold others to accountable to deadlines to ensure timely project completion.
- Project management of strategic projects, fundraising and operational priorities as allocated by the CEO to improve organisational sustainability.
- Line Management and coaching of Directors to empower leaders to improve operations and performance internally.
- Providing insight to human resources and recruitment as KICK continues to grow nationally.
- Establishing policies that improve and promote KICK's vision, mission and culture.
- Visiting schools, churches and partners to observe and ensure high standards of delivery, and relationship management
- Oversee external communications, developing it's strategy and our social media presence to grow a larger audience and reflect KICK's mission enhancing the KICK brand.

Organisational Development

- Evaluating organisation performance and the recommendation of strategies to improve results and outcomes.
- Assessing and enhancing the efficiency of both internal and external processes in line with the KICK values.

- Planning for future budgets in line with the KICK strategy including setting strategic targets and driving organisational growth.
- Manages mitigations towards reducing operational risks to ensure tight controls of finances, resources and contracts to meet budget, targets and outcomes.

Innovation

- Manages operational aspects of market penetration
- Co-ordinates product manufacturing and delivery
- Enhances service delivery to facilitate both client acquisition and retention

Interim responsibilities – Business Development

- Sourcing new schools, Pitching KICK's services and securing new work in schools to extend KICK's reach.
- Sourcing new churches, pitching sports ministry and securing new KICK Academies with churches to extend KICK's mission.

Person Specification:

Proven Experience

- Degree in Business Administration or industry-relevant equivalent.
- Proven experience in a senior executive role.
- Experience of strategic planning and business development.
- Has broad practical experience across multiple professional disciplines, combining theory & past practical experience for KICK's practices with particular focus on key areas of operations.
- Experience of identifying new opportunities, considering market forces and customer needs.
- Experience of complex and multi-dimensional problem solving whilst having a clear knowledge of the options, impacts, and risks when suggesting a resolution.
- Experience of accountability for Directors' performance, ensuring tight controls of finances, resources and contracts to meet budget, targets and outcomes.
- Experience of communicating with senior executive leadership in matters of strategic importance. The applicant should have the ability to influence internal and external partners to understand and accept concepts, practices and approaches of the job area.

Skills and Abilities

- Outstanding written and communication skills.
- A good understanding of IT packages and systems.
- A forward thinker with the ability to be proactive in improving current activities and processes.
- Ability to empower, motivate and lead others through supporting teams to succeed, investing in the capabilities of staff and providing clear feedback.
- Effective in the ability to delegate and matrix manage Directors.
- Ability to show responsibility and accountability for quality outcomes whilst keeping a firm focus on priority management.

Personal Qualities

- The Desire to own, guards and deepen KICK's Christian ethos, vision, mission and values.
- Able to take the initiative and be a self-starter.
- Passionate to see young people and staff progress and achieve their full potential.

- Clear Enhanced DBS.

Professional Competencies

It is recommended that all applicants measure and assess their skills against the competencies below which will be used to action and implement the working and learning objectives of the role.

	Directs as Head of a Function for the organisation. Establishes and implements tactical and operational plans for the function, with significant impact on the achievement of Functional Results. Focus is on strategies (3 years or less) to achieve organisational results, which may require substantial development of new processes, standards or operational plans to achieve strategies.	
A	Seeing the big picture	Owns, guards and deepens KICK's Christian ethos. Prays through decision and discerns way forward in organisational matters. Scans the political and wider context to maximise the impact of implementation strategies. Facilitates continuous improvement; transforms services and supports Strategic Aims.
	Achieving entrepreneurial outcomes	Identifies new opportunities, considering market forces and customer needs. Promotes innovative business models, new commercial partnerships and secures agreements to deliver added value to KICK's mission.
C	Changing and improving	Nurtures and drives growth. Provides a sense of safety. Forward thinking and proactive. Responsible for improving entire processes or systems, leveraging on personal experiences and best practices to improve the competitive position of the organisation. Continuously seeks ways to improve process implementation and build a leaner, more flexible and responsive organisation.
	Building capacity for all	Empowers others to self-organise. Fosters a sense of connection and belonging. Responsible for developing mid to long-term plans to optimise their responsibilities with talent required to succeed. Coaches and invests in the capabilities of staff, to be effective now and in the future - giving clear, honest feedback and supporting teams to succeed as a conscious unconscious competence. Effective in ability to delegate and matrix manage Directorate
E	Making effective decisions	Problems are frequently complex and multi-dimensional, requiring broad-based consideration of variables that impact multiple areas. Directs evidence-based strategies, evaluates options, impacts, risks and solutions to understand the root cause. Predictive ahead of being reactive to future problems.
	Delivering at pace	Leads from the front showcasing timely performance with energy and taking responsibility and accountability for quality outcomes. Keeps a firm focus on priorities, addresses performance issues resolutely, fairly & promptly. Typically has substantial latitude for hiring, firing and promotion within guidelines.
	Managing a quality service	Creates an environment to deliver the desired operational service standards. Shapes senior managers to lead others and projects. Open to new ideas and fosters organisational learning. Requires advanced business knowledge, general management, and leadership capability to lead functional teams. Typically has broader practical experience across multiple professional disciplines, combining theory & past practical experience for KICK's practices.
I	Leading and communicating (Internal)	Is visible, establishes a strong direction and persuasive future vision; manages and engages with people in a lovingly truthful way. Able to communicate with senior executive leadership in matters of strategic importance. May be required to negotiate and compromise to influence internal and external partners to accept concepts, practices and approaches of the job area.
	Collaborating and partnering (External)	Communicates with partners within and outside of own job function, internally and externally. Rapidly responsive in personal communications. Adept at leveraging possibilities for the organisation from external interactions. Approachable to partners, delivering organisational objectives by creating an environment that is available to challenge however uncomfortable.
I	Delivering value for money	Accountable for Directorate performance ensuring tight controls of finances, resources and contracts to meet budget, targets and outcomes. Builds a performance culture where staff are given space, authority and support.
	Skills	Typically, a Degree or equivalent experience, QTS and minimum 15 year's experience of leadership and management.