



Truro Cathedral

sacred space, common ground

Chief Operating Officer

Closing date for this post is 21st February 2019. Applications can only be considered when submitted on the Truro Cathedral application form. Email to recruitment@trurocathedral.org.uk or by post, Recruitment, Truro Cathedral, The Old Cathedral School, Cathedral Close, Truro TR1 2FQ

Our Vision, Ambition and Values

Vision

Our vision for Truro Cathedral is to create **Sacred Space** in which the holiness of God is encountered in an open and inclusive way and **Common Ground** where issues shared by the whole of humanity can be explored. We want to do this because people are at the heart of the cathedral. We care for them, want to share our faith and values with them, want to listen and learn from them to enable mutual understanding and enrichment.

Ambition

Inspired by the Gospel of Jesus Christ, we work to build a welcoming, inclusive and engaging environment that, through the delivery of a diverse and inspiring programme of worship, events, educational activities and community outreach, fulfils and spiritually enriches all who experience Truro Cathedral.

Values

Love & Unity

We care for one another with compassion and kindness and our work is embedded in a spirit of love and cooperation as we come together to succeed in our mission for the Cathedral.

Dignity & Respect

We respect others and value diversity, embracing our similarities and differences with gentleness, self-control and a willingness to learn. We welcome expressions of spirituality, respecting and valuing those with different faiths or no faith.

Accountability & Integrity

We act with honesty, openness and integrity in everything we do. We use the resources entrusted to us wisely and effectively with transparency and accountability. We demand high standards of professionalism from ourselves every day, always striving to deliver excellence in our work.

Stewardship & Preservation

We are guardians of the cathedral and cherish its heritage and traditions. We protect, conserve and develop the beauty of the building, its history, fabric and contents. Through stewardship and education, we constantly aim to inspire successive generations to do the same.

Creativity & Courage

We are bold and challenge ourselves and others to question the norm. We explore new options and take intelligent risks, confident that we do so in a supportive environment. Committed to continual development, we embrace change and nurture personal growth.

Job Description

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| Job Title | Chief Operating Officer |
| Hours of Work | 35 hours per week, usually Monday to Friday, but needs to be flexible across seven days depending on Operational requirements. |
| Salary | Circa £47K per annum |
| Line manager | The Dean of Truro |
| Direct reports | Retail, Catering, Events, Floor Management and Operational Communications teams |

Overview and general duties

The Chief Operating Officer is a new post that will play a vital part in ensuring day-to-day delivery of the cathedral's strategic goals. This important and demanding role sits at the heart of cathedral life and will closely link with the Cathedral Chapter in developing and implementing its vision and operational objectives. This target-driven role requires a strategic thinker with proven commercial business acumen. They will work with and line-manage department heads to improve and strengthen the commercial and visitor experience elements of the cathedral's working environment. The successful candidate will possess first class problem-solving, communication and leadership skills and will show a commitment to the creation of an environment which encourages team work, energy and creativity.

Key Duties and Responsibilities

1. Work as a member of the Chapter Executive, the group responsible for day-to-day delivery of Chapter strategy and policy.
2. Working closely with the Chapter Executive group, the Dean and Chief Financial Officer, develop and deliver strategies to implement the cathedral's strategic vision, values and goals and identify opportunities for development and improvement.
3. Translate strategic aims & objectives into operating protocols, identifying targets and appropriate measures of success for each area of commercial activity.
4. Head up all commercial aspects of the cathedral organisation including effective management of all catering, retail and commercial activities



across the cathedral, ensuring the timely and appropriate delivery of services, in line with operating protocols and identified targets.

5. Work closely with and line-manage those responsible for:
 1. Day-to-day management of resources and facilities including the management of activity on the cathedral floor and the public spaces in the Old Cathedral School.
 2. Overseeing the management and development of Truro Cathedral Ltd, the cathedral's commercial wing.
6. Delivering and developing all the above activity to agreed financial targets in line with the cathedral's financial strategy. This will include monitoring and measuring delivery output to enable timely and appropriate intervention, development of operating protocols to ensure best possible results, improving the current offer and developing further the commercial life of the cathedral.
7. Responsible for regular reporting on cathedral operations activity, including provision of feedback and updates at key cathedral meetings and progress updates to operating teams.
8. Ensure compliance with all relevant legislation and cathedral policies. This will include oversight of health and safety, and the risk management process.
9. Work with the Dean to promote the values of the Cathedral at local and where appropriate, national level and, when senior representation is required, be willing to act as a spokesperson on specific issues as requested.

Key Skills

- The ability to convert strategic thinking into working practice;
- Proven experience in managing teams and individuals to fulfil their potential;
- Setting clear and relevant targets and measures/KPI's;
- To build solid working relationship with a wide range of individuals;
- Be highly computer literate;
- A can-do approach to problem-solving;
- Coaching & mentoring experience;
- A sympathetic understanding of the cathedral's vision, ambition and values in order to apply a commercial approach in an environment of worship and learning.



General

1. Attend and participate in training courses as directed.
2. Maintain confidentiality at all times.
3. Take a positive and active part in the cathedral's annual appraisal/review system.
4. Uphold the cathedral's values.
5. Adhere to Truro Cathedral's policies and procedures.
6. Other duties as are necessary for the smooth running of the organisation.
7. This job description will be subject to regular review and amended to meet the changing needs of the cathedral.

Person Specification

Chief Operating Officer

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|---------------------------------------|---|--|
| Job Knowledge & Experience | Senior management experience appropriate to the role within a retail, catering, events or other commercial environment with proven knowledge of the business and financial processes that underpin a successful organisation. | Experience of working in the not for profit/charities sector or local government. An understanding of the structure of the Church of England. |
| | Experience and knowledge of regulatory legislation and best practice including Health & Safety, Risk Management and Safeguarding. | |
| | Experience of the management, support and development of staff. | Experience of working with volunteers. |
| | Experience of managing and motivating staff through change. | |
| Job Skills | Proven business skills with an ability to contribute creatively and deliver against a strategic plan. | |
| | Excellent problem-solving skills. | |
| | Excellent interpersonal skills to encourage trust and confidence at all levels. | |
| | Excellent communication and leadership skills to build a collaborative and creative working environment. | |
| | Ability to think at a strategic level as well as being capable of careful and detailed work. | |
| | Proven ability to see things through from inception to delivery. | |
| | Excellent IT skills and a comprehensive knowledge of | |
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| | Microsoft office. | |
| | Excellent report writing skills. | |
| Education & qualifications | Degree level or equivalent | MBA |
| Personal attributes | Reliable, honest and open with an empathetic approach when dealing with people at all levels. | |
| | Flexible approach to cope with a pressured working environment at a senior management level. | |
| | Good listener with the ability to reflect critically upon different perceptions of the Cathedral, both internally and externally | |
| | Maturity of character, resilience and a sense of humour, calmness and reliability. | |
| | Presentable, smart and professional. | |
| | Exhibit an understanding of and commitment to the Cathedral's sense of purpose and vision, taking as full a part as possible in the Cathedral community, mission and outreach. | |
| | A commitment to uphold and promote the values of the Christian faith which inform the life and work of the Cathedral. | |

Terms & Conditions

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| Job Title | Chief Operating Officer |
| Contract | Permanent |
| Salary | Circa £47K per annum |
| Hours of Work | 35 hours per week, usually Monday to Friday, but needs to be flexible across seven days depending on Operational requirements. |
| Holiday | 25 Days per year plus public holidays |
| Line manager | The Dean of Truro |
| Place of work | Truro Cathedral Office and campus |
| Probation | The post will be subject to a six-month probationary period, during which time, either party may give the other one weeks written notice |
| Pension | After successful completion of six-month probation period staff are eligible to join the Church Workers Pension Scheme (contributory employer 6%, employee 3%) |
| Smoking | The Cathedral operates a no smoking policy |
| Health & Safety | All staff are required to follow the policies and procedures set out in the employee handbook. |

Equal Opportunities

Truro Cathedral operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies in all we do, including our campaigns and employment practices, membership of committees, all stages of recruitment or selection processes, working practices, conditions of work, and allocation of resources.

Safeguarding

Truro Cathedral operates within a safeguarding policy which provides a framework to promote the welfare and protection of children and vulnerable adults.