

Job Description



Executive Director (Chief Operating Officer)

Location:	Edinburgh
Reports to:	Ombudsman
Responsible for:	Heads of Investigations, Corporate Services Manager, HR Manager

Job Purpose

The Executive Director (Chief Operating Officer) is a key strategic leadership role responsible for the delivery of the organisation's service and performance and the supporting corporate framework and resources. They will lead the design and delivery of a modern, high quality and high performing Ombudsman service across the organisation's statutory investigative functions, with a central focus on transformation and innovation in the face of significant strategic challenges. They will maintain and be responsible for existing effective standards of good governance and control across organisation's financial management and corporate services.

The Executive Director (Chief Operating Officer) operates with a significant span of control within their accountabilities while working in close partnership with the Ombudsman to develop and deliver an ambitious strategy for the organisation, performance and transformation agenda fit for emerging digital and technological opportunities and future public service challenges. Together they form the Executive Leadership of the organisation, supported by the wider Leadership and Management Teams. They will ensure that the organisation sets, aligns behind and meets objectives in support of this the vision and direction.

The Executive Director (Chief Operating Officer) leads the organisation's operations, corporate services, governance and continuous improvement and transformation activity, enabling the Ombudsman to focus on statutory responsibilities, external engagement and strategic influence. The Executive Director (Chief Operating Officer) will be responsible for leadership and delivery of all elements of organisation's service, from advice, guidance and support through resolution, investigations and reviews, ensuring a seamless and integrated service focused on meeting customer needs.

The post-holder must have the ability to combine strategic and transformational thinking and corporate leadership with hands-on delivery and an ability to work effectively at a senior level with the Ombudsman and key stakeholders, including the Scottish Parliament and other and external stakeholders as required.

Main Accountabilities and Responsibilities

Leading service delivery, performance and continuous improvement

1. Provide effective strategic leadership for the organisation's service delivery, performance and continuous improvement.
2. Set clear organisational performance expectations and ensure robust reporting, monitoring and delivery across all functions.
3. Monitor delivery against strategic plans, annual business plans and organisational objectives, taking corrective action where required.
4. Develop and oversee service quality management systems across all functions and monitor progress. Identify opportunities for learning and improvement and initiate research and initiatives that lead to service improvement.

Transformation, innovation and change

5. Lead, structure and implement an integrated transformation programme to deliver improvements, efficiencies and innovations that will help the organisation achieve operational excellence.
6. Drive organisational redesign, reviewing structures, processes, operating models and ways of working to ensure the organisation remains efficient, sustainable and responsive to future demands.
7. Champion digital transformation and innovation, through the development of a data and technology route map that drives/enables a 'digital first' approach, ensuring the effective use of technology, data and insight to modernise services, increase organisational capability and deliver measurable benefits for customers, staff and stakeholders.
8. Ensure investment in technology, data and digital capability delivers sustainable benefits and supports modern, accessible and resilient services.
9. Ensure resilience of transformation programmes, including cyber security, business continuity, data governance and technology futureproofing and risk management.

Strategy, business planning and financial leadership

10. Work closely with the Ombudsman to set and drive the organisational vision, strategy and culture and leading internal operational delivery underpinning this.
11. Develop and deliver business planning, aligned with strategic plan and objectives, and ensure a 'one organisation' integration and alignment of objectives across statutory functions and teams.
12. Lead the development of medium-term financial plans, annual budgets and funding submissions aligned to organisational priorities. Lead the preparation of robust business cases to secure investment from appropriate funding bodies
13. Oversee budgeting, accounting, procurement and resource management activities. Ensure efficiency, effectiveness, impact and best value in the use of public funds.

14. Maintain effective relationships with funding bodies and partner organisations in relation to financial planning and sustainability.

Governance, finance, corporate and shared services leadership

15. Lead high quality and evolving corporate services to the SPSO and other Office Holders (through a shared service approach), ensuring that they support organisational priorities and future business requirements. Oversee corporate functions through line management of the Corporate Services and HR Managers.
16. Lead the organisation's governance, risk management and assurance frameworks, ensuring they are proportionate, effective and aligned with recognised good practice. Provide assurance to the Ombudsman, as Accounting Officer, that financial, governance and risk management arrangements are effective and operating as intended.
17. Oversee internal and external audit programmes and ensure implementation of resulting recommendations. Act as executive lead for business continuity, organisational resilience and major incident management.
18. Ensure compliance with all statutory and regulatory requirements, including records management, information governance and public sector financial standards. Fulfil duties as Senior Information Responsible Officer for the organisation.

People leadership and culture

19. With the Ombudsman, build upon a positive people and values-based culture and lead on staff engagement, ensuring that staff feel respected and valued.
20. Be an authentic and inspirational leader, promoting the vision, values, and behaviours of the organisation.
21. Oversee the development and maintenance of a workforce plan that supports SPSO's strategic objectives
22. Drive and support organisational culture and practices that ensure equality, diversity and inclusion is at the heart of all we do
23. Participate in building an open, supportive, high performing culture by supporting management colleagues and indirect reports across the office.
24. Provide effective management to direct reports (including Heads of Service and Team Managers) by influencing direction, coaching, motivating, and providing development and performance management to line reports.
25. Lead, inspire and influence change across the organisation and help leaders and staff across the organisation to develop and adapt to new ways of working.

Stakeholder relationships and engagement

26. Represent the Ombudsman and SPSO to develop stakeholder relations, internal and external, as required.
27. Manage and maintain relationships with key stakeholders, including:
 - 27.1. The Scottish Parliament Corporate Body and the Scottish Government;

27.2. The Audit and Advisory Board; and

27.3. Office Holder Shared Services, liaising with and reporting to Office Holders as required.