

Job Requirements



Job Title	Reporting to	Responsible for
Chief Operating Officer	Chief Executive	Head of Operations Telemed, Head of Operations In-Clinic Services, Head of Operations Client Support Services, Head of Supply Chain & Procurement
Approximate Salary: £125,000		

This document outlines requirements of the job role and person specification. It is intended to give the post holder an appreciation of the role and range of duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.

Job Purpose

BPAS are an independent healthcare charity which, for more than 55 years, has been advocating and caring for women and couples who decide to end a pregnancy. We are the leading specialist of abortion advice and treatment in the UK, supporting over 100,000 women a year in over 50 healthcare clinics nationwide. Over the last 12 months we have gone through significant organisational change and are putting in place a new leadership structure, supported by a Senior Operational Team. This role is a key member of the Executive Leadership Team.

BPAS' vision is for a society in which women are trusted to make their own reproductive choices with access to the information and services needed to exercise those choices. The Chief Operating Officer is a key member of the Executive Leadership team, responsible for ensuring the safe, effective delivery of operational services and the delivery of BPAS objectives. You will lead operational performance, service delivery and the achievement of organisational priorities that focus on patient safety and choice. This encompasses all patient touch points including telemedicine, Booking and Information Centre and in Clinic services.

You will be a values driven leader who can inspire staff and trustees, as well as wider stakeholders, fostering a culture driven by our collective purpose

You will be responsible for ensuring safe and effective operations are delivered to our patients in the most efficient manner possible without compromising on patient choice. Your strategic experience and insight will support the CEO and fellow Executives during one of the most exciting, stretching periods of our evolution.

Principle Duties and Responsibilities

1. Strategic Leadership

- Be an integral part of the Executive Leadership sharing corporate responsibility with executive colleagues for the development of the BPAS strategy, financial and cost improvement plan
- Provide strong visible leadership and shape the Operational Directorate structure to co-ordinate capacity across BPAS enabling excellent patient choice and care
- As a senior, experience leader, be the expert voice within the Executive Leadership team and at the Board.
- Ensure a clear vision and credible strategy is in place for our model of care, with robust plans to deliver it, working in partnership with the Chief Clinical Officer
- Undertake service redesign programmes in partnership with the Chief Clinical Officer, engaging internal teams and external stakeholders in the development and implementation of plans.
- Lead on key programmes of work for the delivery of sustainable services across the region.

- Promote and strengthen effective working across Divisions, organisational and professional boundaries to maximise benefits for patients

2. People Leadership

- Provide visible, compassionate, and accessible leadership to support the delivery of operational services to patients, and create a climate which encourages teamwork, maximises individual potential and stimulates innovation.
- Work with the Divisions to develop appropriate structures to ensure the safe, effective, and efficient delivery of patient care, and maximise recruitment and retention opportunities, including options for flexible working, new roles, and new ways of working.
- Demonstrate a coaching style of leadership in ensuring that clinical staff and stakeholder engagement is reflected in the decision-making process
- Ensure clear lines of accountability and the effective management of all direct reports, in accordance with the employment policies and practices of BPAS. This includes, recruitment, selection, performance management, identification of training and development needs and setting of annual objectives in line with BPAS strategic objectives.

3. Service Development

- Lead in the development and delivery of BPAS Objectives and Business Plan, ensuring that these are consistent with the BPAS vision and values.
- Contribute to annual business planning and ensure that cross-cutting issues are addressed effectively.
- Contribute to capacity and performance improvement planning, using the highest level of interpersonal and communication skills.
- Provide operational leadership in the development of future service models ensuring congruence with future models of care, IT and estate
- Lead on the development of major service delivery and transformation plans, developing implementation plans, including cross pathway working internally and externally in support of enhanced patient care and quality of services.
- Lead and support the Divisional Leadership Teams to develop and deliver service plans that meet regulatory compliance requirements.
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4. Operational & Performance Management

- Accountable for the capacity planning across BPAS services, ensuring no woman has to wait for access to her preferred treatment.
- Be a key member of the Executive Leadership team responsible for embedding a triumvirate model of working throughout the organisation
- Be responsible for supporting the and leadership of operational services to patients, in accordance with agreed objectives, targets, quality standards, controls and resource constraints.
- Ensure robust reporting systems to measure KPIs as part of the monthly National Performance Meetings.
- Support the delivery of robust demand and capacity plans within divisions and ensure that operational planning of activity is linked to team objectives.
- Anticipate and manage opportunities and problems through the effective use of operational performance management systems; leading recovery plans and trajectories where performance requires intervention and support.
- Where delivery of Operational Services does not meet the required standards, work with Divisions to develop appropriate plans to secure improvement.

5. Governance & Quality

- Responsible for ensuring that Operational Services to patients delivered within BPAS are safe, effective and compassionate.

- Personally, promote a culture of openness and transparency in line with the duty of candour and ensure incidents of poor care and harm are reported and investigated openly and widely and that clear changes and improvements to practice are implemented within the agreed governance framework.
- Work with Chief Clinical Officer to ensure effective systems and processes are established and maintained, thereby enabling the clinical governance and risk management agenda to be delivered.
- Ensure robust arrangements are in place to ensure the highest standards of corporate and clinical governance are maintained.

6. Estates and Procurement

- Ensure the Estates and Procurement teams are sufficiently resourced with appropriately skilled professionals to manage BPAS' estate portfolio and procurement activities, which support the delivery of Operational objectives.
- Provide leadership to, and management of, department resource capable of developing and delivering the BPAS Estates Strategy, aligned to our model of care and overall business objectives
- Oversee the teams collaboration with multiple internal and external stakeholders to identify property needs, assess potential locations and execution of property acquisitions and disposals
- Ensure robust procurement processes are in place that enable transparent and fair processes for the acquisition of all goods and services, aligned to the BPAS values
- Ensure the team have a detailed understanding of the current asset register, portfolio and future estates needs, forecasting in advance to ensure all estates and procurement is mapped into the annual budget setting process

7. General

- Ensure that colleagues are treated fairly and can speak openly, behave at all time in a non-discriminatory way and challenge any behaviour of others that does not reflect the BPAS values.
- Leads by example reflecting the organisational values, committed to equity and inclusion and passionate about the development of others
- Understands the nature of an Executive Leadership appointment, particularly responsibilities towards the governance of the organisation in line with Charities Commission, CQC and NHS England expectations and regulations.
- Adheres to BPAS Information Governance requirements, treating all information as confidential and abides by the Data Protection Act.
- Complies with the policies of the organisation including BPAS health, safety and environment.
- Adheres to BPAS Infection Control Policies and makes every effort to maintain high standards of Infection Control at all times (recognising that Infection Control is everyone's responsibility, whether clinical or non-clinical)
- Takes responsibility to safeguard young people and to protect vulnerable adults. Ensures that policies and legislation relating to child protection and safeguarding of children, young people and vulnerable adults are adhered to. Embodies and promotes an approach where all staff are aware of their individual responsibilities to report any safeguarding concerns and ensures they know the correct escalation and referral mechanisms in their area of work.
- Demonstrates personal commitment and contribution to effective teamwork across the full range of BPAS activities including the maintenance of effective liaison with internal and external key people and organisations.
- Values, promotes and commits to equality of opportunity, equity, diversity and inclusion. Endeavours to integrate these values into all activities.
- Attends training relevant to role and as provided, and actively and continuously reviews all work-related activities to contribute and suggest areas for improvement.
- Undertakes any other tasks which are commensurate with the level and responsibilities of the post.

Executive Leadership Team

The following qualities, traits and skills are deemed essential for Executive Leaders guiding BPAS towards success, making critical decisions and inspiring others to achieve their best.

1. **Vision:** Able to articulate a clear and compelling vision for the future of the organisation to inspire and motivate others to work towards common goals.
2. **Strategic thinking:** Able to think strategically and anticipate future challenges and opportunities. Skilled at developing long-term plans and setting priorities to achieve strategic objectives.
3. **Decisiveness:** Able to make tough decisions and act, particularly in uncertain or high-pressure situations. Skilled at gathering relevant information, weighing pros and cons, and able to act decisively to contribute to moving the organisation forward.
4. **Emotional intelligence:** Able to understand and manage own emotions and empathise with others. Aware of wider-team feelings and motivations, and able to use this understanding to build positive relationships
5. **Integrity:** Demonstrates ethical and inclusive leadership, gaining the trust and respect of employees and stakeholders. Acts honestly and transparently, making equity and inclusiveness a reality through leading by example, adhering to ethical principles and organisational values.
6. **Communication:** Demonstrates effective communication skills through ability to convey vision, goals, and expectations clearly - inspiring others through words and actions.
7. **Adaptability & Flexibility:** Able to evolve, adapt and thrive throughout changing environments and circumstances. Demonstrated ability to foster positive work environments in all situations.
8. **Innovation & Improvement:** Embraces innovation and continual improvement, remaining open to new ideas and approaches. Encourages creativity within the organisation, staying ahead of latest developments and competition and adapting to changing market conditions.
9. **Accountability:** Takes responsibility for the actions and the outcomes of their decisions. Demonstrates ability to hold themselves and their team accountable for meeting objectives and learning from mistakes.
10. **Delegation & Empowerment:** Able to delegate appropriately and effectively and, by doing so, empowers and develops others, by providing resources, support, and opportunities for growth. Fosters a culture of collaboration and recognises outstanding performance.
11. **Resilience:** Demonstrates ability to bounce back from setbacks and maintain composure under pressure, staying focused and able to offer guidance to others through challenging times.
12. **Strategic Networking:** Builds strong networks of relationships with key stakeholders, peers, and industry leaders to provide valuable insights, partnerships, and support. Prioritises and maintains visibility throughout the organisation.

Person Specification

(‘Desirable’ Criteria are marked in Italics)

Education / Qualifications / Training / Experience

- Significant leadership experience at a senior level within a healthcare setting, operating at a board level
- Proven experience and ability in managing operational performance with tight financial constraints demonstrating effective budget management.
- Experience of capacity planning and translating organisation strategy and vision into operational objectives.
- Evidence of successfully leading significant organisational change in developing new models of healthcare delivery
- Significant experience in leading an estates and procurement functions in order to deliver effective and safe care in clinic and remote settings
- Demonstrate experience of building, maintaining, and utilising successful relationships with all staff especially within complex organisations
- Demonstrable experience of setting clear objectives with teams, encouraging personal development and addressing performance management issues
- Educated to degree level/Management qualification or relevant equivalent professional experience
- Evidence of continuing professional and personal development

Knowledge & Skills

- Significant knowledge of the operational requirements in delivering NHS funded and contracted services
- Significant knowledge of healthcare planning process and key national reproductive healthcare issues
- Highly effective communication skills – must be able to articulate complex issues to a wide range of recipients, both written and verbally
- Excellent presentation skills with the ability to engage and influence diverse audiences.
- Strong interpersonal and negotiating skills, with the ability to engage, build and sustain relationships both within BPAS and within external organisations.
- Able to demonstrate sound financial management skills and understand business centred approach to healthcare provision.
- Excellent organisational and time management skills to meet competing priorities.
- Able to take 'tough' decisions and calculated risks and see required action through.
- Demonstrates strong commitment to action to achieve equality and diversity in the NHS workforce and for the community.
- Excellent project management skills as project manager or sponsor. Ability to work under pressure and meet tight deadlines.
- Well-developed IT literacy
- Ability to share vision and engender ownership in others.
- Exhibits a drive, energy and enthusiasm and resilience to drive through and achieve end results and improvements.

Values & Behaviours

- Possesses a genuine passion for the organisation's charitable aims, mission, vision and values
- Able to lead with compassion and empathy whilst remaining clear on expectations and deliverables
- Able to maintain strict confidentiality
- Remains clam under pressure
- Possesses drive, enthusiasm and energy
- Builds professional and personal credibility to gain support
- Confidence in ability to deliver
- Ability to work under pressure
- Committed to equality, diversity and inclusion and anti-racism

General

- Able to travel to other sites, and work additional hours as necessary
- Able to participate in the on call rota outside of core working hours
- Commitment to a woman's right to choose abortion

	Agreed by manager / employer	Agreed by job holder
Signature		
Print Name		
Date		

How To Apply

To submit an application, please email recruitment@bpas.org with the reference COO and include the below:

- A Curriculum Vitae (CV) with education and professional qualifications and full employment history. Please include daytime and evening telephone contact numbers and e-mail addresses.
- A supporting statement that should outline your motivation for applying, what you believe you can bring to the role, and how your skills and experience align with the role description and candidate profile.
- Responses to the application questions below

Application Questions

1. What does 'Values Driven Leadership' mean to you and how has this shaped your career to date?
2. What are your views on abortion? How do you feel about patients returning multiple times for abortion care?
3. How will you ensure innovation and continuous improvement is embraced across operations at BPAS
4. Can you share your experience of leading service redesign programmes that improved patient outcomes and delivered organisational efficiencies

Indicative Timetable:

Closing date for applications: 9am - Friday 4th October 2024

Preliminary Interviews (In Leamington Spa): WC 21st October 2024

Final Interviews (In Leamington Spa): WC 28th October 2024

Terms & Conditions of Employment

Location: Hybrid - Home working with days in Head Office Leamington Spa and BPAS Units when required.

BPAS Head Office, Orion House, Athena Drive, Tachbrook Park, Leamington Spa, CV34 6RQ

Salary: £125,000 Approximately

Hours Per Week: 36 hours Monday to Friday

NB: Shifts that are longer than 6 hours, will include a 30 minutes unpaid break.

On call

All members of the C-Suite will be required to participate in an on-call rota. The On-Call policy and procedure is being reviewed and revised, and will be discussed in further details once finalised

Holidays:

34 days per year, including Bank Holidays. (Pro-rata for part time staff)

Life Assurance:

Cover equivalent to 3 times salary

Pension Scheme:

You will become an active member of the BPAS personal pension plan after 3 months of employment if you are an 'eligible jobholder' under auto-enrolment rules (or if not, you can choose to join). You will also have the opportunity to contribute more than the statutory minimum into the pension scheme, on a sliding scale, with BPAS contributing a maximum 7% of salary.

Training:

At BPAS our staff are our most important asset. It is policy that staff participate in appropriate training and development opportunities to enable them to perform their job to a degree that assures clients of a quality service and provides personal satisfaction to the member of staff. This may involve travelling to Head Office or other UK locations.

Working with us:

Alongside a supportive and friendly working environment, BPAS has generous benefits including life assurance cover at 3 times salary, 34 days annual leave per year and a defined contribution pension scheme you will also have access to our employee benefits programme through BHSF which includes special health and wellbeing services, as well as lifestyle offers for you and your family. This includes various salary sacrifice schemes, counselling services and free private GP appointments.

Safer Recruitment at BPAS:

BPAS is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people through the adoption of a safer recruitment framework in the hiring of new applicants which includes a number of pre-employment checks.

Safer recruitment at BPAS ensures a thorough review and assessment of the skills, qualifications, experience and values of all applicants in relation to working with vulnerable people. It is vital that candidates who are recruited at BPAS are safe and contribute to high standards of client care. The selection and recruitment of applicants will be conducted in a professional and responsive way in compliance with current employment and safeguarding legislation

Fit & Proper Persons

BPAS must ensure that all Director and Board appointments meet the 'fit and proper persons test' - the regulations place a duty on NHS providers not to appoint a person or allow a person to continue in their role if this test is not met.

The requirements of Regulation 5 of the Regulated Activities are that the following requirements must be satisfied to appoint to a director / Board role;

- The individual is of good character
- The individual has the qualifications, competence skills and experience which are necessary for the relevant office or position or the work for which they are employed

- The individual is able by reason of their health, after reasonable adjustments are made, to properly perform tasks which are intrinsic to the office or position for which they are appointed or to the work for which they are employed
- The individual has not been responsible for, privy to, contributed to or facilitated any serious misconduct or mismanagement (whether unlawful or not) in the course of carrying on a regulated activity or providing a service elsewhere which, if provided in England, would be a regulated activity; and,
- None of the grounds of unfitness specified in Part 1 schedule 4 apply to the individual (as per the Regulated Activities Regulations).

Full List of FPPR Checks/Tests

As outlined in the NHSE Framework, a full Fit and Proper Person assessment will consist of:

- Self-attestation / declaration form signed
- Right to Work / Identity checks
- Employment history:*
 - To include detail of all job titles, organisation departments, dates, and role descriptions.
 - Any gaps that are because of any protected characteristics, as defined in the Equality Act 2010, do not need to be explained.
- Board member reference (if applicable)*
- Employment / Professional / Character References:* (see section 5.4 of the policy)
- Highest level of qualification check (relevant to the position)
- Date of professional register check (e.g. membership of professional bodies)
- Disqualification from being a charity trustee check
- Disqualified directors register check
- Financial Integrity check (which covers bankruptcy, insolvency, CCJs and Court Orders)
- Compliance and Sanctions Database check
- Employment tribunal judgement check
- Disciplinary findings
 - any upheld findings concerning employee behaviour, such as misconduct or mismanagement, this includes grievances (upheld) against the individual,
 - any whistleblowing / FtSU claims against the individual (upheld)
 - any disclosures regarding ongoing and discontinued investigations relating to Disciplinary / Grievance / Whistleblowing / Employee behaviour should also be recorded.
- Social media check
- Type (and date) of DBS disclosed* †
- Date of Occupational Health clearance*†

* Fields marked with an asterisk (*) – these do not require validation as part of the annual FPPR unless a specific reason arises. However, these fields should still be updated in the event of a change to the information held.

† While not requiring annual validation, checks will be refreshed and reviewed on a three-year cycle.