**Job description – Director of Operations**

**Purpose**

The Cobseo Director of Operations leads the Cobseo Office team and is responsible for the effective and efficient operation of Cobseo in pursuance of the Executive Committee’s direction set out in the Confederation’s Strategic Framework and its annual Business Plan.

**Key Details:**

**Reporting to:** CobseoExecutiveChairman

**Status:** Full time (35 hours per week)

**Salary:** Acompetitive package is offered depending on skills and experience

**Location:** Mountbarrow House, 6-20 Elizabeth Street, London SW1W 9RB

**Key Responsibilities**

**Operational Management.**  The post holder will lead all aspects of Cobseo’s day to day operations in accordance with the direction of the Cobseo Executive Committee. The post holder’s key responsibilities in this regard are to:

* plan and manage the day-to-day running of Cobseo to meet the Confederation’s objectives;
* develop and implement, once approved, the annual Cobseo Business plan;
* support the Executive Chairman and Executive Committee as required;
* ensure the sound financial management of Cobseo overseeing the preparation of the annual budget and the quarterly management accounts;
* line manage the Cobseo team and other seconded or contracted staff, providing them with appropriate oversight and direction;
* develop and implement projects as directed by the Cobseo Executive Committee, ensuring the effective management of project delivery and costs;
* represent the Cobseo membership in the delivery and ongoing development of the Cobseo Caseworking Management system (CMS - Mosaic), as a board member of the CMS Management Board and as an ex officio director of SSAFA CMS Ltd, the project delivery vehicle; and
* fulfil the role of Company Secretary for Cobseo, advising the Executive Committee on matters of company governance and compliance.

**Representation**. The post holder will represent Cobseo across the Sector, working with the Executive Chairman and Executive Committee to promote Cobseo and develop its relationships with Service Charities, Government, regulators, and other key stakeholders at operational level. In accordance with Executive Committee direction, the post holder’s key responsibilities are to:

* represent Cobseo’s interests to Government, other key stakeholders and members;
* lead the consolidation of Cobseo’s input to Government and Sector consultation on major initiatives including the Veterans Strategy and the Armed Forces Covenant;
* coordinate the Cobseo team’s actions to encourage and facilitate co-operation and collaboration across the Service Charity sector, enabling and developing the Cluster structure;
* ensure the effective implementation of policies, resources and services to support the Cobseo membership; and
* respond to approaches from a wide spectrum of people and organisations seeking engagement with Cobseo.

The post holder may be required to carry out other duties that are considered reasonable within the scope and purpose of the job and aptitudes of the job holder.

**Person Specification**

**Experience, Skills and Knowledge**

Essential:

* Strong leadership and organisational skills, with proven experience of leading small to medium sized organisations and managing a significant and varied body of work.
* Strong track record of setting clear objectives and delivering against them.
* Excellent financial skills with proven ability to plan and manage core and project budgets.
* Very effective communication skills, both written and verbal.
* Excellent interpersonal skills, able to establish strong, collaborative relationships with members and key stakeholders at Trustee, Chief Executive and senior management level.
* A deep understanding of and sympathy for the needs of the Armed Forces Community.
* IT literate with proficiency in Microsoft Office and a good understanding of the internet and the role of websites and social media in promoting an organisation.

**Personal Attributes:**

* Integrity
* Strong work ethic
* Flexibility
* Cultural awareness and sensitivity

Annex:

1. Additional Information – About Cobseo

**Annex A**

**About Cobseo**

Cobseo is a membership organisation of c900 charities and organisations supporting the Armed Forces Community, which includes serving personnel, veterans, families and dependants. There are:

* 255 Full Members: charities ranging in size from the very large (Royal British Legion, SSAFA, Help fop Heroes etc.) to much smaller local charities, all of whom have the same primary purpose of promoting and furthering the welfare of the Armed Forces Community;
* 45 Associate Members: charities or organisations that make a significant contribution to the Armed Forces Community but have other beneficiaries also;
* 600 Association Branches: all are independently registered charities belonging to and represented by four Cobseo Members (TRBL Scotland; the Royal Air Force Association; the Royal Naval Association; and the Parachute Regiment).

Cobseo is a company limited by guarantee and its Objects are to represent, promote and further the interest of the Armed Forces Community by:

* Exchanging and coordinating information internally.
* Identifying issues of common concern and coordinating any necessary and appropriate action.
* Acting as a point of contact for external agencies to the members of Cobseo.
* Representing and supporting the needs and opinions of its member organisations, individually and collectively, at central and local government level, and with other national and international agencies.

Cobseo provides a direct interface between the needs and requirements of the Armed Forces Community with: Government, including local government and the Devolved Administrations; the Royal Household; statutory bodies; the Private Sector; and other Third Sector organisations. This enables Cobseo Members to interact with all interested parties, and to co-operate and collaborate with other Members in order to provide the best possible support to beneficiaries.

The core Cobseo team is small, consisting of: Executive Chairman; Director of Operations; Director of Governance Support\*; Head of Membership & Finance; Head of Communications; Programme & Cluster Manager\*; Project Officer\*; and two support co-ordinators\*. Those posts shown with \* are funded either by a central OVA/MoD grant (to April 2025) or by a Covenant Fund Trust grant (to December 2024). The Executive Committee consists of 17 Directors, each of whom is the Chief Executive of a Member organisation, with 8 Permanent Members appointed from the large charities, and 9 Elected Members, each of whom serve for a tenure of three years, and with three Elected Member positions coming up for election each year.

In summary, Cobseo exists to encourage and facilitate greater co-operation and collaboration across the Service Charity Sector and to engage and influence decision makers for the benefit of the welfare of the Armed Forces Community such that the lives of beneficiaries are positively enhanced by the effectiveness, efficiency and delivery of support of military charities.