

## **JOB DESCRIPTION**

<b>Job Title:</b>	Chief Operating Officer
<b>Location:</b>	16 Bedford Square, London WC1B 3JA
<b>Managed by:</b>	Director
<b>Managing:</b>	Digital Lead
	Human Resources Manager
	Operations Lead

### **Main Purpose of the Job**

To provide strategic leadership for the Paul Mellon Centre for Studies in British Art (PMC) as a member of its Senior Leadership Team (SLT), responsible for working closely with the Director on all aspects of the administration and operations of our activities, cross-programme strategic planning, good governance and the successful delivery of our resources and services. The Chief Operating Officer (COO) provides leadership and oversight of all operations and infrastructure, both physical and technological, at the Centre. The postholder will play a crucial role in the development of the professional organisational culture and, in particular, ensuring the values of equality, diversity and inclusion run across all activities at the Centre. Working closely with the Director, Chief Financial Officer (CFO), members of SLT and our Board of Governors at Yale University, the COO will play a central role in the good governance and risk management of the Centre's operations and services.

### **Main Responsibilities and Duties**

#### **Senior Leadership Team (SLT)**

The postholder will sit on the Centre's SLT and assist the Director and fellow-SLT members in overseeing the PMC's activities and development, and delivering the Centre's mission, vision and strategic priorities. As a member of the SLT, the COO will play a key role in helping maintain good governance (including providing strategic recommendations and drafting policy and governance documents) and maintaining and developing organisational culture, values and reputation with all staff, associates and external stakeholders. They will serve as an ambassador for the Centre within the wider sector and, as required, the postholder will deputise for the Director's activities and temporarily take on additional team and line management duties within the Centre.

#### **Other Areas of Responsibility**

##### **Strategy and Planning**

The postholder will:

- lead on strategic planning and delivery, working closely with the Director to operationalise the Centre's mission, vision and values
- lead on project management for all Centre-wide initiatives, ensuring that all necessary infrastructures are in place to achieve desired outcomes and align with the Centre's strategic priorities
- lead on equality, diversity and inclusion (EDI) policy and initiatives, creating a strong culture of inclusivity and belonging across all of the Centre's work

- work closely with the CFO and Finance Team to contribute to the annual budget and planning process
- coordinate with the CFO to contribute to the annual external audit process and reporting to the Board of Governors
- provide structure and support through line management to the Digital Lead, working closely on development of workforce and audience data collection and insight to ensure effective measurement and analysis across programmes and activities

## Risk Management

The postholder will:

- lead the Centre's overall risk management, including maintaining the Centre's risk register.
- work with the Director and CFO to manage the Centre's risks, and develop and implement related strategy, processes and policies, and the charity's good governance across activities
- prepare relevant documents related to risk management for Board of Governors meetings
- act as organisational lead on statutory and other compliance legal matters, especially those relating to the PMC's charitable activities
- collaborate with the CFO to assess and mitigate against risks facing charitable organisations
- work closely with the Centre's Archivist, Records and Data Protection Manager to ensure legal compliance and the implementation of best practice regarding the use of data across the organisation and GDPR law
- support the CFO with the management of the Centre's insurance cover
- liaise with colleagues at Yale University to share best practice in this area

## Operations and Infrastructure

The postholder will:

- provide an access-centred approach across our activities, helping people to connect with our work at our premises, as well as remotely
- provide structure and support through line management to the Operations Lead to ensure the effective running of all the Centre's operations creating the physical and digital facilities of a world-class research centre
- be responsible for the assessment and long-term planning of the Centre's property needs
- ensure the organisation is compliant with relevant legal obligations (i.e. Health and Safety)
- oversee the organisation's IT operations and work with the Operations Lead to ensure the hardware, software, systems and services are fit for purpose and that procurement procedures are in place and followed across the Centre
- provide structure and support through line management to the Digital Lead, ensuring that our digital activities remain sector leading
- work with the CFO and Finance Team to implement robust financial systems

- be accountable for cybersecurity and data security across the Centre
- work closely with the Operations Lead on the development of a sustainability strategy and policy, with a key focus on climate and environment

## People and Culture

The postholder will:

- inspire and create a culture of high professional standards, excellent planning and cultural leadership across the organisation
- champion inclusive, transparent and inspirational ways of working
- provide structure and support to the Human Resources (HR) Manager, overseeing the strategic work related to this area and working closely with the HR Team and the Director to create a positive, forward-looking and accountable organisational culture
- ensure that all areas of the Centre's activity are connected and work well together to achieve the Centre's mission, vision and values
- research and advise SLT on new trends and good practice relating to working habits, culture and structures

### **Additional Information:**

It is expected that employees will develop personal skills and capability through ongoing training, as provided by the Centre or elsewhere subject to Centre approval. It is not possible to cover all potential responsibilities in the job description and it is therefore expected that the postholder will cover tasks that are within their capabilities which are not specifically covered within their job description therefore flexibility is required.

The Paul Mellon Centre for Studies in British Art reserves the right to update and amend this job description from time to time as organisational requirements dictate.