

Job Title: Chief Operations Officer

Reports to: CEO

Location: Bristol. This is a hybrid role with a mix of office and home working. Mondays and Wednesdays usually office based (BS5). Friday availability is essential.

Hours: 30–37.5 per week, depending on candidate preference. All year round.

Salary: £32,760 – £40,950, depending on hours agreed with the successful candidate.

Contract: Temporary for 1 year.

About Bristol Parent Carers

Bristol Parent Carers (BPC) is a parent carer-led charity bringing together families of children and young people (aged 0–25) with special educational needs and disabilities (SEND) in Bristol. We work with local services and partners to improve support, influence decision-making, and ensure the voices of families shape the services they rely on.

Our vision is a Bristol where children and young people with SEND, and their families, are valued, supported and able to thrive.

Purpose of the Role

The Chief Operations Officer (COO) is a senior leadership role responsible for ensuring that Bristol Parent Carers operates effectively as the organisation continues to grow in scale, complexity and influence.

The role provides strategic leadership for the organisation's systems, structures and ways of working, strengthening the organisational foundations that enable the team to deliver lasting impact for Bristol's SEND community.

Working in close partnership with the CEO, the COO plays a central role in translating jointly agreed strategy and organisational development into effective delivery across teams, embedding strong systems and ensuring that people, processes and governance support high-quality impact for families.

Alongside the CEO and two Heads of Service, the COO will support the implementation of the charity's development plan, coordinating actions across teams and tracking progress against agreed priorities, while enabling the CEO to focus on partnerships, external relationships and influence.

Key Responsibilities

1. Leadership and Management

- Lead and support the BPC operational team, fostering a positive, collaborative and high-performing culture.
- Translate and develop the charity's strategic long-term development plan into clear operational objectives and deliverables.
- Provide strong, values-led leadership that models inclusion, integrity and respect for lived experience.

2. Operational Delivery

- Work with the Head of Community and Engagement and the Head of Parent Voice to support teams to deliver the key strands of the charity's development plan and oversee the effective delivery of BPC's programmes and participation work.
- Develop and strengthen operational systems, policies and processes to support efficient and compliant delivery.
- Ensure appropriate management of safeguarding, health and safety and organisational risk.

3. Human Resources

- Act as the first point of escalation for HR issues, managing investigations or capability concerns in line with policy.
- Liaise with the external HR provider to ensure fair and compliant resolution of issues before escalation to the CEO.
- Ensure line managers are confident in supervision, performance management and early-stage concerns.

4. Governance and Compliance

- Ensure compliance with legal, regulatory and contractual obligations.
- Support the CEO with governance reporting, policy development and documentation for trustees.
- Maintain accurate records and transparent decision-making processes.

5. Organisational Development and Improvement

- Work with the CEO and senior team to assess organisational capacity, prioritise resources, and ensure the charity is structured to deliver its strategic priorities effectively.
- Lead impact measurement, evaluation and learning to drive continuous improvement.
- Identify inefficiencies or duplication and implement improvements across systems and processes.
- Embed and monitor standard operating procedures across teams.
- Provide clear reporting on progress, risks and capacity pressures to support effective decision-making.
- Contribute to strategic planning, innovation and long-term organisational sustainability.

Person Specification

Essential

- Significant experience in a senior operational or leadership role within a charity, social enterprise, or similar organisation.
- Experience leading and supporting staff teams, managing priorities across multiple programmes, projects and organisational functions.

- Strong understanding of organisational management, including HR, governance, compliance and risk.
- Experience overseeing budgets, operational planning and organisational systems.
- Excellent organisational, interpersonal and communication skills, with the ability to build positive working relationships.
- Strategic thinker with the ability to translate plans into practical delivery.
- Calm, solutions-focused approach under pressure, with strong judgement, attention to detail and the ability to balance firmness with empathy.
- Strong commitment to inclusion, co-production and amplifying the voices of families with lived experience.

Desirable

- Knowledge of the SEND system and the challenges facing families in Bristol.
- Experience working in partnership with local authorities, health services or the voluntary and community sector.
- Personal or professional experience of caring for or supporting someone with special educational needs and/or disabilities.
- Experience supporting or managing neurodivergent staff and creating inclusive working environments that enable different ways of working.
- Experience embedding equality, diversity and inclusion (EDI) within organisational culture, policies or programmes.