



CHIEF OPERATING OFFICER

BACKGROUND

The Provident Medical Insurance Company is a new and exciting consumer-governed, private, non-profit health insurance plan, designed to improve consumer choice, enhance competition, and promote integrated models of care. The Company's day-to-day activities are governed by its Consumer Oriented and Operated Plan (CO-OP) which operates under the control of a consumer-elected board. The primary purpose of the CO-OP is to expand public access to affordable, quality private health care through an unprecedented level of consumer, provider, and community engagement in health promotion and management. The CO-OP will strive to improve access to health resources across all sections of the community.

JOB SPECIFICATION

The CO-OP is seeking a talented Chief Operating Officer to report directly to the CEO to develop and set strategic direction, provide tactical guidance on implementation, leverage and integrate processes across the organisation and with vendors.

This is an exciting and challenging role with responsibility for the development, design, implementation and improvement of infrastructure with the goal of creating the systems and efficiencies necessary for the organisation to grow its programmes and enhance the quality of its services to customers.

The Chief Operating Officer will be responsible for company-wide leadership, strategy, operations and management and will oversee the finance, contract compliance, human resources, facilities, and technology functions and ensure that each runs effectively.

It is expected that the Chief Operating Officer will be an individual who is skilled in balancing internal management with external leadership, business development, and visibility to support growth goals. While managing the organisation's overall activities, he/she will foster an environment of accountability, performance excellence, collaboration, and innovation among the staff and will demonstrate fiscal responsibility.



KEY JOB REQUIREMENTS

- Inspire, develop and evaluate the Directors of Finance, Contract Compliance, Human Resources, Information Systems and Building Services.
- Provide inspirational leadership to support the corporate mission.
- Maximize financial assets in order to develop the annual budget and plan for capital needs.
- Ensure compliance with all government standards related to eligibility and establish and refine internal quality assurance controls.
- Conduct financial planning, modelling and forecasting for all functional areas.
- Manage the annual audit, cash and investments, risk exposures, legal and finance compliance issues and vendor relationships.
- Analyse and communicate the financial position, statements, and reports to the CEO, Board, Finance Committee and leadership team.
- Administer the performance based compensation policy and work with legal advisers on HR legal and compliance issues.
- Ensure effective technology equipment, capacity, support and backup and provide leadership for planning future technological needs and strategies.

SKILLS AND ABILITIES

- To be able inspirationally, to lead and nurture the commitment to the organisation's common vision/values and align people and resources with strategic priorities.
- Strong financial acumen with a solid understanding of how business operations affect P&L and/or experience creating and managing a budget.
- Experience in managing complex operations and growth accountability, with additional functional breadth in marketing and promotion, public relations, client management, and business development.
- Possesses an articulate and persuasive communication and presentation style in a manner that fosters understanding, commitment and results.
- Anticipates and drives change through the organisation, willing to take calculated risks, establishes aggressive goals and is relentless in delivering results.

TERMS AND CONDITIONS

- The contract is for full-time permanent employment. The salary is £200,000 pa.
- The hours worked are an average of 42 hours per week but there will be occasional longer or irregular hours and some evening work is an integral part of the job.
- The annual leave entitlement is 25 days plus statutory bank and public holidays.