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**Application Pack**

**Chief Operating Officer**

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Description automatically generated](https://www.facebook.com/handstogetherludlow)Registered Charity number 1171979       @handstogetherludlow

**www.handstogetherludlow.org.uk**

July 2025

A picture containing text, clipart

Description automatically generatedDear Applicant

Many thanks for your interest in the role of Chief Operating Officer with Hands Together Ludlow.

Please read through the application pack carefully and give attention to the Guidance Notes for Applicants document (in this pack) when completing your form. CVs will not be accepted. However, we do recognise transferable skills so if you feel your skills and experience are relevant, please do apply explaining how your experiences meet the requirements of the role.

The formal closing date for applications will be midnight on Monday 18th August but we encourage candidates to submit applications promptly; applications received after the closing date will not be considered.

Formal interviews will be held the week of 1st September and will involve both a pre-prepared presentation and formal questions.

We hope that the successful applicant will be able to join us as soon as possible after appointment so please indicate on your application when you would be able to start work with us.

We look forward to receiving your application.

Yours sincerely

Sue Chantler

Sue Chantler

Chair of Trustees

**Logo

Description automatically generated2. Job description**

**About the role**

**Job Title:** Chief Operating Officer

**Employer:** Hands Together Ludlow

**Salary:** Up to £43,000pa depending on qualifications and experience

**Hours:** 35 hours a week over 5 days

**Contract:** Permanent

**Start**: As soon as possible

**Welcome to Hand Together Ludlow and thank you for considering this exciting opportunity to lead our HTL executive function.**

Hands Together Ludlow works with partners, stakeholders and volunteers to create a more equitable community in and around Ludlow by reducing isolation, poor health and wellbeing and financial hardship. By bringing volunteers and beneficiaries together through a range of services, we fill the gaps, provide opportunities and support the community to support itself. We believe in building resilience and not dependence.

The charity has been in existence since 2017 and has grown enormously over the years. With a team of 5 employees and around 100 volunteers you will lead the executive function in a very hands-on way to deliver the Trustees’ objectives and business plan.

Our new Chief Operations Officer will pick up the baton passed by our departing COO who took on the challenge with gusto. Our new post holder will be able to build on the current activities and draw on their own skills and experience to take HTL to the next stage in its development.

For a more complete picture of HTL go to our website at [www.handstogetherludlow.org.uk](http://www.handstogetherludlow.org.uk)

The job description gives a broad outline of the duties of the post. If you would like to know more, please contact Sue Chantler, chair of trustees at sue.chantler@handstogetherludlow.org.uk

**Job Summary**

Providing help, support and opportunities to over 600 people each year, HTL plays a vital role in the town. We are looking for an exceptional individual to take HTL into the next stage in its development. You will be joining a robust organisation with clear policies and procedures in place, in excellent financial order and with a competent, committed and professional staff team.

We are looking for an experienced leader to join our team as a COO. You will be responsible for all aspects of the charity including the day-to-day leadership, funding, operational delivery and development, supported by a Board of Trustees, staff of five and around one hundred volunteers.

You will be based in our Ludlow office, with some activity in other venues in the town as required.

You will be an organised and enthusiastic individual with experience of management (preferably in the charity or third sector arena), ready to join an organisation where no day is the same. If you enjoy working in a collaborative environment, have excellent organisational skills, are passionate about supporting the people of Ludlow and you share our values, then this is an ideal opportunity for you. We’d love to hear from you.

**Duties and Responsibilities:**

**Management**

* Management responsibility for operations and performance to deliver business objectives.
* Manage the team, providing regular supervision and support, informal and formal appraisal and motivate them to deliver the aims and objectives of HTL.
* Manage and mitigate business risks and ensure compliance with HTL policies and procedures instilling these into the organisation.
* Through the Chair of Trustees (on behalf of the Trustees’ Board), act as liaison between operations and the trustees and as required and at quarterly trustees’ meetings.
* Ensure resources, including staff and volunteers, are deployed effectively and efficiently.
* Amongst other governance obligations, understand and action Children, Young Person and Adult safeguarding, Health and Safety requirements and Equality, Diversity and Inclusion and other legal and regulatory requirements as necessary.

**IT**

* Ensure IT provision is fit for purpose.
* Compile and analyse reports and statistics as needed.

**Planning**

* Generate income and secure resources, including making funding applications, develop funding relationships with trusts, foundations and individuals.
* Initiate and manage change in accordance with strategic priorities.
* Identify gaps in knowledge, skills and understanding of staff and volunteers, and initiate training.
* Develop and implement project plans to facilitate delivery of strategy and business plans.
* Develop and implement quality assurance, monitoring and evaluation systems.
* Implement, review and develop policies and procedures.

**Financial management**

* Prepare and manage budgets as approved by the Board, provide information as required and enable prudent forecasting.
* Manage and review costs and expenditure and funding systems and grants as required by donors and by charity law.

**Partnership working**

* Instigate, develop and maintain productive working relationships with strategic partners and stakeholders. Identify the broader reach of HTL and its role in facilitating relationships between charities and volunteering in Ludlow.

**Marketing and promotion**

* Manage the marketing and promotion of by reviewing and updating the website and using regular social media posts to promote and feedback on activities.

**Communication**

* Work with representatives within the community to promote the aims and objectives of HTL and publicise the charity’s services to the community.

**Other Duties**

* Building and facilities management
* Anything else reasonable and commensurate with the role.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to drive the development and delivery of Hands Together Ludlow.

**Person Specification**

**Experience and Knowledge**

As we are a small team, your role will include plenty of opportunities to develop a wide range of skills across all aspects of our work.

|  |  |  |
| --- | --- | --- |
| **Personal Qualities** | **Essential** | **Desirable** |
| 1. The ability to build rapport and be understanding, supportive, empathetic andencouraging of others at all levels. | X |  |
| 1. Demonstrate an understanding of and commitment to equality, diversity and inclusion. | X |  |
| 1. Be aligned with the ethos and values of HTL | X |  |
| 1. Able to work independently, demonstrate leadership and be part of the team. | X |  |
| 1. Ability to work flexibly, occasionally outside office hours. | X |  |
| 1. Willing to take on education and training as required by the role. | X |  |
| 1. Able to plan, prioritise and schedule workload of self and others. | X |  |
| **Experience** |  |  |
| 1. A strategic thinker, being able to shape, plan and deliver work. | X |  |
| 1. Can develop strong relationships with a wide range of stakeholders to promote partnership and joint working for the benefit of the community with demonstrable skill in leading and managing people. | X |  |
| 1. Has made improvements to an organisation that have led to greater positive impact on the organisation and those it serves. | X |  |
| 1. A working knowledge of relevant legislation and implementation within organisations and workplaces. | X |  |
| 1. A proven track record of successful fundraising, and the management of funders on progress, outcomes and project impact. | X |  |
| 1. Accurate and timely project management and able to analyse data and evaluate its impact. | X |  |
| 1. Able to plan, prioritise and schedule workload of self and others. | X |  |
| 1. Excellent communication skills, both written and presentational. | X |  |
| 1. Excellent IT user skills including working knowledge of MS Office or similar software. | X |  |
| 1. A working knowledge of producing a financial plan, cash flow and ensuring financial competence and compliance with experience of preparing funding applications. | X |  |
| **Other** |  |  |
| 1. An understanding of how charities and the charitable sector operate |  | X |
| 1. Experience of volunteering and/or the voluntary sector |  | X |
| 1. Experience of supporting people in need and/or crisis |  | X |
| 1. Experience of Adult and Children and Young Persons safeguarding legislation, policies and referral pathways. |  | X |
| 1. An interest in food issues, food poverty and surplus food. |  | X |

**3. Guidance Notes for applicants**

**Application form**

Please complete your application and submit it **by email**, along with your Diversity Monitoring form, to be received no later than the closing date. Complete the form in black ink, black ballpoint pen or typed. We prefer your form to be emailed to us rather than hard copy.

If you don’t have access to a computer, you are welcome to use one at our Hub during opening times, just call us to book a slot. The library also has computers you can use.

Diversity forms will be separated from your application on arrival so if you choose to return PDFs, please send the application and diversity forms as separate documents.

Please do not send in your CV. It will not be considered if you do.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview.

The enclosed person specification lists the minimum requirements for this post. When short listing for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.

It is important that you complete the application form as fully and accurately as possible, ensuring that you give **specific examples which demonstrate how you meet the criteria for the role for which you are applying**.

The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting, other life experiences and skills may be just as valid.

If you are shortlisted for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.

**Disability**  
Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## **Entitlement to work in the UK.**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Hands Together Ludlow does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Diversity Monitoring**

Hands Together Ludlow values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Hands Together Ludlow.

This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

## **Information, experience, knowledge, skills and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

* Specific – give a specific example.
* Task – briefly describe the task/objective/problem.
* Action – tell us what you did.
* Results – describe what results were achieved.

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

# Shortlisting outcomes

Shortlisting will begin as and when candidates apply and up to the closing date. Shortlisted candidates will then be invited to interview which will include a pre-prepared presentation on topic provided by the panel, and formal Q&A. Candidates will also have the opportunity to ask questions at this stage.

We are unable to give feedback to those not shortlisted but will do so for those invited for interview but not successful.

**References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.

The other referee should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.References will only be taken up for successful candidates following interview.

**Criminal convictions**

Anyone who applies to work within Hands Together Ludlow will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Hands Together Ludlow – much will depend on the type of job you have applied for and the background and circumstances of your offence. All convictions will be considered on an individual basis.

Disclosure and Barring Service checks are only requested where proportionate and relevant to the post concerned. Due to the nature of the work, the post for which you are applying will require Enhanced Disclosure.

**4. CONFIDENTIAL APPLICATION FORM**

**Please return this form by email to:**

Susie O’Hagan

[susie.ohagan@handstogetherludlow.org.uk](mailto:susie.ohagan@handstogetherludlow.org.uk)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Please refer to the **Guidance Notes for Applicants** before completing this application form.  We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted. | | | | |
| **Position applied for** | | | | |
| Job title | Chief Operating Officer | | | |
| Job reference | COO/825 | | | |
| Location | 15 Lower Galdeford. | | | |
| **1. Individual information** | | | | |
| **Personal information and address for correspondence** | | | | |
| First name(s) | |  | | |
| Last name | |  | | |
| Address | | Postcode: | | |
| Telephone home | |  | | |
| Telephone work | |  | | |
| May we contact you at work? | | | Yes / No | |
| Mobile | |  | | |
| Email | |  | | |
| We will normally contact you by mobile or email, however, if you would prefer to be contacted using another method, please let us know here: | | | |  |
| When would you be available to take up the post? | | | |  |
| Please refer to the accompanying letter for the interview date. Do you have any problem with this date? | | | |  |

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| **Entitlement to work in the UK** |
| **To take up this post you must have the right to work in the UK.**  Please note that Hands Together Ludlow does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.  I confirm I have the right to work in the UK (please tick) |

|  |  |
| --- | --- |
| **Criminal convictions** | |
| Having a criminal record will not necessarily bar you from working for Hands Together Ludlow – much will depend on the type of job you have applied for and the background and circumstances of your offence.  For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack.  Please see Guidance Notes and Application Pack for further details. | |
| Have you had any previous convictions **not regarded as spent** under the Rehabilitation of Offenders Act 1974? | Yes / No |
| If YES, please provide details of the offence and the date of conviction. (Continue on a separate sheet if necessary) | |

|  |  |  |
| --- | --- | --- |
| **References** | | |
| Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity.  Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. | | |
| **Referee 1** |  | |
| **Name** |  | |
| **Position held** |  | |
| **Organisation** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |
| **Referee 2** |  | |
| **Name** |  | |
| **Position held** |  | |
| **Organisation** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |

|  |
| --- |
| **2.Information, experience, knowledge, skills and abilities** |
| **IMPORTANT INFORMATION** |
| **It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.**   * Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification.** * Please ensure that you address **all** the criteria on the person specification using the same order and numbers. Boxes will grow as you type. * Remember to tell us what you can bring to ***this*** role. |
| **Personal Qualities** |
| 1. |
| 2. |
| 3. |
| 4. |
| **Skills, knowledge and abilities** |
| 5. |
| 6. |
| 7. |
| **Experience** |
| 8. |
| 9. |
| 10. |
| 11. |
| 12. |
| 13. |
| 14. |
| 15. |
| 16. |
| 17. |
| **Other** |
| 18. |
| 19. |
| 20. |
| 21. |
| 22. |

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| --- | --- | --- | --- |
| **3. Career history** | | | |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.) | | | |
| **Employer’s name and address and type of business.** | **State position held and briefly outline the nature of the work and your responsibilities.** | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |

|  |  |  |
| --- | --- | --- |
| **4. Educational history** | | |
| Please give details of educational qualifications you have obtained from school, college, university etc. | | |
| Subject | Level | Grade |
|  |  |  |

|  |
| --- |
| **5. In your own words (max 500)** |
| **Please tell us what you would bring to this role, what interests you about it, details of any professional qualifications, including any job-related training that you have undertaken. Applications can be very competitive and here is where you can show us more about YOU and why you would be great for this role and for Hands Together Ludlow** |
|  |

|  |  |
| --- | --- |
| **Declaration** | |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Hands Together Ludlow, and if appointed, for the purposes of employment at Hands Together Ludlow.  I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed. | |
| **If you are sending your application form by email, please mark this box** ☐ **(as a substitute for your signature) to confirm that you agree to the above declaration.** | |
| Signed: | Dated: |

**Please complete Section 5 on the next page.**

|  |
| --- |
| **Section 5. Diversity monitoring**  **CONFIDENTIAL FORM** Please note **Section 2** will be detached before sending your application to the recruitment panel for shortlisting. |

|  |  |
| --- | --- |
| **Position applied for:** | Chief Operating Officer |

|  |
| --- |
| Hands Together Ludlow is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the following information.  All information will be treated confidentially and will be separated from your application form before making any selection decisions.  If you prefer not to answer any of the questions, please leave them blank.  **General Data Protection Regulations (GDPR)**  Under data protection law we are allowed to ask for this information as its sole purpose is to allow us to monitor the diversity of our applicants.Hands Together Ludlow will keep the information secure and confidential and use it only for the purposes of recruitment and selection diversity monitoring. If you become an employee of Hands Together Ludlow, the information will be retained for the purpose diversity monitoring only.  Thank you for your co-operation.  **The following information will not be seen by the recruitment panel and will not affect your application.** |

**Age**

❒ Under 25 ❒ 25-34 ❒ 35-44 ❒ 45-54 ❒ 55-64 ❒ 65 and over

**Gender**

❒ Female ❒ Male

❒ I prefer to use another term   
Please write in …………………………………………

**Gender Identity**  
Is your gender identity the same as the gender you were assigned at birth?

❒ Yes ❒ No ❒ Prefer not to say

**Sexual orientation**

What is your sexual orientation?

❒ Bisexual ❒ Gay man ❒ Gay woman / lesbian

❒ Heterosexual / straight ❒ I prefer to use another term   
Please write in ………………………………………… ❒ Prefer not to say

**Ethnic origin**

How would you describe yourself? Choose **one** section and tick the appropriate box within it.

**A** **White**

❒ British ❒ English ❒ Scottish ❒ Welsh ❒ Northern Irish ❒ Irish ❒ Gypsy or Irish Traveller ❒ Any other White background, please write in …..……………………………………

**B Mixed / multiple ethnic groups**

❒ White and Black Caribbean ❒ White and Black African

❒ White and Asian ❒ Any other Mixed/multiple ethnic background,   
please write in …..……………………………………

**C Asian or Asian British**

❒ Indian ❒ Pakistani ❒ Bangladeshi ❒ Chinese

❒ Any other Asian background, please write in ….……………………………………A SUMMARY GUIDE 7

**D Black / African / Caribbean / Black British**

❒ Caribbean ❒ African ❒ Other Black / African / Caribbean background,   
please write in …..……………………………………

**E Another ethnic group**

❒ Arab ❒ Any other ethnic group, please write in …..……………………………………

**F** ❒ **Prefer not to say.**

**Disability**

Hands Together Ludlow believes that people are disabled by the barrier’s society places in their way and not by their own impairments. We believe everyone has a role to play in society and we want the service to benefit from the widest range of talent available.

A disabled person is defined under the Equality Act 2010 as someone with a ‘**physical or mental impairment which has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities**.’

Do you consider yourself to be disabled under the Equality Act 2010?

❒ Yes ❒ No ❒ Prefer not to say

*The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.*

**Religion or belief**

Which group below do you most identify with?

❒ No religion ❒ Buddhist

❒ Christian (incl. Church of England, Catholic, Protestant & other denominations)

❒ Hindu ❒ Jewish ❒ Muslim ❒ Sikh

❒ Any other religion or belief please write in ….……………………………………

❒ Prefer not to say

From which website, publication or other source did you FIRST learn of the post?

………………………………………………………………..