

<b>Job title</b>	Deputy Chief Operating Officer
<b>Level</b>	SOT
<b>Reporting to</b>	Chief Operating Officer
<b>Responsible for</b>	Heads of Operations
<b>Salary</b>	£85,000 - £90,000
<b>Location / travel requirements</b>	Hybrid – attendance at Head Office and clinics required
<b>Leadership group</b>	SOT

## Job purpose

**BPAS are an independent healthcare charity which, for more than 55 years, has been advocating and caring for women and couples who decide to end a pregnancy. We are the leading specialist of abortion advice and treatment in the UK, supporting over 100,000 women a year in over 50 healthcare clinics nationwide.**

**We are entering a period of significant change for our organisation, and our workforce, having emerged from a difficult period we launched our new Strategy, putting our people and our patients at the heart of the organisation.**

**BPAS' vision is for a society in which women are trusted to make their own reproductive choices with access to the information and services needed to exercise those choices.**

The Deputy Chief Operating Officer is a senior organisational leadership role, supporting BPAS to deliver safe, effective, accessible, high-quality and sustainable services across its clinics, telemedicine and related operational services.

The Deputy Chief Operating Officer holds delegated accountability from the Chief Operating Officer for the leadership, management and delivery of operational services across BPAS. The postholder plays a critical role in translating organisational strategy into operational practice, ensuring consistency, performance, quality, continuous improvement and effective day-to-day delivery across services.

The role provides senior operational leadership across BPAS, leading designated operational areas and senior operational colleagues, ensuring that services are well-led, patient-centred, compliant and responsive to organisational priorities. The postholder works closely with medical, nursing, midwifery, finance, business development, people, performance, governance and corporate colleagues to ensure joined-up operational delivery.

The postholder will deputise for the Chief Operating Officer when required, acting within agreed delegated authority and contributing to senior decision-making, organisational assurance and the effective running of BPAS.

## Role Dimensions

- Delegated authority from the Chief Operating Officer for defined operational leadership responsibilities.
- National operational scope across BPAS sites, clinics, telemedicine and related service delivery areas.
- Responsibility for leadership of senior operational colleagues, including Heads of Operations / Regional Operational Managers.
- Accountability for agreed programmes of operational transformation and service model development
- Significant influence over service delivery, quality, performance, patient experience and operational sustainability.
- A key role in performance management, KPI oversight, recovery planning and operational improvement.
- A key role in ensuring operational governance, risk management, regulatory compliance and inspection readiness.

## Principal accountabilities

### 1. Organisational Leadership and Strategic Delivery

- Hold delegated accountability from the Chief Operating Officer for defined areas of operational leadership, service delivery and organisational performance in line with agreed delegation arrangements/SORD
- Translate BPAS's organisational strategy and annual business plan into effective operational delivery across services, sites and service lines.
- Act as a senior operational integrator across clinical, nursing, midwifery, performance, finance, people and corporate functions, ensuring alignment between strategic priorities and operational delivery.
- Work as part of the clinical service delivery triumvirate with the Deputy Chief Medical Officer and Deputy Chief Nursing & Midwifery Officer to ensure safe, effective and sustainable day-to-day services.
- Lead key programmes of work that support the delivery of sustainable, consistent and effective services across BPAS.
- Contribute to organisational planning, policy development and senior decision-making, ensuring that operational implications, risks, dependencies and opportunities are understood and addressed.
- Deputise for the Chief Operating Officer when required, acting within agreed delegated authority and representing the operational function in senior internal and external forums.

### 2. Operational, Functional and Performance Accountability

- Provide senior operational leadership to support the delivery of safe, effective, patient-centred and productive services across BPAS.
- Provide direct leadership to designated operational areas and senior managers, ensuring clear accountability, consistent delivery and visible leadership across staff teams.
- Ensure delivery against agreed operational, clinical, financial and quality objectives, including KPIs, performance standards and service priorities.
- Work with other senior colleagues to monitor operational performance, identify risks or underperformance, and implement corrective actions.
- Lead the development and delivery of operational plans, ensuring that service capacity, workforce, resources and performance trajectories are aligned to patient need and organisational priorities.
- Chair and/or contribute to key internal operational and governance forums, ensuring effective oversight, decision-making, escalation and follow-through.
- Ensure that cluster, regional and service leadership teams develop and deliver service plans that meet regulatory, contractual, quality and organisational requirements.
- Use operational, clinical, workforce and financial data to anticipate issues, identify improvement opportunities and support timely intervention.

### 3. Quality, Governance, Risk and Assurance

- Promote a culture of openness, learning, accountability and continuous improvement, ensuring risks and quality concerns are identified, escalated and addressed appropriately.
- Ensure robust systems of operational and clinical governance are in place across the delegated operational remit.
- Identify, assess, and manage operational risks, ensuring appropriate mitigation, escalation and reporting to the Chief Operating Officer and relevant governance forums.
- Ensure operational services are compliant with relevant regulatory standards, including CQC and HIW requirements, and aligned to internal governance frameworks.
- Lead or support preparation for inspections, external reviews and assurance processes, ensuring that operational areas are inspection-ready and able to demonstrate safe, effective and well-led services.
- Work collaboratively with clinical, nursing, midwifery, quality, safeguarding, governance and risk colleagues to ensure that patient safety, service quality and regulatory compliance are embedded in operational delivery.
- Provide assurance to Chief Officers and the Board on Operational performance, risk, quality, compliance and improvement activity within the delegated portfolio.

### 4. People, Culture and Professional Leadership

- Provide visible, accessible and compassionate leadership, modelling BPAS values and professional standards.
- Lead the development of a sustainable, high-performing operational workforce, including talent pipelines, succession planning, career pathways, engagement, retention and leadership development.

- Hold accountability for the leadership, performance and development of the senior operational leadership.
- Foster a positive, inclusive, and improvement-focused culture across operational services, encouraging collaboration, innovation, openness and learning.
- Work with People, OD, clinical and operational colleagues to ensure that organisational change, workforce planning and leadership development support safe and sustainable service delivery.
- Ensure operational leaders are equipped to manage performance, wellbeing, standards, change and service improvement effectively.
- Foster a culture where staff feel able to speak up, provide feedback and contribute to service improvement, with clear communication about how feedback has been considered and acted upon.

## **5. Resources, Partnerships and Transformation**

- Management of operational budgets, resources and cost improvement activity.
- Develop and lead business planning, resource planning and sustainability initiatives, ensuring that operational plans are deliverable, affordable and aligned to organisational priorities.
- Lead and support service redesign, improvement, and transformation initiatives, ensuring effective implementation of new models of care and operational practice.
- Provide operational expertise in the development of future service models, ensuring alignment with clinical models, workforce planning, digital requirements, estates and patient need.
- Represent BPAS in relevant meetings, forums and partnerships as required, supporting the COO in managing key relationships and contractual partnerships.
- Build effective internal relationships with clinical, corporate, finance, people, performance, digital, estates and governance colleagues to deliver joined-up organisational outcomes.

## **6. General BPAS Responsibilities**

- Lead by example, reflecting BPAS values and promoting a culture of compassion, inclusion, equity, accountability and respect.
- Maintain the highest standards of professional conduct, confidentiality and integrity.
- Comply with BPAS policies and procedures, including information governance, health and safety, safeguarding, infection prevention and control, equality, diversity and inclusion, and data protection
- Take responsibility for safeguarding children, young people and vulnerable adults, ensuring that concerns are identified, escalated and managed in line with BPAS policy and statutory requirements.
- Contribute to effective teamwork across BPAS, maintaining strong working relationships with internal and external colleagues.
- Participate in relevant training, professional development and appraisal processes.
- Participate on the on-call rota.
- Undertake other duties commensurate with the level and responsibilities of the role.

## Person specification

### Education, Qualifications and Registration

#### Essential

- Educated to degree level or able to demonstrate equivalent senior operational leadership experience.
- Evidence of senior leadership development, gained through formal qualification, professional development or equivalent experience.
- Evidence of continued professional development relevant to operational leadership, healthcare management, service improvement or organisational transformation.

#### Desirable

- Management/Leadership qualification.

### Experience

#### Essential

- Proven significant experience of operating at senior operational leadership level within a complex, multi-site and/or regulated organisation.
- Experience of translating organisational strategy into operational plans and measurable delivery.
- Experience of leading senior managers and developing high-performing operational teams.
- Experience of managing operational performance, KPIs, service delivery standards and recovery plans.
- Experience of leading service improvement, redesign, transformation or new models of care.
- Experience of working in a regulated healthcare, clinical, public service or similarly complex environment.
- Experience of governance, risk management, quality assurance and regulatory compliance.
- Experience of working collaboratively with clinical, corporate, people, finance and governance functions.
- Experience of managing resources, large budgets and/or cost improvement activity.

#### Desirable

- Experience in abortion care, reproductive healthcare, women's health or a related specialist clinical area.
- Experience of working in a charitable, independent healthcare or NHS-commissioned environment.
- Experience of leading services through inspection, regulatory review, or major quality improvement activity.
  
- Experience of leading digital, estates, workforce or service model transformation.
- Project or programme management or quality improvement qualification.

### Knowledge and Skills

#### Essential

- Strong understanding of operational leadership in complex service delivery environments.
- Strong understanding of performance management, capacity planning, service planning and operational improvement.
- Knowledge of governance, quality, risk and regulatory requirements relevant to healthcare services.
- Ability to translate strategy into effective operational delivery across services and teams.

- Strong analytical and problem-solving capability, including the ability to interpret operational, workforce, quality and financial data.
- Strong financial and resource management skills, with the ability to balance quality, performance and sustainability.
- Excellent communication and influencing skills, with the ability to engage staff, senior leaders and external stakeholders.
- Ability to lead through ambiguity, complexity and change, making sound decisions under pressure.
- Strong organisational awareness and ability to work effectively across professional and functional boundaries.
- Ability to build effective relationships, resolve competing priorities and maintain momentum across complex workstreams.

**Desirable**

- Knowledge of NHS contracts and commissioning.
- Knowledge of reproductive healthcare.

**Leadership style and personal attributes**

- Credible, visible and values-led leader.
- Compassionate, inclusive, and able to build trust across teams.
- Resilient, decisive and calm under pressure.
- High emotional intelligence and strong interpersonal judgement.
- Confident in holding others to account while supporting development and wellbeing.
- Comfortable operating in complex, sensitive and regulated environments.
- Collaborative and able to build trust across professional and organisational boundaries.
- Committed to openness, transparency, accountability and continuous improvement.
- Able to travel to other sites, and work additional hours as necessary
- Commitment to a woman’s right to choose abortion

This is an outline job description, intended to give the post holder an appreciation of the role and the range of duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.	
<b>Version</b>	1
<b>Date of Last Review</b>	01/06/2026
<b>Review Date</b>	01/06/2027

# How To Apply

To submit an application, please email [recruitment@bpas.org](mailto:recruitment@bpas.org) with the reference DCOO and include the below:

- A Curriculum Vitae (CV) with your education and professional qualifications and full employment history. Please include daytime and evening telephone contact numbers and e-mail addresses.
- A supporting statement that should outline your motivation for applying, what you believe you can bring to the role, and how your skills and experience align with the role description and candidate profile. (1 Page)
- Responses to the applications questions below

## Application Questions

1. What does 'Values Driven Leadership' mean to you and how has this shaped your career to date?
2. What are your views on abortion? How do you feel about patients returning multiple times for abortion care?
3. How would you translate organisational strategy into safe, effective and sustainable service delivery across a complex healthcare organisation?
4. Describe a significant operational challenge you have led through. What actions did you take and what outcomes were achieved?

## Indicative Timetable

Closing date: 6<sup>th</sup> July 2026 – 9am

First-stage interviews: 17<sup>th</sup> & 22<sup>nd</sup> July 2026 – Teams Interview

Final interviews: 30<sup>th</sup> July 2026 – face to face in Leamington Spa.

# Terms & Conditions of Employment

**Location:** Hybrid – working from home with days in Head Office Leamington Spa and BPAS Units when required.

**BPAS Head Office**, Orion House, Athena Drive, Tachbrook Park, Leamington Spa, CV34 6RQ

**Salary:** £85,000 - £90,000

**Hours Per Week:** 36 hours Monday to Friday

NB: Shifts that are longer than 6 hours, will include a 30 minutes unpaid break.

### On call

All members of the Senior Operating Team will be required to participate in an on-call rota. The On-Call policy and procedure is being reviewed and revised, however it is envisaged that participation will involve being available to receive emergency / on-call telephone calls up to 9pm Monday to Friday and on Saturdays and Sundays approximately 4 times per year.

**Holidays:**

34 days per year, including Bank Holidays. (Pro-rata for part time staff)

**Life Assurance:**

Cover equivalent to 3 times salary

**Pension Scheme:**

You will become an active member of the BPAS personal pension plan after 3 months of employment if you are an 'eligible jobholder' under auto-enrolment rules (or if not, you can choose to join). You will also have the opportunity to contribute more than the statutory minimum into the pension scheme, on a sliding scale, with BPAS contributing a maximum 5.5% of salary.

**Training:**

At BPAS our staff are our most important asset. It is policy that staff participate in appropriate training and development opportunities to enable them to perform their job to a degree that assures clients of a quality service and provides personal satisfaction to the member of staff. This may involve travelling to Head Office or other UK locations.

**Working with us:**

Alongside a supportive and friendly working environment, BPAS has generous benefits including life assurance cover at 3 times salary, 34 days annual leave per year and a defined contribution pension scheme you will also have access to our employee benefits programme through BHSF which includes special health and wellbeing services, as well as lifestyle offers for you and your family. This includes various salary sacrifice schemes, counselling services and free private GP appointments.

**Safer Recruitment at BPAS:**

BPAS is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people through the adoption of a safer recruitment framework in the hiring of new applicants which includes a number of pre-employment checks.

Safer recruitment at BPAS ensures a thorough review and assessment of the skills, qualifications, experience and values of all applicants in relation to working with vulnerable people. It is vital that candidates who are recruited at BPAS are safe and contribute to high standards of client care. The selection and recruitment of applicants will be conducted in a professional and responsive way in compliance with current employment and safeguarding legislation