



Position: Operations Officer for the UK Chapter of the International Coaching Federation

Accountable to: Board of Directors and UK ICF Co-Presidents, reporting to the Director of Operations

Board Purpose and Scope

UK ICF is a Charter Chapter of the International Coaching Federation. It is both a professional membership association and a company limited by guarantee. The Board leads UK ICF in achieving the International Coaching Federation's vision and mission in the UK.

The ICF Vision: Coaching is an integral part of a thriving society, and every ICF Member represents the highest quality of professional coaching.

The ICF Mission: ICF exists to lead the global advancement of the coaching profession.

Core Values of the ICF: At ICF, we place diversity, inclusion, belonging and justice at the forefront of everything we do. In addition, we hold the following 4 values:

Equity	Professionalism
Collaboration	Humanity

UK ICF has a responsibility to the members of this chapter to:

- Raise awareness of professional coaching and the ICF
- Provide opportunities for learning and development
- Support members to achieve ICF credentials
- Offer opportunities for networking and connecting
- Provide accurate and timely information
- Manage the business of the Chapter in a professional manner in line with ICF values

Overview of the Role

Reporting to the Director of Operations, the Operations Officer will be responsible for all Chapter Operations, creating and maintaining processes and systems which deliver internal (and external) stakeholder value and enable the execution of the Executive Board's strategy.

This role will manage our operational partners and contracted support to improve efficiency, outputs, and outcomes. They will also work alongside the Associate Board Member for Finance to ensure a secure financial future for the Chapter.

You will be accountable to the Director of Operations, the Board of Directors and UK ICF Co-Presidents.

Time Commitment

It is intended that this role be considered part-time, comprising an average of 16 hours (2 days) a week. The role will be predominantly home-based, with national travel required for Board meetings and other meetings, as needed. There is a slight chance of international travel on rare occasions. The role will provide the option to, to a certain extent, define your own working hours, provided they coincide with and support the working hours of the Director of Operations and Operations team, with the majority being during “an average working day” in the UK.

Roles and Responsibilities

The Operations Officer will be responsible for helping design and implement the UK ICF Strategy, which will create processes, systems, and operational standards that deliver internal (and external) stakeholder value and enable the execution of the organisation’s strategy. The Operations Officer will co-ordinate all activities of the Operations Committee, ensuring suitable consolidation, oversight and collaboration.

The Operations Officer must:

- Uphold the Vision, Mission and Values of the International Coaching Federation and represent these in the UK.
- Ensure the UK ICF complies with our statutory governance documents, Articles of Association, and legislative and regulatory requirements.
- Ensure that the UK ICF pursues its objectives, applies its resources, and exercises its powers exclusively to pursue those aims.
- Help ensure that the Board determines the overall direction and development of the UK ICF through good governance and strategic planning.
- Exercise reasonable skill and care in managing the affairs of the UK ICF, bringing personal capabilities and expertise to take forward the operation and develop activities.
- Always comply with the Code of Conduct for Board members and act in the best interests of the UK ICF, declaring any potential conflicts of interest and taking appropriate action.
- Act in the best interests of UK ICF and by Nolan’s seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.

Member Value

- **Operational Excellence:** Ownership of operational strategies and performance management KPIs necessary to create seamless and practical support for the Board and the membership. The Operations Officer is expected to partner with the Finance Manager to focus on advancing internal systems, developing KPIs to align the execution of our work, and creating dashboards and other supportive processes which assist board and volunteer leaders in delivering against their commitments.
- **Reporting:** The Operations Officer will coordinate the preparation and delivery of operational reporting for the Operations Committee and the Board, ensuring that reports are accurate, timely, and aligned with governance requirements. This includes coordinating contributions from operational leads, reviewing submissions for quality, consistency, and completeness, and

consolidating information into clear and concise reports that support effective decision-making

- **Operations Service Providers:** The Operations Officer will shape the strategic and tactical value we require from our partnerships based on the ICF UK Chapter's ambitions and strategy. Once appointed, the Operations Officer will manage the vendor relationship, ensuring it delivers tactical and strategic value to the UK ICF Chapter. The Operations Officer will manage the partner's performance against service-level agreements and review service provider output to ensure it is correct and fit for purpose.
- **Organisational learning:** The Operations Officer will support onboarding and coordination of the professional development needs of our Directors and the UK Chapter volunteers to assist them in delivering our strategic vision and creating the necessary systems to execute our work.
- **Governance:** The Operations Officer will
 - a. coordinate the governance cycle for the Operations Committee, including the preparation and distribution of meeting agendas and papers, ensuring that documentation is complete, accurate, and issued within agreed timeframes. The Officer will oversee the work of the Committee Secretary to ensure that meeting minutes are accurately recorded and that actions are clearly captured, assigned, and monitored through to completion.
 - b. prepare the first draft of the Board agenda for review and approval and will oversee the production of Board minutes and the maintenance of the associated action log, ensuring that decisions and follow-up actions are effectively documented and tracked.
 - c. support the Board to review risk assessments which monitor the risks facing the UK ICF and the ways in which those are mitigated/managed
- **Special Projects:** Help design and implement special Ad Hoc projects with the Communication and Marketing Manager as required.
- **Conference:** Lead on planning, creating and scheduling chapter conferences as required.
- **Membership Services:** Lead on planning and creating membership services for the differing types and membership levels, especially for the Partnerships Directorate and for Coaching Groups.

Collaborative Leadership

- **Board:** Operate as secretary and ex-officio for the UK Chapter Board, providing operational insights relating to short-term priorities and long-term strategy. Collaborate with internal stakeholders on functional solutions that assist in delivering our strategy.
- **Line Management of Contractors and Operational Providers:** Performance manage any contractors and our Operational Providers to ensure delivery of set objectives and projects, supporting them as they execute against their planned goals.
- **Simplification and Execution.** Coordinate the various activities and projects being undertaken - utilise dashboards and other communication tools to ensure regular updates and visibility of activity is available to the board.
- **Communication:** Work with team members to connect "inside-out" and "outside-in" to ensure regular communication through the website, social

media, written and digital assets so that communication drives engagement and value for members and external stakeholders.

Relationship Management of Internal and External Stakeholders

- **Internal Partnerships:** Work with the Presidents to build mutually beneficial connections with global and EMEA ICF, sharing best practices and optimising resource sharing across chapters. Develop partnerships with Directors to ensure understanding of their operational plan and operational support required to deliver this plan.
- **External Partnerships:** Connect with equivalent Operations Officers/CEOs and paid employees in other professional bodies and associations who can advance advocacy for the aims of the ICF in the UK. Represent the ICF and its members in these forums. Provide feedback and insight from these external partnerships to support the UK Board as it executes and evolves its strategy.

Required Skills and Experience

- Bachelor's degree in Business Administration or industry-relevant equivalent
- Proven experience in a senior executive role
- In-depth understanding of the workings of different departments of a company, including finance, sales and human resources
- Excellent leadership and organisational skills
- Knowledge of accounting, financial analysis and data analysis
- Outstanding written and oral communication skills
- Strategic planning and business development
- Experience in budgeting and sales
- Knowledge of the coaching industry.

The successful candidate will be able to evidence the following:

- Commitment to developing a good understanding of the ICF
- Commitment to the coaching profession
- Commitment to work in alignment with the strategy, structure and processes
- Commitment to work collaboratively with the current UK ICF team
- Ability to engage and inspire our diverse volunteer team and dispersed membership
- Ability to represent the ICF in a public arena
- Ability to tolerate uncertainty, work with change and be pragmatic
- Ability to take a strategic view while actively also supporting operational delivery
- Ability to make decisions, communicate them clearly and follow through

Terms of Contract

Two years (24 months) and may be extended by the Board, working on a part-time basis (2 days a week)

Salary Range: £45,000 pro rata

Benefits

- The opportunity to influence ICF strategy both within the UK and beyond

- Playing an active role within the UK ICF community as part of a motivated team, shaping and growing professional coaching in the UK
- Opportunities to connect with ICF members and other organisations in the coaching market in the UK
- The opportunity to use and further develop existing skills as well as grow new leadership skills and understanding in support of the development of the UK ICF
- Training in hosting virtual meetings and webinars
- Free access to UK ICF online events during the term of office and for the equivalent time afterwards

The role also offers some flexibility based on your strengths, skills, and experience. We would welcome a further, non-committal discussion if you are interested.