



Chief  
Operating  
Officer







February 2025

**Thank you for your interest in joining Delight.**

Delight is a leading arts education charity that uses the joy of the arts to create magic in learning. Over the last 10 years, Delight has been levelling the playing field for children from disadvantaged backgrounds through arts-based learning. Proven to result in strong outcomes for both children, teachers and families, our approach is effective at closing the opportunity and attainment gap for children affected by disadvantage and those with additional needs.

In the academic year 2024-25 we will reach 2,100 children across Croydon, Surrey and Hampshire with expansion plans to grow this reach to 4,000 per year, in the next two years. We are forward thinking in our approach and collaborate with arts organisations and schools to co-create projects that are outstanding in content and deliver strong outcomes.

Delight is looking for an exceptional Chief Operating Officer to join our energetic team during a period of growth and expansion. This new role is needed to augment our charity's leadership bandwidth ensuring that the charity can successfully grow whilst retaining the smooth running of core operational functions.

This is a brilliant opportunity for someone looking to play a key role in the next step of development for an ambitious and friendly arts education charity.

This recruitment pack includes a detailed Job Description and Person Specification.

For more information about our work, please explore our website [www.delightcharity.org.uk](http://www.delightcharity.org.uk) or our video which you can view here [Delight Trailer](#).

If you would like an informal conversation about the role before applying, please contact Kathryn Mills, CEO, on **01883 818 300** or email [kathryn@delightcharity.org.uk](mailto:kathryn@delightcharity.org.uk)



*"You made me happier than ever before and it has been amazingly wonderful."*  
CHILD





*"Delight's  
programmes  
are unique,  
creative and  
inspirational."*  
HEADTEACHER

## About Delight

Delight is a leading arts education charity that uses the joy of arts-based learning to create magic in learning. We support schools in closing the opportunity and attainment gap for children affected by disadvantage and those with additional needs. We develop our art, dance, drama and storytelling programmes with arts professionals, teachers and children. This is to ensure we offer excellent and relevant content that broadens horizons, develops personal wellbeing, and social and emotional resilience to improve engagement with learning.



*"It was  
incredible: I felt  
really powerful  
and brave!"*

CHILD

## Chief Operating Officer (COO) Job Description

**Delight is looking for an enthusiastic and experienced senior operations professional, who has the energy, drive and sound judgment to lead Delight's operations through a period of growth. This is a new position within the Delight team and provides an excellent opportunity for someone to play a pivotal role in Delight's development.**

As the COO, you will support and partner with Delight's founder and CEO in executing strategic plans and directives, overseeing day-to-day operations and implementing changes needed for the organisation's growth.

The role requires someone with a strong track record in senior operational positions, experience in both charitable and commercial environments. Your leadership will ensure the smooth running of core operational functions, revenue, finance, human resources, quality control and IT.

You will be a clear, analytical thinker capable of augmenting our charity's leadership bandwidth, managing a growing team of skilled individuals, championing Delight's charitable mission, and driving organisational development as we expand our scale and geographical reach.

Ultimately, you will support Delight's continued success through exceptional leadership, management oversight, communication, and relationship development.



# Key responsibilities

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## Operational Leadership

- Develop and implement operational policies, procedures, and best practice to enhance productivity and ensure compliance
- Deputise for the CEO when required, representing the organization at events, meetings and in day-to-day operations
- Leading weekly operations meetings
- Preparing agenda and following-up agreed actions
- Oversight of the efficient running of the office
- Procurement and supplier relationship management

## Revenue Operations Management

- Trust & Foundation application oversight
- Reviewing applications and budgets to specifications, assessing quality of narrative
- School engagement oversight
- Reviewing marketing materials
- Commercial partnership oversight
- Ensuring a strong and stable diverse pipeline of income
- Working with the revenue team and CEO to successfully steward relationships
- If required, lead on the establishment of a Trading Subsidiary

## Finance Planning and Management

- Budget-setting and financial performance oversight
- Day-to-day oversight of all operational cashflow-related matters
- Capital expenditure budgeting and management
- Leading on the creating and dissemination of Delight's Annual Report
- Preparation of Report & Accounts
- Board meeting preparation

## HR Management

- Interviews, employments and contracts
- Line management of key staff
- Managing sensitive issues
- Personal development and training

## Quality Control

- Maintaining rigour in our work
- Maintaining the standard of our output and delivery of services, products and materials

## IT

- Management of organisational systems
- Implementation of software
- Ensuring efficiency of all IT systems
- Procurement and installation of IT hardware

## Key Internal Relationships

- CEO
- Head of Programmes
- Finance
- Fundraiser
- Partnerships and Communications
- Commercial Creative Partnerships
- Board of Trustees

## Key Stakeholders

- School Leaders
- Trusts & Foundations
- Commercial Partners
- Arts Partners

# Person Specification

In your application, please tell us how you would bring the following skills, knowledge and experience to this role.

## Experience, Skills & Abilities

- Operational leadership experience in charitable or commercial sectors
- Proven track record in strategic operational management
- Demonstrable experience in revenue operations
- Extensive experience in budget setting and financial performance oversight
- Strong project and change management capabilities
- Excellent digital literacy with advanced IT systems management skills
- Exceptional people management and team development expertise

## Knowledge

- Comprehensive understanding of charity sector operational requirements
- Advanced financial management and budgetary planning knowledge
- In-depth understanding of HR best practices
- Robust knowledge of charitable governance frameworks
- Current awareness of digital transformation in the charitable sector

## Values & Style

- **Equality:** Commitment to educational equality and social impact
- **Creative:** Innovative approach to problem-solving, encouraging imaginative strategies for organisational development
- **Rigour:** Commitment to maintaining high standards, systematic thinking, and meticulous attention to detail in all operational processes
- **Relationships:** Collaborative leadership style, prioritising meaningful connections with team, stakeholders, and partners
- **Warmth:** Empathetic management approach, creating supportive and inclusive workplace culture
- **Curiosity:** Proactive learner, continuously seeking insights to drive organisational improvement and personal development

## Desirable Criteria

- Experience in arts or education sector
- Fundraising and grant application expertise
- Experienced copy writer
- Previous experience scaling a nonprofit organisation
- Understanding of Corporate Environmental, Social and Governance (ESG)
- Experience at commercial partnership development
- Experience of selling to schools

## Technical Competencies

- Advanced Excel and financial modelling
- CRM proficiency
- Strategic planning tools
- Learner management systems
- Performance management systems

*"It was brilliant. We haven't done anything like this in school before. Every single element has been so well considered and planned. As a teacher, this is really important."*

TEACHER



# Contract Terms

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## Job title

Chief Operations Officer (COO)

## Responsible to

Chief Executive Officer (CEO)

## Salary

£45,000-£50,000 per annum.  
(depending on experience)

## Contract

Permanent

## Working hours

37.5 hours per week

## Holiday

20 days excluding Bank Holidays

## Place of work

Delight office, 9b Station Avenue, Caterham,  
Surrey CR3 6LB.

***With an option to work in a hybrid pattern as suits the needs of the organisation and at the CEO's discretion.***

## Probationary period

Six months. Your notice period during probation is two weeks for both you and Delight.

## Notice Period

Three months' notice for both you and Delight.





## How to apply

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Delight believes in creating an inclusive, diverse and equitable workforce. We welcome applications from candidates currently underrepresented within arts education organisations.

### Application deadline

11.59pm on Sunday 23rd March 2025.

### Shortlisted candidates

Contacted by Friday 28th March 2025.

### First interview

Monday 7th April 2025.

### Second Interview:

TBC

### Ideal start date

As soon as possible.

To apply, please send a current CV and cover letter telling us how your experience, skills, knowledge and values will enable you to successfully deliver the roles key responsibilities to [info@delightcharity.org.uk](mailto:info@delightcharity.org.uk)



*Thank you very much for your interest in this role. We look forward to hearing from you.*