

Role Profile and Person Specification

Role Profile

Job Title: **Chief Operating Officer**

Summary

Key Duties & Responsibilities:

- Responsible for all key operational and strategic project activity within the group
- Responsible for the company's organisational structure
- Oversight of all key strategic initiatives, ensuring delivery and completion to secure Hargreaves Lansdown's future success
- Identifying and assessing potential new business, efficiency and robustness initiatives. Intelligently selecting from these and working with colleagues to drive the viable initiatives to successful completion
- Assessing strategic and operational progress against plan, intervening where necessary
- Proactively identifying and solving priority problems faced across the business, closing them before they become major issues
- Communicate effectively with internal and external stakeholders including staff, clients, shareholders, politicians and regulators
- Support all senior management in pursuit of individual and collective plans, by ensuring the right resource and focus is in place
- Regular reporting to the management board on all important operational issues and strategic progress
- Focus on operational efficiency and robustness
- Ensure effective succession planning is in place within the management team

Person Specification

- Ability to demonstrate clear and successful contributions to the success of organisations
- Credibility in dealing with City, shareholders and investors is essential
- Capable of instilling confidence with staff, clients, stakeholders and shareholders as well as deputising for the CEO when required
- Strong attention to detail where necessary, but with the ability to think strategically, creatively solve problems and "think outside the box" when required
- Ability to diagnose operational difficulties accurately and effectively
- Strong communication skills, both written and verbal
- Confident team player
- Logical approach