

Job Title	Business Operations & Performance Coordinator
Service/Department	Operations
Location	Leeds, Office Based
Accountable/Responsible to	COO

Role Summary

The Business Operations & Performance Coordinator is responsible for creating reliable organisational follow through across Chatterbug, ensuring agreed priorities, projects, processes and actions move from decision to delivery with clear ownership, deadlines, performance information and escalation.

The postholder coordinates cross functional operational activity, maintains visibility of business performance and risk, and establishes practical controls where processes, information or ownership are incomplete or inconsistent.

The role works closely with the COO, has regular access to the CEO, line manages the Business Support Officer and Office Administrator, works closely with the Finance & HR Executive, and coordinates across Clinical, Customer Success, Marketing, Commercial, Product/Development and commissioned services.

Delegated Authority & Escalation

The Coordinator has delegated authority to organise operational priorities, assign and follow up support team work, resolve routine operational issues, coordinate recovery actions and challenge incomplete or overdue information. Clinical, safeguarding, formal HR, legal, significant financial, contractual and strategic decisions must be escalated through the appropriate route.

Key Responsibilities

Business Priorities, Actions & Operating Rhythm

- Maintain a clear, current view of agreed business priorities, owners, deadlines, dependencies and status.
- Turn leadership decisions into tracked actions and ensure work progresses without repeated CEO or COO follow-up.
- Coordinate the operating rhythm across leadership, KPI, service development, strategy and other key business meetings so agendas focus on performance, risks, decisions and actions rather than routine updates.
- Ensure actions from meetings are recorded, allocated, followed through and brought back for review where required.
- Identify work that has stalled, lacks ownership or is not happening consistently and coordinate the practical steps needed to resolve it.

KPIs, Performance & Management Information

- Coordinate the company KPI cycle, ensuring agreed measures are updated accurately and on time by the responsible owners.

- Challenge missing, unreliable or incomplete information and follow gaps through until a usable picture is available.
- Analyse performance information to identify trends, blockers, variation and recurring issues requiring action.
- Prepare concise operational and business performance reporting showing what is on track, what is at risk, what has been resolved, outstanding actions and decisions required from senior leaders.
- Maintain appropriate dashboards, trackers and management-information routines so leaders do not need to reconstruct the position manually.

Service Delivery, Capacity & Contract Coordination

- Maintain operational visibility across Private Clients, Schools, Local Authorities, Youth Justice and other commissioned services.
- Coordinate information on service demand, caseloads, therapist capacity, delivery commitments, days purchased, days delivered, days owed and emerging operational risks where relevant.
- Work with the Clinical Service Manager and service leads to identify staffing, scheduling or delivery constraints and ensure agreed actions are implemented.
- Coordinate recovery plans where service delivery has fallen behind, with clear owners, milestones and timescales.
- Support mobilisation and operational coordination of new contracts, projects and service changes.

Commercial, Pipeline & Contract Visibility

- Maintain visibility of the commercial pipeline, CRM discipline, conversion activity, renewals and material customer or contract risks without taking over sales ownership from the relevant commercial lead.
- Ensure key Teaching First, Bright Speech and other growth pipeline information is available for leadership review and that missing updates are followed through.
- Maintain a contract and renewal calendar and coordinate actions required ahead of expiry, mobilisation or renewal.
- Surface commercial or customer risks early and make sure they have an owner and next action.

Projects, Systems, Automation & Process Improvement

- Coordinate priority cross business projects, maintaining clear milestones, owners, dependencies, risks and next actions.
- Identify recurring manual work, duplication, process drift, and avoidable failure points and prioritise opportunities to standardise, simplify or automate.
- Work with the Business Support Officer, Office Administrator, Finance & HR Executive, Development/Product and relevant teams to map current processes and implement improved workflows.
- Coordinate testing, implementation and monitoring of agreed automations and digital workflows, ensuring failures or exceptions are visible and resolved.
- Measure whether process and automation changes improve consistency, quality, timeliness, customer experience or efficiency.
- Maintain visibility of Development/Product dependencies and operational blockers that affect agreed business priorities.

Support Team Leadership & Development

- Line manage the Business Support Officer and Office Administrator, setting clear priorities, standards, responsibilities and deadlines.
- Develop the Business Support Officer towards greater ownership and future business-operations coordination responsibility.
- Review the Office Administrator workload as automation is introduced, moving the role increasingly towards ownership of transactional admin processes, service standards and exception handling.
- Work closely with the Finance & HR Executive, coordinating deadlines, reporting requirements and operational priorities
- Address missed actions or underperformance within the support team promptly and fairly and establish reliable ways of working.

Meetings, Agendas, Confidentiality & Follow-Through

- Own the purpose and content of key operational meeting agendas, ensuring the right performance information, risks, decisions and actions are brought forward.
- Direct the Business Support Officer to coordinate papers, minutes, action logs and meeting administration where appropriate.
- Personally attend and, where appropriate, handle highly confidential operational, commercial or leadership information that should not be delegated more widely.
- Ensure meeting records and sensitive documents are stored with appropriate access permissions and handled on a need-to-know basis.

Complaints, Enquiries & Operational Resolution

- Own operational complaints that require judgement, investigation, cross team coordination or direct liaison with the client, school or family.
- Ensure operational complaints are acknowledged, investigated, resolved and communicated within agreed timescales, with appropriate support from the Business Support Officer.
- Route clinical, safeguarding, legal or specialist complaints to the appropriate lead while retaining visibility of actions and timescales where there is an operational dependency.
- Identify complaint themes, repeat failures and corrective actions and ensure agreed learning is implemented rather than simply recorded.

Finance, Workforce & People Visibility

- Coordinate timely visibility of invoicing, income received, aged debt, expected income, management-account timetables and other agreed operational-finance information using data prepared by the Finance & HR Executive and COO.
- Follow up missing information, variances or overdue actions and escalate material financial issues to the COO
- Maintain a practical workforce and capacity view, bringing together staffing, vacancies, absence, recruitment status and service-demand information needed for operational planning.
- Coordinate with the Finance & HR Executive and relevant managers so HR and recruitment actions, key dates and operational dependencies remain visible and are completed.

Risk, Governance & Business Control

- Maintain the operational risk register and ensure material risks have owners, actions and review dates.
- Maintain visibility of tender, funding, contract, policy, compliance and other key business deadlines, delegating administrative maintenance to the Business Support Officer where appropriate.
- Escalate material operational, financial, contractual, customer, workforce or reputational risks early and with a clear recommendation wherever possible.
- Help establish consistent business controls that reduce reliance on individual memory, manual chasing or senior-leader intervention.

Success Measures

- Senior leaders receive concise exception based reporting rather than having to chase or reconstruct operational information.
- Agreed priorities and actions have clear owners, deadlines and follow-through, with fewer items repeatedly slipping or disappearing between teams.
- KPI, pipeline, service delivery, workforce and finance information is available on time and reliable enough to support decisions.
- The Business Support Officer and Office Administrator have clear ownership, standards and development, with routine work increasingly managed without senior intervention.
- Operational complaints and service issues are resolved within agreed timescales and recurring causes are addressed.
- Manual and duplicated processes reduce over time through standardisation, automation and better system design.
- Priority projects and cross-team dependencies remain visible and blockers are addressed early.
- Routine operational coordination increasingly happens without CEO involvement, while genuine strategic or material risks are escalated promptly.

Qualifications and Experience

Essential

- Demonstrable experience in operations, project coordination, service delivery, business support or a comparable cross-functional role.
- Experience coordinating work across multiple teams and following actions through where ownership or information is initially unclear.
- Experience working with KPIs, management information, trackers, dashboards or performance reporting.
- Experience improving processes and translating decisions into practical implementation.
- Experience handling sensitive or confidential information with sound judgement and professionalism.
- Experience supervising, coordinating or line managing administrative or support staff.
- Strong digital skills and confidence using spreadsheets, CRM systems, project tools and other business systems.

Desirable

- Experience in education, healthcare, commissioned services or another complex service-led organisation.
- Experience supporting operational finance, commercial reporting, workforce planning or contract management.
- Experience implementing workflow automation, system changes or digital process improvement.
- Experience handling operational complaints or customer-recovery situations.
- Qualification in business, operations, management, project management or a related field.

Skills

- Operational Coordination: Creates structure, ownership and momentum across multiple priorities.
- Analytical Judgement: Interprets information, identifies gaps and distinguishes activity from meaningful progress.
- Accountability & Follow-Through: Challenges missed actions constructively and keeps work moving to completion.
- Process & Automation Mindset: Looks for ways to standardise, simplify, automate and prevent repeat problems.
- People Leadership: Sets expectations clearly, develops support staff and addresses underperformance fairly.
- Stakeholder Management: Works confidently across teams and with senior colleagues, customers and external partners.
- Communication: Produces concise reports, clear agendas, practical processes and professional client communication.
- Confidentiality & Discretion: Handles sensitive operational, people, commercial and leadership information appropriately.
- Calm Prioritisation: Maintains focus and judgement when several issues compete for attention.

Behaviours

- Ownership: Takes responsibility for outcomes rather than simply completing allocated tasks.
- Results Oriented: Focuses on completed actions, measurable improvement and reliable delivery.
- Collaborative: Builds effective working relationships while maintaining accountability.
- Curious: Investigates why processes fail and seeks better ways of working.
- Flexible: Adapts to changing priorities without losing control of commitments.
- Lead by Example: Models professionalism, reliability, discretion and follow-through.
- Customer Focused: Understands how operational quality affects families, schools, commissioners and colleagues.
- Resilient: Remains constructive and persistent when information, systems or processes are incomplete.