



JOB DESCRIPTION

Job Title Chief Operating Officer

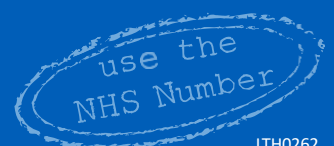
Reports To Chief Executive
Pay Band Very Senior Manager
Department Executive Team

Last Reviewed 13 March 2026

Chair Antony Kildare Chief Executive Brendan Brown

The Leeds Teaching Hospitals incorporating:

Chapel Allerton Hospital Leeds Dental Institute Seacroft Hospital Leeds Children's Hospital



We are Leeds Teaching Hospitals

Are you looking for a career where you can truly make a difference and be part of a thriving, supportive team? Leeds Teaching Hospitals NHS Trust offers exceptional opportunities within one of the largest NHS organisations in the country.

Serving over 1.5 million patients annually and employing more than 22,000 people, we're proud to deliver world-class care across our seven hospital sites, including Leeds General Infirmary, St James's University Hospital, Chapel Allerton Hospital, Wharfedale Hospital and Seacroft Hospital. As a major teaching hospital and research centre, we're at the forefront of clinical innovation, education, and patient care.

We're committed to recruiting exceptional people to deliver outstanding services across Leeds Teaching Hospitals NHS Trust and helping every colleague reach their full potential. We're looking for a compassionate, inclusive, and collaborative leader who shares our values and can build strong partnerships.

We warmly invite applications from people from a variety of backgrounds and sectors and are especially keen to hear from individuals from a minority ethnic background. We're dedicated to creating a diverse and inclusive environment where everyone feels valued, supported, and has a true sense of belonging, as we work together to deliver the best in healthcare to the people of Leeds and beyond.

Join us and become part of a dynamic, compassionate workforce where your skills and dedication will be celebrated, your voice will be heard, and your career will flourish.

A message from our Chief People Officer

Hi, I am Suzanne Dunkley and I am the Chief People Officer for Leeds Teaching Hospitals Trusts.

As a People Function team we care for the people who care for the people. We are a support function that creates the environment, skills, tools, processes, and support to make colleagues' roles as easy as possible. We are champions for inclusion, fairness, kindness, and teamwork. Our colleagues deserve excellent customer service so whether you are joining the team in a corporate function, back-office function, or clinical role we are there to support you, develop you, and help you thrive.

We stand shoulder to shoulder with our colleagues to ensure they can provide safe high-quality care to our patients. Our objective is to attract and retain top talent through effective recruitment strategies and create an environment for colleagues to feel valued, supported, and able to grow. We help colleagues stay well and at work and we actively promote inclusivity, teamwork, and colleague engagement, recognising the vital link between colleague experience, patient care, and overall wellbeing.

By joining our team at Leeds Teaching Hospitals Trusts, you will be part of a compassionate, purpose driven community that values your contribution, invests in your development, and gives you the opportunity to make a meaningful impact every day.

Chief People Officer
Suzanne Dunkley

Job Purpose

At Leeds Teaching Hospitals NHS Trust our vision is to be the best for specialist and integrated care and our goals are to be the best for patient safety, quality and experience; to be a centre of excellence for specialist services, research, education and innovation; to offer seamless integrated care; to be financially sustainable; and to be the best place to work.

As an Executive Director and Chief Operating Officer of one of the largest NHS Trusts in the country, the post holder will be responsible for leadership and delivery of the Trust's operational services, ensuring high quality care and delivery of performance standards are achieved through our Clinical Service Units.

You will be a key member of the Executive team, with the ability to build credibility with colleagues, inspiring confidence and demonstrably influencing teams at all levels from ward to Board. You will contribute to The Leeds Way; behaviours which are people centred, empowering colleagues to promote personal accountability, and be fair and collaborative in everything they do.

JOB SUMMARY

The Chief Operating Officer has Board level responsibility for the professional leadership of the Allied Healthcare Professionals (AHPs) registered and unregistered workforce, ensuring that the services provided by Allied Healthcare Professional colleagues is delivered with compassion, embodies quality and fulfils the Trust purpose of delivering safe, effective and personal care to every patient, every time. Adhering to the Trust goals;

- The best for patient safety, quality and experience
- The best place to work
- Seamless integrated care
- Financially sustainable
- Centre of excellence for research, innovation, education and specialist services

KEY OBJECTIVES

- Ensure excellence in the delivery of the operational services for our patients
- Deliver mandated operational performance standards for our patients
- Provide clear leadership, guidance and support to the Clinical Service Units, within a clear and effective accountability framework to deliver the annual operational plan
- Work in collaboration with partners across Leeds and West Yorkshire to ensure high quality and sustainable services for our patients

Principal Duties & Areas of Responsibility

Delivery of Clinical and Service Operations

- Lead on all aspects of day-to-day delivery of operational services across the Trust
- Operational leadership to the Clinical Service Units through the management of Clinical Directors working with the Chief Medical Officer as professional lead, thereby ensuring the day-to-day delivery of clinical operations across the organisation. This includes:
 - Provision of support and direction to Clinical Service Units agreeing clear performance objectives that ensure services and working arrangements deliver integrated patient focussed care and facilitating delivery of the Trust's strategic priorities.
 - Implementation of effective performance management and review systems and processes which hold Clinical Service Units accountable for achieving Trust objectives within clinical operations activity.
 - Joint responsibility for appraisal of Clinical Directors with the Chief Medical Officer
- Ensure predictive operational management is in place which anticipates and manages both opportunities and problems in service delivery including patient flow management
- Ensure achievement of all mandated operational performance targets within agreed resource allocation, quality standards as defined within the clinical governance framework, and in line with the annual business plan
- Ensure execution of capacity and demand plans to facilitate optimal allocation and utilisation of capacity to deliver plan
- Proactively foster relationships between Clinical Service Units to enhance collaborative working and innovative care pathway design
- Ensure the maintenance of professional standards of care in line with the Health and Care Professional Council for AHPS; and ensure that the Trust fulfils its responsibilities to the Supervising Authority
- Ensure systems are in place to underpin that the standards of Allied Health Professional (AHP) care delivers safe, effective and compassionate care to every patient every time
- Work collaboratively with the Chief Nurse and Chief Medical Officer to provide leadership and assurance that robust risk management arrangements are in place to enable clinical service delivery and positive patient experience

Business continuity and emergency preparedness

- Take Board responsibility for all emergency preparedness issues within the Trust, ensuring the Trust fulfils its statutory responsibilities in line with the Civil Contingencies Act (2005)
- Ensure robust plans are in place to respond to external and internal incidents as necessary and oversee a comprehensive testing programme to ensure plans are fit for purpose and remain valid when service reconfiguration or service improvements are planned
- Ensure appropriate training is delivered to key colleagues, including Board members

- Advise the Board about its statutory responsibilities and provide regular reports on the level of control and compliance within the organisation

Corporate

- Work collaboratively with other Executive team members, sharing corporate responsibility and accountability for setting objectives and achieving goals so as to ensure the improved performance of the Trust
- Monitor and manage delivery against directorate budget including waste reduction plans
- Act as a key member of the Leeds Improvement Method Guiding Team including undertaking Lean for Leaders and being the Executive sponsor for a value stream
- Participate in the Directors on call rota

Personal

- Undertake continued professional development activity to maintain and develop management and leadership competencies
- Participate in Trust mandatory training and the Trust appraisal programme
- Undertake appropriate coaching, mentoring, training and development activities with line managed colleagues and a variety of other more junior managers across the Trust as necessary

Person Specification Qualifications and Training

- Educated to Masters level in relevant discipline or equivalent by experience
- Evidence of continuous professional development

Knowledge and Experience

- Demonstrable and successful recent experience and achievement at Board Director level or equivalent in a similarly complex organisation or system, ideally within an acute provider
- Experienced, compassionate and inclusive leader with significant operational experience and responsibility for meeting a wide range of service and business performance targets
- Proven track record of outstanding leadership in service delivery and innovation in healthcare
- Proven experience of effective demand and capacity planning
- Experience of business continuity and emergency preparedness planning and implementation

- Track record of leading successful change programmes, including service improvement, cultural change, outcome improvement and cost efficiency
- Demonstrable experience of developing relationships into productive partnerships, cross boundary working and working with stakeholders at all levels to achieve system and organisational excellence
- Extensive record of successful workforce, financial and resource management, ensuring high performance and holding individuals to account
- Demonstrable experience of using data to lead improvement
- Track record of building high performing, cohesive teams and inspiring others to achieve excellence
- Track record of proactively managing performance
- Proven track record of setting targets and delivering tangible and sustainable results in complex environments

Personal Skills

- Excellent interpersonal skills and significant personal credibility
- Aligned to the Trust's values and behaviours
- Demonstrable commitment to promoting and celebrating inclusion in the workplace and in service delivery
- Facilitative, collaborative and inclusive management style
- Committed to the ethical standards expected of public sector leaders in the UK, including fit and proper person's test
- Working with others to improve and enhance the patient experience and services across the organisation and the system, balancing a bias to action
- Resilient and determined to overcome challenges, recover from setbacks, and demonstrable persistence to deliver strategic objectives
- Passionate about high quality patient care and delivering outstanding outcomes
- Strategic thinker with highly developed influencing, persuasion and negotiation skills and using them to bring about change and develop services, standards and systems
- Resilient under pressure and calm in a crisis
- Committed to a culture of continuous improvement, and learning

Communication & Working Relationships

This section should detail the main working relationships and communication channels linked to the post. It may be useful to group into internal (i.e. within The Leeds Teaching Hospitals Trust) and external (i.e. wider NHS, outside of NHS) working relationships/communication channels.

Special Working Conditions

Physical Effort	Mark with an X
Nature of Physical Effort:	
1 - Combination of sitting and standing (little physical effort)	X
Mental Effort	Mark with an X
Concentration requirement:	
General awareness and sensory attention Concentration	X
Emotional Effort	Mark with an X
Exposure to distressing or emotional Circumstances:	X
Direct Exposure (directly dealing with)	X
Level of distressing Circumstances:	
Distressing (dealing with disciplinary's, grievance matters, care of terminally ill, difficult family situations, exposure to the severely injured)	X
Highly distressing or emotional circumstances (imparting unwelcome news to patients/staff e.g. terminal illness or death, personal involvement with unpleasant circumstances such as abuse, dealing with people with severely challenging behaviour)	X
Traumatic Incidents (dealing with patients/relatives as a result of a serious incident)	X
Frequency:	
Rare (less than once a month on average)	
Occasional (Once or more a month on average)	X
Frequent (Once a week or more)	
Working Conditions	Mark with an X
Additional	Answer all
Will the post holder be required to use VDU?	YES
Will the post holder be required to drive machinery as part of their role? If yes, please provide detail below:	NO
Required to travel and work from all Trust sites	
Will the post holder be required to travel for work? If yes, please provide detail below:	YES

General Statements

West Yorkshire Association of Acute Trusts (WYAAT)

Leeds Teaching Hospitals NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care. By working for Leeds Teaching Hospitals NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership's ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

Infection Control

The jobholder must comply at all times with the Leeds Teaching Hospitals NHS Trust Infection Control policies, in particular by practising Universal Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

Health And Safety / Risk Management

All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our patients and other service users. This includes complying at all times with the Leeds Teaching Hospitals NHS Trust Policies, including Health and Safety policies, in particular by following agreed security and safer working procedures, and reporting incidents using the Trust Incident Reporting system.

Equality and Diversity

The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Training And Personal Development – Continuous Professional Development

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

