# Chief Operating Officer (COO) Role Description

**Role Overview:** The Chief Operating Officer COO) is responsible for leading and managing the production of our Solutions Library and the training given by FORE Australia to both interns and external parties regarding policy communication. The COO will ensure that our Solutions Library serves as a valuable resource for public servants, advisors, politicians, and the general public, translating complex policy ideas into actionable solutions. They will also manage the training portion of the organisation guaranteeing that material is topical, current and appropriately aligned with the mission of FORE Australia.

**Key Responsibilities:**

* Work closely with the CEO and executive team to shape and implement the operational vision for the Solutions Library.
* Oversee the creation of training programs and materials, making sure they meet standards of relevance, effectiveness and appropriateness.
* Manage a team of fact-checkers, writers and trainers to ensure a cohesive vision and approach is taken in all these branches
* Build a culture which supports professional growth, collaboration and feedback to achieve the highest possible standards of operation and publishing excellence
* Serve as a primary point of contact for users of the Solutions Library head and leaders addressing their needs and feedback or escalating to the CEO where appropriate
* Develop metrics to assess the impact and effectiveness of the Solutions Library and report areas for improvement back to the executive team
* Be mindful of the user experience in both the training sessions and Solutions Library, watching out for mistakes and areas of improvement