

Job Description

Job title: Head of Service

Salary Scale: £36,654 FTE per annum

Responsible to: Chief Executive

Responsible for: 2 X Service Managers

Hours Fulltime - 37 Hours
Occasional evening or weekend work may be required. On Call duties will be required on a rota basis.

Job Purpose:

To lead, oversee and develop a range of specialist frontline domestic abuse services, including Helpline & Engagement Service and Specialist High Risk Services. To be responsible for ensuring that all staff provide the highest standards of support, ensuring contract requirements are met and that services are shaped and informed by the needs of survivors.

As part of the Senior Management Team, you will contribute to the organisations strategic planning, management and leadership to assist Freeva to achieve its vision and mission. You will be responsible for the leadership, management and performance of your teams ensuring alignment with organisational strategy and plans.

Key Responsibilities and duties:

1. Be a member of the Senior Leadership Team of Freeva and work in conjunction with the Chief Executive and other Senior Leaders and the Board to develop and further the business interests of the organisation.
2. Develop, implement and review service delivery plans in line with organisational strategy and business plans
3. Lead, develop and inspire others to achieve high performance standards in line with Freeva's values. High level analysis of internal data through use of performance management systems. Solution focused response to organisational need to effectively rectify concerns or barriers to best practice standards being met.
4. Take a lead role in enabling effective culture by providing a culture of excellence, Quality improvement and development
5. Act as senior advisor on domestic abuse matters and in particular on victim work across the organisation ensuring that Senior Leaders/Service Managers and their teams have access to high quality support and advice.

6. Ensure that legal requirements are met, particularly in relation to child and adult safeguarding, data protection, health and safety and employment law
7. To keep up to date with relevant Government policy proposals and legislation, and the best practice of relevant organisations, ensuring that the charity complies with legislation and adopts prevailing best practice wherever feasible
8. Provide strong and inspirational leadership and management of all services including the provision of all line management duties for direct reports (including regular one-to-ones, performance appraisals, team meetings, sickness and performance management).
9. Support the Chief Executive and Service Managers in the recruitment of staff.
10. Provide delegated budget management of services, ensuring that services are within budget and spend is monitored regularly. Provide explanation on key variances when needed.
11. Create, build and maintain positive long term relationships with a whole range of domestic abuse stakeholders both locally, regionally and nationally. Develop a significant external presence, through use of social media, as a speaker at events and through networking.
12. Represent Freeva at a range of both strategic and operational domestic abuse meetings, contributing widely and creatively in discussions and presenting where appropriate.
13. Develop the organisation's portfolio through bids, spot purchase arrangements with a range of partners and by offering support to the Chief Executive in tendering activity.
14. Working with the Chief Executive to support the mobilisation of all new services when secured, ensuring that specific contract requirements are fully met.
15. Supporting Service Managers to provide contract management for all contracts; reporting back to commissioners/funders on both financial and non-financial information.
16. Ensure the impact of services is routinely measured, monitored and analysed. Sharing widely the findings of individual impact measures across the organisation. Supporting the Chief Executive to create impact reports which not only highlight the completion of contractual agreements but raise the profile of additional social value and the long term impacts of providing high quality services. Supporting Freeva and key stakeholders to use these findings to aid further development and improvements in service delivery both locally and nationally.
17. Ensure that the quality of services is as high as possible, with oversight and management of robust quality assurance and case management processes. Supported by Service Managers ensure regular observation of safe clinical practise and case file audits to ensure high quality, best practise guidelines are being followed and exceeded wherever possible.
18. Lead on the retention and re-accreditation of quality standards/accreditations..
19. Lead on the facilitation of external evaluation and research of the services.

20. Develop and provide formal and informal training and development opportunities to ensure that policies and procedures are translated into best practice
21. To work closely with commissioners and stakeholders on campaigns/awareness raising.
22. Perform any other duties within the general scope of this job profile or as reasonably required by the Chief Executive.
23. Commit to continuous professional development through engagement in specific opportunities agreed by the Chief Executive.

Person specification

Qualifications	Education to degree level or equivalent .
Experience	<ul style="list-style-type: none"> - Significant management and leadership experience, including in the charity sector, of working with women affected by domestic violence and abuse (DVA). - Experience of managing crisis situations and complex cases. - Significant experience of managing, developing and leading services for women and children including managing change. - Significant experience of staff management and development - Experience of managing multiple projects and contracts - Experience of overseeing and developing projects in a complex environment with a wide range of partners both internal and external, at a range of levels . - Experience of managing and/or supporting teams to effectively monitor and evaluate their work and to meet outcomes and contract compliance - Experience of managing and working within budgets and financial monitoring; - Experience of tendering and fundraising bids/processes
Knowledge	<ul style="list-style-type: none"> - Significant knowledge of DVA, trauma informed service delivery, research and current developments - Significant knowledge of planning, case management and contract compliance. - Significant knowledge of project management, quality assurance and contract compliance issues, processes and systems - Understanding of working across communities and developing successful responses to the differing forms and impacts of DVA. - Successful record of working with commissioners and a range of statutory and voluntary sector partners
Skills and abilities	<ul style="list-style-type: none"> - Excellent project management skills with the ability to deliver to stakeholder and contract requirements - Proven people management skills and the ability to foster a motivated, engaged team working to their full potential; - Ability to plan strategically and to develop, implement and review annual business /service delivery plans/work plans; - Enthusiasm, self-confidence and excellent verbal and written communication and presentation skills - Ability to support Service Managers in managing staff at different stages in their development

	<ul style="list-style-type: none"> - Ability to oversee and provide guidance on a demanding team caseload safely and effectively, taking into account risks and support need - Ability to play a significant role in the Senior Management Team and in supporting the CEO - Excellent written and verbal communication including data analysis and report writing skills. - Good finance skills, with the ability to help create and manage budgets. - Proven ability to implement challenging development plans and manage change; - Ability to lead a service effectively under pressure within a stressful environment, and to deal with difficult or unpredictable situations effectively - Demonstrable ability to develop productive and effective working relationships with partners in a wide range of agencies - Data Analysis with the ability to effectively monitor and evaluate services using computerised and/or manual systems, including producing high quality reports; - Ability to work on one's own initiative, prioritise own work, and plan or organise the work of others to effectively meet deadlines; - Ability to evaluate and communicate information in a dynamic multi-agency setting
Attributes	<ul style="list-style-type: none"> - An understanding of the feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people's lives - To demonstrate a commitment to the principles of equal opportunity and diversity ensuring inclusivity across all aspects of service delivery - Non-judgmental, non-directive and anti-discriminatory approach - High level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others; - Ability to work on one's own initiative, prioritise own work, and plan or organise the work of others to effectively meet deadlines.