



North Surrey
Domestic Abuse
Service

Interim Chief Executive Officer

Appointment brief • March 2026

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About us

North Surrey Domestic Abuse Service (NSDAS) is a trauma-informed, specialist charity providing confidential practical and emotional support to adults and children affected by domestic abuse across Elmbridge, Epsom & Ewell and Spelthorne. Established as an independent Charitable Incorporated Organisation in 2024 following a period hosted by Citizens Advice, NSDAS was created to preserve and enhance locally rooted domestic abuse provision with a clear preventative as well as recovery focus.

What we do

NSDAS delivers a range of complementary services designed to meet immediate safety needs and to support longer-term recovery. These include a helpline and email advice, safety-planning and one-to-one advocacy, sanctuary and security assessments, accompaniment to court or appointments where appropriate, pathways into refuge and housing support, structured recovery and behaviour-change programmes for adults, and targeted support for children and young people. Our work is underpinned by multi-agency partnership working: effective collaboration with local authorities, the police and the Surrey Domestic Abuse Partnership is central to achieving good outcomes for survivors.

Our people and ways of working

We are a small, specialist organisation. We have an average headcount of around 18 (approximately 15 frontline staff and three support roles) and a committed cohort of volunteers who complement direct casework. Our operational model places staff wellbeing and clinical supervision at the heart of people management because of the emotionally demanding nature of domestic abuse work. We adopt trauma-informed practice across all services, emphasise survivor-centred decision-making, and work to create psychologically safe environments for staff, volunteers and service users alike.

Values and standards

NSDAS operates from a values base that is survivor-centred, feminist in outlook and committed to equality, dignity and safeguarding for all. We seek to align our practice with recognised sector standards and to deliver services in ways that foreground safety, confidentiality and the lived experience of survivors. Where appropriate we work alongside national membership and standards frameworks to ensure quality and continuous improvement.

Strategic focus

Since becoming an independent charity the board has prioritised embedding robust systems and governance, strengthening compliance and increasing organisational capacity. Programmatic priorities include consolidating trauma-informed recovery services, expanding children and young people's provision and developing preventative partnership initiatives such as sanctuary schemes and police advocacy that reduce homelessness and improve safety outcomes. Trustees are pragmatic about stewardship and continuity: the emphasis is on ensuring consistent, high-quality frontline delivery while developing realistic plans to improve resilience and diversify income.

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Governance

NSDAS is governed by a trustee board and operates as a Charitable Incorporated Organisation. Since the 2024 transition trustees have focussed on governance development, risk oversight and building the board's capacity to support a growing, locally critical service. We currently have 12 trustees with a broad range of skills to support the organisation, and the chairship is in a planned transition from Joanna Buttivant to Natalie Salunke, and trustees continue to oversee organisational development and regulatory compliance in close collaboration with senior staff.

Funding and financial position

In our first independently reported year NSDAS recorded total income of c.£932k. The reported net surplus reflected, in part, the transfer of previously held grants and deferred income associated with the move from the previous host. Our income is primarily comprised of grants and contract funding from statutory bodies and charitable foundations; both restricted and unrestricted reserves are held. Trustees are clear that strengthening unrestricted reserves and diversifying income streams is a priority to mitigate future funding volatility, while also ensuring that services are fully resourced. Operationally there are routine working-capital movements and short-term creditors typical of a newly established independent entity; overall trustees regard the charity's near-term financial position as stable while planning prudently for the medium term. Additional fundraising is not needed to cover our current work.

Partnership footprint and demand

NSDAS operates within a dense local ecosystem of statutory and voluntary sector partners. Close working relationships with Surrey County Council, local boroughs, the police and Surrey-wide coordinating structures enable access to refuge placements, integrated safety planning and specialist pathways for those at highest risk. Demand remains significant: in its first year as a standalone charity the organisation managed a substantial referral caseload and continues to operate in an environment of sustained need.

Find out more

- North Surrey Domestic Abuse Service: <https://www.nsdas.org.uk/>
- Charity Commission — NSDAS entry: <https://register-of-charities.charitycommission.gov.uk/charity-details/5219294>

Our Interim Chief Executive Officer

18-24 month priorities (what we expect the Interim CEO to achieve)

- A robust operational plan agreed with trustees and staff, with clear delivery milestones.
- Updated core policies and procedures in line with Women's Aid standards and best practice.
- Stable service delivery with maintained or improved key performance indicators and safeguarding standards.
- Strengthened financial oversight, regular management reporting and a clear short-term fundraising plan.
- Improved staff morale and supervision arrangements; visible support for staff wellbeing.

Contractual & practical information

- Fixed-term appointment for 18-24 months; hours: 4 days per week (FTE pro rata), with 2 days on site. Some evening or weekend attendance may be required for trustee or multi-agency meetings.
- The postholder must be female (see occupational requirement in Person Specification). NSDAS is an equal opportunities employer and welcomes applications from women from diverse backgrounds. Reasonable adjustments will be made for candidates with disabilities.
- The role is subject to eligibility checks and safer recruitment procedures described below.

Job description

Role: Interim Chief Executive Officer at North Surrey Domestic Abuse Service (NSDAS)

Post: Interim Chief Executive Officer

Occupational requirement: this role is only open to female applicants

Hours: 4 days per week

Contract: Fixed term, 18-24 months

Location: Elmbridge, Epsom & Ewell and Spelthorne (hybrid working with regular (at least 2-days per week) on-site presence; regional travel as required)

Salary: circa £60,000 FTE (PAYE)

Pension: tbc

Annual leave: tbc

Reporting to: Chair of Trustees

Start: Immediate / as soon as possible (incumbent CEO leaves 10th April)

About NSDAS

NSDAS is a recently established, trauma-informed specialist charity delivering confidential practical and emotional support to adults and children affected by domestic abuse across Elmbridge, Spelthorne and Epsom & Ewell. Formed in 2024 as an independent Charitable Incorporated Organisation, NSDAS provides helpline and email advice, one-to-one advocacy, safety planning, refuge and housing pathways, recovery programmes, children and young people's work, and multi-agency partnership activity. Annual income is c.£932k; trustees are focused on strengthening governance, building unrestricted reserves and diversifying income while maintaining high-quality, survivor-centred services.

Purpose of the role

The Interim CEO will provide confident, visible leadership during a period of organisational consolidation and strategic planning. The postholder will ensure continuity and quality of frontline services, strengthen governance and operational systems, lead staff and volunteer wellbeing and development, and prepare the charity for its next strategic phase. This role requires sensitivity to the emotionally demanding nature of domestic abuse work and proven experience managing small, mission-critical charities through change and uncertainty.

Key responsibilities

Leadership, Strategy & Operational Delivery

- Provide stable, visible leadership and day-to-day operational management across the organisation.
- Develop and deliver a clear 12-month operational plan aligned to trustee priorities and service needs, with pragmatic milestones and measurable outcomes.
- Lead a full review and update of key organisational policies and procedures to ensure legal compliance and alignment with sector best practice and Women's Aid standards.
- Translate strategic objectives into team and individual work plans with realistic targets and clear accountability.

Service quality, safeguarding & staff welfare

- Maintain high standards of survivor-centred practice across all services; ensure robust case recording, supervision, and quality assurance mechanisms.
- Ensure safeguarding, risk assessment and lone-working protocols are current and consistently applied.
- Prioritise staff and volunteer wellbeing: embed clinical supervision, promote psychological safety and manage workload pressures proactively.

Finance, funding & sustainability

- Maintain oversight of day-to-day financial control and cashflow within budgets agreed with trustees.
- Prepare, with the Treasurer, an annual budget and regular financial reports for trustees.
- Lead practical income-generation activity alongside trustees and fundraising staff: identify funding opportunities, support bid development and ensure compliance with funder requirements.
- Support trustees' work to build unrestricted reserves and diversify income streams.

Governance & external relationships

- Strengthen governance and risk reporting to the Trustee Board; ensure regulatory compliance and timely submission of statutory returns.
- Build and maintain constructive relationships with statutory partners (local authorities, police), Surrey Domestic Abuse Partnership members and other key stakeholders.
- Represent NSDAS at multi-agency forums and advocate for local service needs and improvements.

People management and organisational development

- Line manage senior staff responsible for service delivery, finance and operations; clarify roles and performance expectations.
- Manage sensitive HR matters with confidentiality, fairness and timeliness.
- Identify and deliver capacity building and staff development priorities.

Person specification

Essential

- Proven executive leadership in a small to medium-sized charity or comparable organisation (c.8–20 staff; turnover c.£0.5m+).
- Demonstrable experience of leading organisations and their teams through periods of change or transition and maintaining service continuity under pressure.
- Strong people leadership skills with experience managing sensitive HR issues, staff wellbeing and clinical/therapeutic supervision arrangements.
- Track record of successful income generation and relationship management with funders, commissioners and statutory partners.
- Financial competence: experience of budgetary control, reading management accounts and reporting to trustees.
- Excellent stakeholder engagement and partnership working skills, including attendance at multi-agency tables.
- Highly developed communication skills, credible in both operational detail and strategic discussion.
- Emotional resilience and self-awareness to lead effectively, modelling reflective practice and supporting staff to manage the emotional demands of domestic abuse work.
- Commitment to equality, diversity and survivor-centred practice.
- Ability to travel across the boroughs and work flexibly to meet organisational needs.
- Occupational requirement: this post is open to female applicants only.

Desirable

- Knowledge of domestic abuse and trauma-informed approaches (practical experience in the VAWG sector strongly preferred). (JH: moved to desirable)
- Experience of working within or alongside statutory commissioning environments (local authority / NHS).
- Experience of implementing or overseeing accreditation standards (for example Women's Aid or equivalent).
- Experience of practical organisational transition activity such as partnership development, service consolidation or strategic reconfiguration (phrased as experience of strategic partnership/transition work).
- Experience of charitable governance and working closely with trustee boards, including preparation of board papers and risk reports.

How to apply

If you would like to apply for the Interim CEO role at NSDAS, please send the following:

- An up-to-date CV outlining your employment history, academic and professional qualifications, and contact details
- A Supporting Statement (no more than 2 x A4 pages), which:
 - Demonstrates how your experience meets the essential criteria and outlines what you would prioritise in the first 100 days.
 - Explains your interest in becoming the Interim CEO of NSDAS.

If possible, please combine the CV and supporting statement into one document (Word or PDF).

Please submit your completed application to executive@harrishill.co.uk by 9am, Monday 30th March 2026.

Recruitment and appointment timelines:

Applications close	Monday 30th March 2026
Shortlisting meeting	Thursday 2 nd April 2026
First-stage interviews (remote)	Week commencing Monday 6th April
Second-stage interviews (in-person, Walton-on-Thames)	Week commencing Monday 6th April
Preferred start date	Immediate

Please state in your application if you have any commitments during the interview period that may coincide with these dates, or if you require any special provisions should you be called forward for interview.

For any queries or to arrange a confidential conversation, please contact Jenny Hills at Harris Hill (executive@harrishill.co.uk) with your availability.

Safer recruitment & application process

- This role is subject to safer recruitment practices. Shortlisted candidates will be asked to provide a full account of all roles held since graduation from full-time education and an explanation of reasons for leaving each role.
- Shortlisted candidates will also be required to provide references and consent to appropriate background checks (including an enhanced DBS check where applicable) and proof of right to work in the UK.
- Please include contact details for two referees (one should be a current or most recent employer). References will only be taken with your consent and after interview.

Advertisement

Interim Chief Executive Officer – North Surrey Domestic Abuse Service (NSDAS)

Location: Elmbridge, Epsom & Ewell and Spelthorne (hybrid; 2 days per week on-site presence)

Salary: circa £60,000 FTE (PAYE)

Contract: Fixed term 18-24 months, 4 days per week

Are you a seasoned, compassionate leader ready to stabilise and strengthen a trauma-informed frontline charity supporting survivors across North Surrey?

About North Surrey Domestic Abuse Service (NSDAS)

NSDAS is a specialist, survivor-centred charity formed as an independent Charitable Incorporated Organisation in 2024 following a period hosted by Citizens Advice. We provide confidential practical and emotional support to adults and children affected by domestic abuse across Elmbridge, Epsom & Ewell and Spelthorne, delivering helpline and email advice, advocacy, safety planning, refuge and housing pathways, recovery programmes and targeted work for children and young people. Our practice is trauma-informed and feminist in outlook, foregrounding safety, confidentiality and the lived experience of survivors.

We are a small, specialist organisation with an average headcount of around 18 (approximately 15 frontline staff and three support roles), supported by a committed cohort of volunteers. Since independence our trustees have prioritised governance, compliance and capacity building; in our first independently reported year total income was c.£932k and trustees view the near-term financial position as stable while planning prudently for the medium term. This interim appointment offers the chance to lead NSDAS through consolidation and prepare the charity for its next strategic phase.

As our next Interim Chief Executive Officer, you will:

- **Strategy & Impact:** Develop and deliver a clear 12-month operational plan, with pragmatic milestones and measurable outcomes that align with trustee priorities and service needs.
- **Governance & Finance:** Strengthen governance and risk reporting to the Board, maintain oversight of day-to-day financial control and cashflow, and support the Treasurer in preparing budgets and regular management reports.
- **Operational Leadership:** Provide stable, visible leadership and day-to-day operational management, ensuring continuity and quality of frontline services.
- **Income Generation:** Lead practical income-generation activity alongside trustees and fundraising staff, identify suitable funding opportunities and support bid development to diversify income and build unrestricted reserves.
- **Service Quality & Safeguarding:** Ensure survivor-centred practice, robust case recording, up-to-date safeguarding and lone-working protocols, and quality assurance across services.
- **People & Wellbeing:** Prioritise staff and volunteer wellbeing by embedding clinical supervision, promoting psychological safety and improving supervision and development arrangements.

- Community & Partnerships: Maintain and build constructive relationships with statutory partners (local authorities, police), Surrey Domestic Abuse Partnership members and other key stakeholders; represent NSDAS at multi-agency forums.
- Brand & Profile: Advocate for local service needs, raise NSDAS's profile within the local ecosystem and support trustee work to communicate impact and local value.

Who you are

- A seasoned senior leader with proven executive experience in a small to medium-sized charity or comparable organisation (c.8–20 staff; turnover circa £0.5m+).
- Demonstrable experience of leading organisations through change or transition while maintaining service continuity.
- Strong people leadership skills with experience managing sensitive HR matters, staff wellbeing and clinical/therapeutic supervision arrangements.
- A track record of successful income generation and relationship management with funders, commissioners and statutory partners.
- Financially competent with experience of budgetary control, reading management accounts and reporting to trustees.
- Excellent communicator, credible at both operational detail and strategic discussion, with highly developed stakeholder engagement skills.
- Knowledge of domestic abuse and trauma-informed approaches is essential (practical experience in the VAWG sector strongly preferred).
- Commitment to equality, diversity and survivor-centred practice and the ability to travel across the boroughs and work flexibly.
- Essential occupational requirement: This post is open to female applicants only as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.
- **Desirable:** experience of working within statutory commissioning environments and experience of accreditation/standards (for example Women's Aid) or practical organisational transition/partnership development.

Why NSDAS?

- Lead a values-driven, trauma-informed charity delivering critical local services and making a tangible difference to survivors' lives.
- Join a small, committed team with a clear focus on staff wellbeing, clinical supervision and psychologically safe practice.
- A visible leadership role during an important phase of consolidation and strategic development, with clear 12-month priorities and trustee support.
- Hybrid and flexible working (3–4 days per week), regional travel as required and a meaningful, high-impact interim appointment.
- Opportunity to strengthen governance, diversify income and build unrestricted reserves for longer-term resilience.

Closing date for applications: 9am, Monday 30th March 2026

As leading charity recruitment specialists and a certified B Corp, Harris Hill is committed to high and ever-improving standards of equitable and inclusive recruitment. We actively welcome applications for this role from women from all sections of the community regardless of age, disability, race, religion, sexuality and other protected characteristics.

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