



nsdas

For life free of abuse, fear & oppression
North Surrey Domestic Abuse Service

North Surrey Domestic Abuse Service CEO Job Description

Post:	Female Chief Executive Officer
Salary:	Market rate
Hours:	3 / 4 days per week (by mutual agreement between successful candidate and the board)
Reporting to:	Chair of Trustees

Background

North Surrey Domestic Abuse Service (NSDAS) is a specialist domestic abuse outreach charity, part of the Surrey Domestic Abuse Partnership. We support residents and their children who are experiencing or have experienced domestic abuse living in the boroughs of Elmbridge, Epsom and Ewell and Spelthorne in Surrey. We are currently managed by Citizens Advice Elmbridge West (charity registration 1094025) and are working operationally to become an independent charity in early 2024. The CEO will play an important role alongside the Trustee board to ensure a smooth transition, to ensure continuity of service and to promote the long-term health and success of the charity.

Purpose of role:

As Chief Executive Officer, you will be responsible for providing clear strategic and operational leadership for the North Surrey Domestic Abuse Service.

Main Duties and Responsibilities

Short / Medium Term Transition

1. Work closely with the Trustee board of the new charity to establish new policies, procedures and governance processes.
2. Develop good communication channels with staff during the transition phase (and going forward) to ensure a culture of openness, inclusion and respect.
3. Ensure that service delivery is maintained to a high standard.
4. Develop the existing relationships with key partners and funders. Ensure a collaborative approach to management of all internal services and external partnerships.
5. Finalise the Women's Aid accreditation which is currently ongoing.

Development & Planning

1. In partnership with the Trustees, develop a three-year rolling strategy and lead its implementation through the development of a business plan.



nsdas

For life free of abuse, fear & oppression
North Surrey Domestic Abuse Service

2. Translate organisational objectives into team and individual work plans with clear and realistic targets.
3. Lead the development and delivery of survivor services including maintaining an awareness of the operating environment such as legislative developments, social trends and local needs likely to affect demand for advice and services.
4. Represent the organisation at multi-agency meetings working with the Surrey Domestic Abuse Partnership (SDAP) to further the individual charity and the wider partnership's delivery of a service that is consistent and responsive to local, regional and national requirements.

Working with the Trustee Board

1. Advise the Trustees on strategic, financial, governance, staffing and service delivery issues and on compliance with all relevant legislation.
2. Report regularly to the Trustees regarding the finances, strategy, business plan and risks to the organisation.

Service Delivery

1. Ensure that the service is adequately managed, staffed and resourced in order to deliver a safe, efficient and effective service.
2. Develop and maintain common practices to ensure that standards of service delivery are met and appropriate systems are in place for staff supervision, case recording, statistics, follow-up work and quality control.

Resource Acquisition

1. Research and respond to support needs, in particular the needs of identified disadvantaged groups in the relevant areas.
2. Develop the organisation's funding base by identifying potential funding opportunities consistent with the aims of the organisation and the operating environment and applying for funding as agreed with the Trustee Board.
3. Negotiate and review all grants and service agreements in consultation with the Trustee Board ensuring that existing services are adequately funded and appropriate grant applications are made.
4. Maintain appropriate relations with funders, fulfilling all reporting requirements and ensuring compliance with contracts.

Financial Management

1. Ensure that all finances are properly administered and monitored and that the agreed controls are always used.
2. Prepare, in consultation with the Treasurer, an annual budget for approval by the Trustee Board.
3. Ensure the preparation of annual accounts and financial statements in conjunction with the finance team and auditors/independent examiners.



nsdas

For life free of abuse, fear & oppression
North Surrey Domestic Abuse Service

Staff & Volunteer Leadership and Management

1. Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers are able to provide the best outcomes for survivors and their children.
2. Ongoing performance management of staff and ensuring that your own and their learning and development needs are met in accordance with domestic abuse standards. Succession planning for key individuals.
3. Ensure that the organisation has appropriate risk assessment protocols in place to protect clients and staff as required.

Public Relations

1. Maintain effective relations with other domestic abuse services and appropriate authorities, agencies, organisations, and individuals at local, regional and national levels, including councillors, MPs, and statutory and non-statutory organisations.
2. Develop and oversee appropriate publicity through effective relations with the media and other community organisations, the use of social media and through public speaking.

Person Specification

- Demonstrable experience of providing inspirational leadership at an organisation of comparable scale and complexity (c.10 staff and a turnover of over £0.75 million).
- Experience of leading and managing staff, motivating teams at all levels, building working relationships with colleagues, demonstrating personal commitment to organisational and staff development.
- Experience of dealing with issues promptly and effectively.
- Proven experience of building and maintaining partnerships within and across organisations and sectors.
- A proven track record of successful income generation and business development, through fundraising, commissioning and marketing activities.
- Demonstrable track record of financial management and budgetary control, and ability to manage a budget under the guidance of the treasurer.
- As we are seeking to operate within Women's Aid guidelines this role it is open to female candidates only.

North Surrey Domestic Abuse Service recognises that it is essential to provide equal opportunities to all without discrimination of any form including our staff, volunteers and service users. We work at all times to promote and deliver safe and inclusive services to all who experience domestic abuse. However, we also seek to operate within Women's Aid guidelines and values; we recognise that domestic abuse is most frequently perpetrated against women by male perpetrators and for this reason the role is open to female candidates only.