Refuge

For women and children.
Against domestic violence.

Deputy Service Manager
Applicant Information Pack

Introduction from the CEO

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

Gemma Sherrington
CEO

We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of survivors

This is an opportunity to join Refuge as a Deputy Service Manager to support survivors who have been impacted by domestic abuse. In this role you will provide line management and support to community-based staff who support survivors of domestic abuse across Derby City. This will include providing supervision on complex casework, overseeing operational emergencies and ensuring high standards of casework.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

As part of this role, you will be required to participate in an out-of-hours on call rota.

Salary
£36,565.90 per annum

Employment term:
Full-Time - 37.5 hours per week – Permanent

Location:
Derby City – Community Outreach

Closing Date
09:00am 1st September 2026

Interview Dates
8th and 9th September 2026
The interview will be in person – venue to be confirmed at interview invite stage

Employment Terms

Salary
The annual full-time salary for this role is £36,565.90

Refuge is an accredited Living Wage Employer. This means that every member of staff working here will earn a real Living Wage. The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. We voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

Days and hours of work
The contracted hours of work are 37.5 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch for every full day worked. The deputy manager will be required to provide out of hours support on a rota basis with the service manager. The role is office based.

Probation
All appointments are subject to satisfactory pre-employment checks, further details will be provided when an offer of employment is made. The probation period for this post is 3 months.

Annual Leave
Annual leave allowance is 28 days per annum plus public holidays, rising to 30 days following completion of five years' service at the start of the annual leave year. Annual leave for part-time roles is pro rata.

Pension
Refuge operates a qualifying salary sacrifice pension scheme with Aegon.

Employee Benefits
Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation in achieving our aims, and we are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary
- Clinical supervision for all staff
- Confidential support and advice service via an employee assistance programme available 24 hours a day which provides support on a range of work and personal issues
- Enhanced sick pay leave which increases with length of service
- Excellent sector leading maternity, adoption, parental and paternity pay and leave
- Generous life cover scheme valued at four times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Discounted membership with PureGym
- Opportunity to join our wide range of Equality Network Groups
- Access to free Will writing service
- The ability to apply for flexible working from day one. There will be space to discuss flexible working at interview
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation, and for professional qualifications

Training and Learning

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

JOB DESCRIPTION

Job Title	**Deputy Service Manager**
Directorate	Service Delivery
Reports to	Service Manager
Location	**Derby City – Community Office Based**
Responsible for	Outreach Workers
Working hours	37.5 hours per week
Working pattern	Monday – Friday, 9.00am – 5.30pm. On call out of hours on a rota basis responding to emergencies in the refuge's evenings, weekends and bank holidays

Role Outline

We are recruiting for a Deputy Service Manager who is passionate about supporting survivors who are impacted by domestic abuse. The Deputy service manager will join our management team to assist the service manager in the delivery and development of high-quality support to survivors accessing our community-based services in Derby City

In this role you will ensure the smooth running of high-quality service to support survivors of domestic abuse. This will include managing staff teams to ensure effective advocacy is provided to survivors who are at medium/standard risk and their children.
A key requirement is to provide personal welfare support and to ensure that survivors are provided with a safe, supportive outreach service

Suitable candidates must have proven experience of providing direct emotional and practical support, and of managing case work. In addition, you must have experience of managing and motivating staff, knowledge of domestic abuse issues, experience of providing support to survivors, and experience of working in community-based services

As a member of the management team, you will be required to participate in an out-of-hours on call service, on a rota basis, responding to out of hours emergencies

Key Accountabilities

- Assist service manager in the delivery and development of high-quality independent advocacy.
- Managing community-based staff to ensure effective advocacy is provided to survivors.
- Effective management of duty system to enable referrals to be recorded promptly and cases are allocated to an outreach worker, reducing any further risk to survivors
- Ensure Refuge's casework management and quality policies are implemented.
- Develop and deliver individual support and risk management plans to address the risk of harm to survivors and their children.
- Escalate any issues where safety and/or security is at risk immediately to the service manager or senior operations manager
- Work in partnership with other agencies, including participation and presenting cases at Multi Agency Risk Assessment Conference (MARAC)
- Awareness raising through talks and presentations related to the work of Refuge's advocacy team.
- Support staff through monthly supervision meetings, ensuring that probationary and objectives a reviews are completed and new starters are inducted
- Take part in an out of hours on call rota.
- Oversee co-locations to ensure that multiagency partnerships are delivered effectively.

- Be the first point of contact for Refuge Derby staff where the service manager is not available
- Developing and maintaining positive, collaborative working relationships with other Refuge staff and directorates
- Responsibility in working with the service manager to oversee budget expenditure
- Enhancing personal capability by undertaking continuous personal development activity and maintaining up to date knowledge.
- Ensuring that confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
- Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
- Demonstrating an understanding of and commitment to Refuge's values and to equity, equality, diversity and inclusion.

General responsibilities

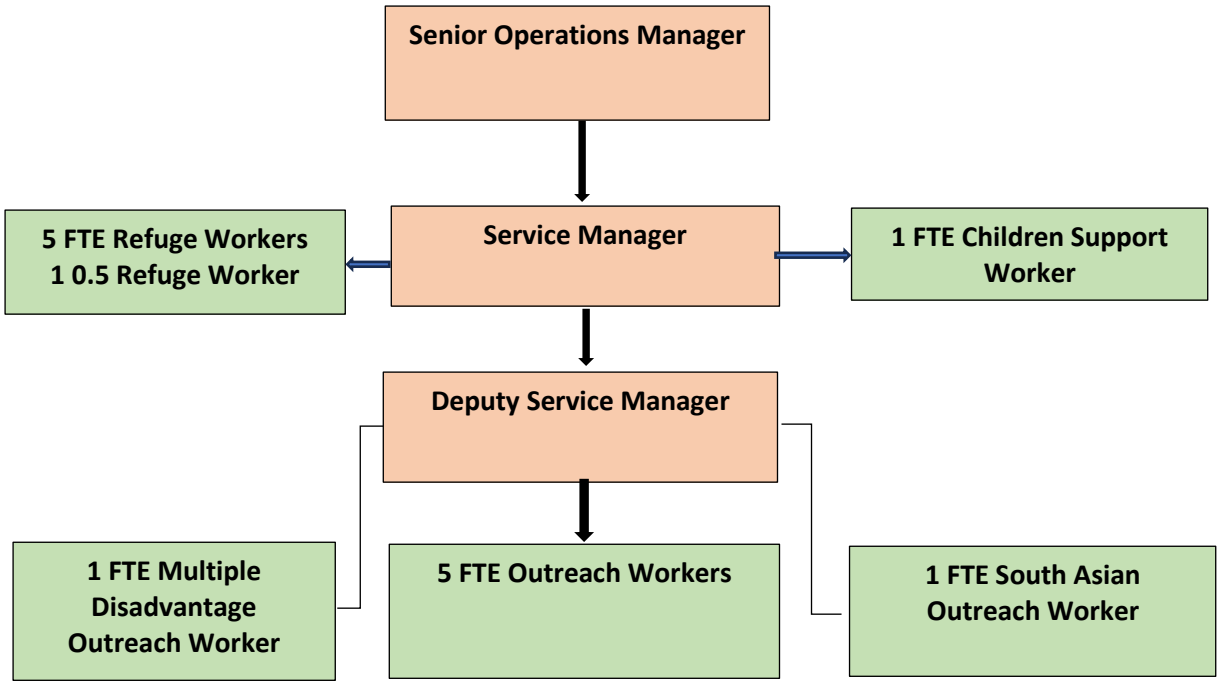
- Demonstrating an understanding of and commitment to equality, diversity, and inclusion in all aspects of the role.
- Promoting and ensuring the safety and wellbeing of self and others in line with our Safeguarding Adult and Children Policies, Health & Safety Policy, together with any other requirements aimed at keeping people safe from harm in their interaction with Refuge.
- Ensuring that confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
- Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
- Always Adhere to Refuge's Policies and Procedures.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- This list is not exhaustive; there may be other duties necessary to undertake the role.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

We are committed to safeguarding therefore we expect all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks (DBS) in accordance with the DBS Code of Practice for all roles. We undertake an enhanced DBS check for our roles working directly with survivors.

It is essential to the development of Refuge's service delivery that the post holder can respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Team Structure Chart



Who Are We Looking For?

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.

Person Specification

Experience Knowledge and Qualification

- Good standard of general education
- Significant proven experience of providing emotional and practical support to survivors of domestic abuse and other forms of violence and abuse
- Extensive experience of sensitively assessing and responding to the needs and risks of women and children experiencing domestic abuse and other forms of violence and abuse
- Significant proven experience of providing direct emotional and practical support to people seeking support/advice e.g. via social services, residential work or the voluntary sector
- Experience of managing and developing teams and individuals
- Proven experience of safeguarding children and vulnerable adults
- Experience of working in a residential setting/ refuge/women's advice center or other relevant agency.
- Evidence of an awareness of the dynamics and impact of domestic abuse and other forms of violence and abuse and how best to support survivors, including addressing homelessness among women and children.
- Evidence of the ability to be an ambassador for Refuge and to communicate and work in accordance with Refuge's philosophical principles.
- Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence.
- Demonstrable strong written and verbal communication to be able to write reports, deliver presentations and to supervise others in their writing skills, and to communicate with stakeholders in a clear, meaningful and effective way.
- Evidence of the ability to build and develop supportive relationships with abused women and their children maintaining professional boundaries.
- Evidence of the ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected.
- Evidence of the ability to work effectively on own initiative, with minimal direct supervision and as part of a team.
- Evidence of the ability to manage casework effectively with evidence of a methodical and well-organized approach.
- Demonstrable ability to use Microsoft Office (word, excel, outlook, access), with the ability to collect and analyse statistics.
- Ability to travel across all National Services
- Working knowledge of the legal system as it relates to survivors of domestic abuse and other forms of gender-based violence.

Skills

- Ability to work under pressure.
- Ability to plan own workload, to manage time effectively and to deal with changing and competing demands.
- Ability to think creatively and show initiative.
- Ability to communicate sensitively with women who may be distressed.
- Ability to establish and maintain appropriate boundaries when working with women who are experiencing crisis.
- Ability to communicate effectively with a range of professionals.
- Excellent verbal and written communications skills including report writing and presentation, and excellent spelling, punctuation, and grammar.
- Ability to maintain effective administrative and monitoring systems.
- Proficient in word-processing, spreadsheets, and databases, preferably using Microsoft Windows.

Personal Qualities

- An interest in and commitment to the long-term success and development of Refuge.
- Acts as a role model for the organisation with integrity and a demonstrable commitment to upholding professional standards.
- Demonstrates passion and approaches all work in an enthusiastic way.
- Commitment to follow the policies, procedures and philosophical principles of Refuge and a strong commitment to feminism, empowerment, support and equality which underpin all of the work undertaken by Refuge.

An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident Employer. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. Refuge is committed to doing what we can to support our employees.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- We have created a Respect Charter to complement our values to support our EEDI journey in creating an inclusive and respectful environment both within Refuge and beyond.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Allies
- Anti-Racism
- Disability and Neurodiversity Matters
- LGBTQI+ Shine
- Mental Health and Wellbeing
- Migrant Workers
- Women's

How To Apply

Key Information and Deadlines
To apply please access our online application form via our website:
https://refugecareers.ciphr-irecruit.com/Applicants/vacancy

Applications must be completed and submitted by 1st September 2026

- If you have any questions or want to discuss the post before applying, please contact us via email to recruitment@refuge.org.uk
- You can also find out more information about Refuge at www.refuge.org.uk

Interviews will take place 8th and 9th September 2026 – The interview will be in person – venue to be confirmed at interview invite.

Completing your application form
What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: *A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY.* The full values can be downloaded from our website

Please note that we do not accept CVs for this job vacancy and all applications must be submitted via our online application form. The application process will require you to complete various sections of the application form. It is important that you complete all sections. Please do indicate N/A (not applicable) should some areas of the form not apply to you.

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will also be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them. Your Supporting Statement should not exceed a maximum of 800 words.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

Applications from Refuge Service Users and Survivors
Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media, and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest.

A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to

make a conditional offer of employment. If successful in securing the role, their data on Impact will be protected.

Our commitment to inclusive recruitment

Our People and Culture team will remove your name, address and date of birth before forwarding your information for shortlisting. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in, therefore, we are committed to growing our diverse workforce. The information you provide on the diversity monitoring form is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

Other information

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and in line with our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy, and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role. Our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy is available to applicants on request.

Data Protection Act

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above.

Please ensure that the information you give to us is correct and that you let us know of any changes immediately.

disability confident EMPLOYER

We are a Living Wage Employer

Show The Salary