

Refuge



**For women and children.
Against domestic violence.**



**Director of Corporate Services
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.

Abigail Ampofo
Interim 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 the women and children we support.

This is an opportunity to join Refuge as the Director of Corporate Services, providing leadership leadership of the Finance, Property & Facilities, Procurement, Technology, including Data Protection and Project Management teams.

Salary

£88,000 per annum

(Inclusive of £3,000 London Weighting, which may not be applicable depending on your home location and any agreed permanent homeworking arrangement)

Employment term:

This post is Permanent, Full Time, 37.5 hours per week.

Location:

Flexible/Hybrid with the ability to attend the London Office at least once a week.

Closing Date

9.00 am Monday 27 January 2025

First Round Interview Date

Wednesday 12 February 2025, remotely

Second Round Interview Date

Week commencing 17 February 2025, in person

Employment Terms

Salary

The annual full-time salary for this role is £88,000. Please note that this includes a London Weighting allowance of £3,000 (pro rata for part-time employees), which may not be applicable depending on your location and homeworking arrangements.

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 break for every full day worked. The level and scope of this job means that there may be occasions where you may be required to work additional hours, including out of hours. Overtime is not applicable to this role.

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 6 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 three times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Access to an employee benefits platform providing discounts to employees on a wide range of activities and online purchases
- 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.

ADVERT

Refuge, Director of Corporate Services

Refuge is the largest domestic abuse organisation in the UK. On any given day our services support thousands of women and their children, helping them to overcome the physical, emotional, financial and logistical impacts of abuse and rebuild their lives.

Do you have significant experience leading corporate service functions and overseeing the management of physical and financial resources to ensure efficiency, effectiveness and quality of service? If so, this is an exciting opportunity to join our senior leadership team, acting as trusted advisor to the CEO and Board on the formation, development and application of policy and strategic decisions.

To be successful in this role, you will be a qualified accountant with experience of managing multiple income streams including housing, voluntary, contract and trading income. You will have a comprehensive understanding of objective centric risk management, alongside the ability to lead strategic projects.

You will be rewarded not only through a competitive pay and reward package, but through the ability to grow and develop alongside hundreds of inspiring colleagues at all levels across Refuge dedicated to the important work that we do.

JOB DESCRIPTION

Job Title:	Director of Corporate Services
Directorate:	Senior Leadership Team (SLT)
Report to:	Chief Executive Officer
Responsible for:	4 Direct Reports
Working hours:	37.5 hours per week (and out of hours rota on-call cover)
Working pattern:	9.00am – 5.30pm Monday – Friday

Role Purpose

As part of the Senior Leadership Team, providing strategic leadership that contributes to the development and delivery of the strategic plan and supporting the CEO and the Board to ensure that Refuges achieves its vision and charitable aims.

This role will be responsible for the leadership of the Finance, Property & Facilities, Procurement, Technology, including Data Protection and Project Management teams.

Working collaboratively with the Senior Management and Senior Leadership Teams to support delivery of their strategic priorities through the provision of leadership, process, guidance and support.

Key Accountabilities

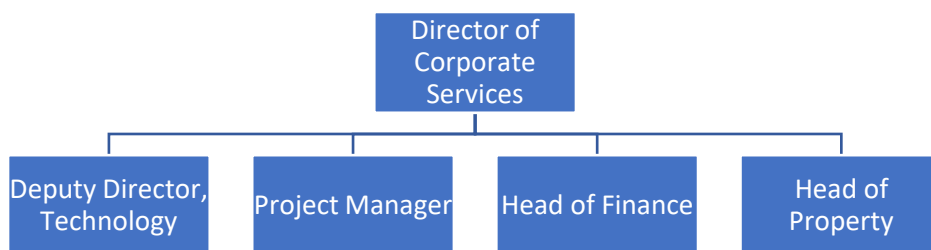
- Acting as a trusted advisor to the CEO and Board on the formation, development and application of policy and strategic decisions relating to the Corporate Services
- Overseeing the management of the organisation's physical and financial resources to ensure efficiency, effectiveness and quality of service
- Providing leadership on the Charity's approach to business continuity, data protection, financial management and accounting, H&S, procurement, property services, technology and risk management to ensure compliance with best practice and that policies and procedures are effectively implemented.
- Working effectively with the CEO and other members of the Senior Leadership Team to contribute to organisation wide policy, strategy and management, including the provision of timely and accurate financial information to support delivery of core objectives.
- Developing and embedding a culture of customer focus and performance management to ensure high quality and continuous improvement in the delivery of corporate services
- Leading the development and delivery of effective strategic and operational forecasting, planning, monitoring and reporting to support Senior Leadership Team and Board decision-making
- Leading the review of the corporate risk policy and risk map
- Ensuring compliance against property standards and health and safety, with effective management and risk mitigation.

- Effective contract management of outsourced IT provision to meet the needs of the charity.
- Leading the delivery of quality assured performance data for internal and external reporting.
- Leading major projects and programmes, including financial sustainability through effective use of the corporate project management resource
- Leading the Corporate Services directorate, providing direction, focus and motivation to support the achievement of objectives including developing a high performing team that meets through supervision, appraisal and improvement processes where required.
- Enhancing personal capability by undertaking continuous personal development activity and maintaining up to date knowledge.
- Deputising for the CEO as required.
- Ensuring that the 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 equality, equity, diversity, and inclusion.

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 that the postholder 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 postholder may have over time.

Corporate Services Leadership 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

- Qualified accountant.
- Experience of managing multiple income streams including housing, voluntary, contract and trading income.
- Demonstrable relevant experience of successfully leading corporate services functions including developing team to deliver high performance and exceptional customer service.
- A comprehensive understanding of objective centric risk management with well-developed risk analysis and corporate risk management skills.
- Experience of implementing value for money procurement functions within a diverse organisation.
- Ability to lead strategic projects and programmes utilizing project management principles.
- A good understanding of property management, health and safety compliance and risk.
- Evidence of developing, implementing and monitoring standards of performance against operational targets.
- A successful track record of influencing, giving professional advice to senior colleagues.
- Evidence of driving transformational change, including cultural change processes
- Experience of building effective and productive working relationships with a range of internal and external stakeholders.
- Understanding of social impact investing (desirable)
- A deep understanding of, and demonstrable commitment to, and leadership on issues of equity, diversity and inclusion.
- Governance experience and appreciation of how to work effectively with the Board of Trustees providing accurate, rounded and strategic information and recommendations.

Skills

- An empowering leader with strong management and leadership skills with the ability to develop and inspire others and to address underperformance promptly and effectively.
- A solution focused approach to resolving problems and issues.
- A customer centric commercial mindset with business management skills that understand linking strategy to performance while managing return on investment
- Sound judgement and decision-making skills.
- Ability to design and deliver projects and programmes aligned to strategic development.
- Strong analytical skills with the ability to report on data, identifying patterns and trends and producing evidence-based recommendations.
- An ability to think strategically and translate strategies into achievable goals.
- Well-developed risk analysis and corporate risk management skills
- Ability to think creatively and generate innovative solutions to changing priorities.
- Excellent verbal and written communication skills and strong interpersonal skills.
- Excellent organisational skills including the ability to work on own initiative in a structured way, manage the work of others, prioritise a wide range of activities / competing urgent tasks and use available resources to ensure deadlines are met.
- Good attention to detail.
- Ability to work proactively and effectively as part of a team to deliver results, supporting others as required.
- Ability to use Microsoft Office 365 (word, excel, outlook,) at intermediate or advanced level.

Personal Qualities

- A person centred, emotionally intelligent, resilient, bold leader.

- Kind, inclusive and approachable, you show strong emotional intelligence, self-awareness and empathy.
- Flexible, adaptable and can respond to challenges. Your resilience allows you to persevere through setbacks, keeping a focus on long term goals.
- Decisive, fair and able to manage and mediate differing perspectives while fostering a collaborative environment.
- By upholding high ethical standards and leading by example, you foster trust and respect within your team role modelling professional standards.
- Proactive in approach, identifying challenges and proposing solutions.
- Creative and innovative with a future focus.
- An interest in and commitment to the long-term success and development of Refuge.
- Flexible and adaptable.
- Acts as a role model for the organisation with integrity and a demonstrable commitment to upholding professional standards.
- Demonstrates commitment and approaches all work in an enthusiastic way.
- Prioritising psychological safety and belonging so that colleagues have the right foundations to deliver deep impact.
- A 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:

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

How To Apply

Key Information and Deadlines

To apply for this role please use the following link: [Director of Corporate Services - Refuge - Applied](#)

Applications must be completed and submitted by 9.00am on Monday 27 January 2025.

- 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

First Round Interviews will take place via video conference 12 February 2025.

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](#)

We are using Applied for this recruitment process. Please note that all applications must be submitted via their online application form [Director of Corporate Services - Refuge - Applied](#)

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.

