



Job Title:	Director of Services
Service/Division:	Criminal Justice, VAWG, Young Women and Girls' Services
Reporting to:	Chief Executive Officer. This role is a member of the Senior Leadership Team, working with the Board of Trustees
Direct reports:	Head of DA Services, Head of Young Women and Girls Services and Head of Criminal Justice (this may change in line with organisational strategy)
Salary:	From £65,000
Hours:	35 hours per week (some working from home)
Location:	Hammersmith
Contract Type:	Permanent

*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.*

*Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.*

## Job Summary

The Director of Services provides senior strategic leadership for all Advance front-line services, including overseeing our growing criminal justice work, domestic abuse service delivery and young women and girls' programmes. As an experienced senior manager with a proven track record of leadership in providing services to women experiencing violence and abuse, women in contact with the criminal justice system or similar social care or social justice services, the post holder will lead our Services across London, East and South England, including our Domestic abuse services, Criminal Justice services and Women's Centres, Diversion services, Young Women's services and other work which compliments the mission and values of Advance.

The Director of Services will be responsible for building and maintaining strong relationships and engagement with voluntary and statutory partners and services' commissioners, including over 25 specialist partner organisations, Local Authorities, the Ministry of Justice, the Mayor's Office for Policing and Crime, London Violence Reduction Unit, National Probation Service, Police and Crime Commissioners and the Metropolitan Police and a number of trusts and foundations. Working alongside the CEO, Directors and Trustees, the role will be responsible for developing and delivering high quality services aligned with Advance's strategic aims.

The Director of Services will represent the organisation externally on services' groups, events and conferences. They will support the development of the organisation's strategic plans to ensure the sustainability, development, and delivery of Advance's services. The Director will work to adhere to quality systems, lead and manage the team and develop policies with other Directors and the CEO to ensure strong systems and working practices across Advance. They will also work closely with the Advance board, reporting to and participating in relevant sub-committees, to ensure effective governance.

## **Key Responsibilities and Duties**

### **Service Management and Leadership**

Be a proactive and solution-focused member of Advance's Senior Leadership Team. Lead, contribute and participate in organisational strategic planning, in events and fundraising activities, which help to raise the profile or funds for Advance.

Manage a complex workload working independently, within a team where appropriate and problem-solving proactively to find solutions to systems and issues which affect services.

Be responsible for line managing and performance managing staff, including annual appraisals and supervision, ensuring staff training and development needs are regularly evaluated and that appropriate training, coaching and learning opportunities are provided.

Instil a sense of unity and purpose into the work of the service through effective leadership, regular team meetings and review of team performance, both of the Services team and the whole organisation

### **High Quality Services To Women and Children**

The Director of Services will be responsible for implementing and monitoring quality assurance systems for all services including contract compliance and overseeing accreditation for our services.

Oversee the development of a consistent approach to programme training relevant to team and individual development needs and make recommendations for cross programme and organisational training, to develop a strong culture of training and development.

Oversee the management of outputs and outcomes for the Services team and the structure of the services to ensure they are run to a high quality, the team remain motivated and workloads are manageable. Ensure that risk and needs assessment are well managed across all services and contribute to women's appropriate progression through the services, including safeguarding of women and children.

Set up and ensure maintenance of systems which capture relevant information to prove the impact of all programmes' work and any other subsequent funding streams, ensuring they are compliant with funders' requirements.

Oversee the development of operational plans for existing and new work and managing effective change within the services.

### **Partnerships and stakeholder engagement and influencing**

Develop and maintain strong relationships with partners in the delivery of services, and also together with the Directors of Development and Communications, in influential decision-makers and funders. At all times uphold the strong reputation of Advance and its programmes and remain professional in conduct.

Attend and communicate outcomes of regular strategic and operational meetings at London and national level in consultation with the CEO, as well as programme review meetings with funders and partners. Oversee reporting of services' outcomes, working with the Insights team, and the reporting of performance issues and challenges to funders at earliest opportunities and offer solutions/contingencies to solve problems.



Develop relationships with key potential funders working up innovative project and pilot programmes, to develop complimentary funding streams, in line with Advance's strategy and in collaboration with the CEO and Director of Business Development team.

Represent Advance and work with government and statutory agencies, and other community organisations; develop, maintain and review protocols with partner agencies and participate in multi-agency working parties, in collaboration with the CEO.

Play an active part in network and partnership meetings at strategic level, raising awareness of our services and identifying gaps to influence new funding. Maintain and develop relations with appropriate authorities, agencies, organisations and individuals, in consultation with the CEO.

Ensure that the impact of Advance services is represented nationally at all levels. Ensure that all publicity meets the requirement of the organisation brand, in consultation with the CEO and Head of Communications & External Affairs.

### **Financial Management**

Propose, agree and manage programme budgets to a high standard, communicating funding streams to the CEO, Finance and Fundraising teams, and ensuring regular budget reviews and delivery of agreed budgets, including agreeing and implementing solutions and action plans where variances and issues are identified.

With the management team, set, advise on and vary programme and project/pilot budgets to ensure high quality service delivery.

Ensure that funder's requirements are met for all services and that Advance comply with monitoring returns and statistics are available promptly for monitoring returns to funders and the board.

### **Strategy, Planning and Development**

As part of the Senior Leadership Team, be responsible for ensuring the strategic development and implementation of the annual plan for Advance services across all areas.

Working closely with the CEO, Directors and senior managers to drive the strategic development of services, contributing to bid development and tendering for services.

Be instrumental in raising the profile of Advance and in developing and sustaining partnerships, in particular leading the Angelou Partnership, the London Women's Services Alliance and East of England Alliance to deliver the programmes' objectives and impact.

The post holder will jointly hold responsibility with the Heads of Services and Senior Service Managers for working within and updating operational policies and operational annual plans, which uphold the quality and implementation of the organisation's programmes.

### **General Duties**

Work as part of the overall Management Team, liaise with staff at all levels, and collaborate with colleagues to ensure delivery of organisational strategic objectives, plans, services and priorities.



Protect the safety and security of Advance, service users, staff, volunteers and buildings, and the confidentiality of records and other information. Ensure compliance at all times to data protection, confidentiality and relevant organisational policies and procedures.

Uphold the right of women, children and young people who have experienced domestic violence and abuse, and women affected by the criminal justice system.

Have full regard to Advance's Safeguarding Children's policy and Safeguarding Adults policy. Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans. Work across teams and undertake such other duties, appropriate to the level and responsibility of the work, as may reasonably be expected.

## General Information

**Performance and Quality:** Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

**Policies and procedure:** Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

**Equality and diversity:** Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**Confidentiality:** The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

*This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post*

**PERSON SPECIFICATION:**

<b>KNOWLEDGE AND QUALIFICATIONS</b>	
A relevant qualification or equivalent consolidated experience.	D
A thorough knowledge of issues relating to women experiencing violence and abuse and/ or in the criminal justice system, or wider relevant social justice issues.	E
A sound knowledge of safeguarding adults and child protection issues	
An excellent understanding of management and quality assurance processes and systems such as Women's Aid accreditation framework.	
A good knowledge and understanding of organisational systems and frameworks.	D
<b>EXPERIENCE</b>	
Consolidated experience of strategic leadership and management and of developing services at a senior level of management, gained ideally from working at a Director or CEO level previously.	E
Significant experience of work with women and/or children with a complex range of needs.	
Experience of developing and leading teams in both a strategic and operational role.	
Experience of performance management and supervision of staff.	
Experience of developing and evaluating quality assurance systems.	
Experience of managing and working within budgets and of tendering/fundraising processes.	
Experience of developing and working within partnerships.	D
Experience of highly developed negotiating skills and ability to conduct herself in a professional manner.	D
Experience of leading and managing change and developing new programmes to high standard.	E
<b>WORK BASED SKILLS and PERSONAL QUALITIES</b>	
Excellent team building and team development skills.	E
Ability to develop and plan, implement and review annual business plans /strategies.	
Enthusiasm, self-confidence and self-motivation, with a can-do attitude.	
Excellent verbal and written communication and presentation skills.	

Ability to lead a service effectively under pressure within a stressful environment, and to deal with difficult or unpredictable situations effectively.	
Ability to lead by example, inspire and motivate teams and manage a complex workload.	<b>D</b>
Ability to work on one's own initiative, prioritise own work and to plan or organise work of others effectively to meet deadlines.	<b>E</b>
Demonstrable multicultural skills and variable approaches to equity, diversity and inclusion	<b>E</b>

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.