

Job Description

Job Title	Head of Service (Nottingham City Services)
Responsible to	Director of Operations
Responsible for	4 x Team Managers
Working Hours	37
Special Conditions	Occasional evening or weekend work may be required. On Call duties will be required on a rota basis.
Salary	Juno Scale Point 32
Contract	
Location	Juno Women's Aid premises and other locations as required.
Date Revised	July 2026

This job description may change to reflect changing requirements of the role.

Job Summary

As a Head of Service, you will support the Director of Operations to lead an effective and cohesive operational management team, overseeing the development and delivery of specialist frontline services for survivors of domestic violence and abuse, ensuring; that all staff provide the highest standards of support, that all contract requirements are fully met and that services are shaped and informed by the needs and lived experience of survivors.

A member of the Senior Leadership Team (SLT), you will contribute to the organisations strategic planning, management and leadership to assist Juno Women's Aid to achieve its vision and mission. You will be responsible for the leadership, management and performance of your teams ensuring alignment with organisational strategy and plans.

Responsibilities and Duties

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

Leadership and Management

- Provide consistent and supportive leadership to staff and managers across the service areas
- Play an active role in SLT, providing clear and regular reports and contributing to the overall development of Juno
- Develop and maintain effective partnerships with statutory, voluntary and community organisations to achieve shared objectives and ensure the needs of survivors are met.

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- Mentor and motivate teams to achieve productivity and engagement
- Observe and report on operational performance and generate improvements
- Work and consult with partners to ensure that services are appropriate, effective and integrated within existing referral and care pathways.
- Initiate and contribute to campaigns to raise awareness of DVA and its impact.
- Be responsible for collating evidence to demonstrate the effectiveness of services and to support Juno to contribute locally and nationally to evidence gathering in relation to Violence against Women and Girls.

Quality Improvement

- Nurture a culture of quality improvement through encouraging and empowering individuals and teams to focus on improving service delivery
- Promote a co-production approach to service users' involvement and in the delivery of high-quality services
- Constructively challenge behaviours that hinder change or do not support the strategy and values of the organisation
- Ensure that all aspects of services are delivered to an excellent standard which are consistent with those required nationally through accrediting bodies;

Strategy

- Jointly, with Juno management team and Director of Operations be responsible for developing and implementing Juno's Service Delivery Plan in line with the Juno's Strategic plan, contracts, and Juno's outcome framework
- Develop, implement and review service delivery plans in line with organisational strategy and business plans;
- Work within, develop and implement systems to ensure accountability within multi-agency framework

Governance

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- Provide timely, accurate information and recommendations to the CEO
- Work with the CEO and Managers in preparing the necessary documentation and policies for good governance
- Ensure that legal requirements are met, particularly in relation to child and adult safeguarding, data protection, health and safety and employment law.
- To keep up to date with relevant Government policy proposals and legislation, and the best practice of relevant organisations, ensuring that the charity complies with legislation and adopts prevailing best practice wherever feasible.

Staff Management

- Line management responsibility for Team Managers in your service area
- Ensure that Juno Women's Aid has appropriate policies and procedures in place to maintain organisational resilience and wellbeing, including relevant training.
- Work with Senior Leadership Team and Managers to develop excellence in service delivery. Ensuring best practise in the recruitment, induction, supervision, appraisal and support of staff and volunteers, in accordance with Juno's policies and procedures.
- Ensure learning and development opportunities are available to staff in accordance with best practice locally and nationally.
- Support regular team and staff meetings and encourage a culture of good communication, innovation and joint responsibility for achieving Juno's vision and objectives.
- Develop and provide formal and informal training and development opportunities to ensure that policies and procedures are translated into best practice
- Participate in training opportunities and supervision as required by their post

Safeguarding

- Ensure that safeguarding practice for adults and children is of the highest standard and that Juno meets its legal, statutory and partnership obligations and survivors are fully integrated into local relevant service provision;

GDPR and Data Protection

As an Information Asset Assistant (IAA) you will:

- Authorise access and ensure users understand their responsibilities (Heads of Service only)

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- Ensure compliance with Juno's Data Protection and information Governance Policies and Procedures in their area of work and with the staff they line manage.
- Devise and implement via service manuals or other appropriate measures bespoke procedures/ arrangements for specific services.
- Ensure compliance with data protection clauses in service contracts and with information sharing agreements in place for certain services.
- Ensure staff log and report all matters required by Juno's policies and procedures. Including logging and escalating requests for information and complaints.
- Escalate areas of concern in operations to their IAO or the CEO in their absence.
- Complete, Data Protection Impact Assessments (DPIA) and Risk Assessments for each service/ area of operation that includes the collection/use of personal data. Ensure implementation of mitigation measures.
- Ensure staff keep up to date with training and share best practice in meetings and other fora. Ensure new staff receive appropriate induction in this area.

Oversee data retention procedures and coordinate the gathering of records for secure deletion.

Training and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Participate in supervision, annual appraisal and personal development

General Duties

- To maintain oversight of the statistical data and information to contribute to the monitoring and evaluation of services
- To attend internal and external meetings and provide reports as required.
- Undertake any additional duties as agreed with the line manager to ensure the efficient operation of Juno Women's Aid
- Work within, support, and implement all policies and procedures of Juno Women's Aid.

The duties of this post may vary from time to time, without altering its overall nature.

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Personal Responsibilities

- At all times protect the safety and security of Juno and service users, staff, volunteers, and all those in the work of Juno, Juno premises and the confidentiality of records and other information;
- Uphold the right of women, children and young people who have experienced domestic violence, advocating vigorously for them while offering protective strategies, and appropriate safe services;
- To respect, support and work within all the organisation's policies and procedures
- To remain up to date on all legal and practice issues relating to the role
- Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities;
- Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
- Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected

Values, Behaviours & Competencies

- Committed to the purpose of Juno Women's Aid, ensuring that the Survivor is at the heart of service delivery and development
- Feminist and committed to fostering innovation and continuous improvement in working practice
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
- Non-judgemental with a commitment to self-care within the team
- Collaborative, building relationships with internal and external partners.
- Non-judgemental with a commitment to self-care within the team and wider organisation

For Official Use only

Agreement to Job Description by candidate accepting the job offer:

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In accepting the offer of employment by Juno, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

Name:	Signature:
Date:	Start date:

PERSON SPECIFICATION

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria

Experience	• Significant management and leadership experience, including in the charity sector, of working with women and children affected by domestic violence and abuse (DVA). • Experience of managing crisis situations and complex cases. • Significant experience of managing, developing and leading services for women and children including managing change. • Significant experience of staff management and development • Experience of managing multiple projects effectively for contract compliance in a care, support, health or similar environment. • Experience of overseeing and developing projects in a complex environment with a wide
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	range of partners both internal and external, at a range of levels • Experience of managing and/or supporting teams to effectively monitor and evaluate their work and to meet outcomes and contract compliance • Experience of managing and working within budgets and financial monitoring; • Experience of effectively chairing complex multi – agency meetings and ensuring clear and balanced presentation of information • Experience of tendering and fundraising bids/processes
Knowledge and Understanding	• Significant knowledge of DVA, trauma informed service delivery, research and current developments • Significant knowledge of planning, case management and contract compliance. • Significant knowledge of project management, quality assurance and contract compliance issues, processes and systems • Understanding of working across communities and developing successful responses to the differing forms and impacts of DVA. • Successful record of working with commissioners and a range of statutory and voluntary sector partners.
Skills and Abilities	• Excellent project management skills with the ability to deliver to stakeholder and contract requirements • Proven people management skills and the ability to foster a motivated, engaged team working to their full potential; • Ability to plan strategically and to develop, implement and review annual business /service delivery plans/work plans;

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	• Enthusiasm, self-confidence and excellent verbal and written communication and presentation skills • Ability to support Team Leaders in managing staff at different stages in their development • Ability to oversee and provide guidance on a demanding team caseload safely and effectively, assessing risks and support need • Ability to play a significant role in the Senior Leadership Team and in supporting the CEO • Excellent written and verbal communication including • Data analysis and report writing skills. • Good finance skills, with the ability to help create and manage budgets. • Proven ability to implement challenging development plans and manage change; • Ability to lead a service effectively under pressure within a stressful environment, and to deal with difficult or unpredictable situations effectively • Demonstrable ability to develop productive and effective working relationships with partners in a wide range of agencies • The ability to effectively monitor and evaluate services using computerised and/or manual systems, including producing high quality reports; • Ability to work on one's own initiative, prioritise own work, and plan or organise the work of others to effectively meet deadlines; • Ability to evaluate and communicate information in a dynamic multi-agency setting
Qualifications	• Education to degree level or equivalent • Evidence of significant self-development within the last 2 years
Attributes	• An understanding of the feminist perspective on how gender, social, economic, race, cultural,

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	linguistic, religious and sexual orientation issues may impact on people's lives • To demonstrate a commitment to the principles of equal opportunity and diversity ensuring inclusivity across all aspects of service delivery • Non-judgmental, non-directive and anti-discriminatory approach • High level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others; • Ability to work on one's own initiative, prioritise own work, and plan or organise the work of others to effectively meet deadlines.
Other	• Must be eligible to work in the UK • Full driving licence and access to a car for work purposes • An enhanced DBS check will be carried out for this post