

Refuge



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



**Project 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.

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 a
Project Manager.

This role will report to the Director of Corporate Services and sit within the Corporate Services Directorate. It will work closely across the organisation with staff and volunteers as part of project management.

Salary

£48,183 including London weighting allowance if applicable

Employment term:

This is a Fixed Term Contract (Maternity Cover – up to 14 months from May 2024 to June 2025)
Full Time post

Location:

Hybrid working preferable (based at our Tower Hill, London office with flexible Hybrid working).
Full Time homeworking is also an option.

Closing Date

9.00 am on Monday 18th March 2024

Interview Date

27th March 2024

Employment Terms

Salary

The annual full-time salary for this role is £48,183. 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/5 days a week Monday – Friday 9.00am – 5.30pm.

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 which includes a 6% Employer contribution.

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
- Access to Perkbox 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.

JOB DESCRIPTION

Job Title	Project Manager
Directorate	Corporate Services
Reports to	Director of Corporate Services
Location	Hybrid
Working hours	37.5 hours per week
Working pattern	Monday – Friday 9.00-5.30pm

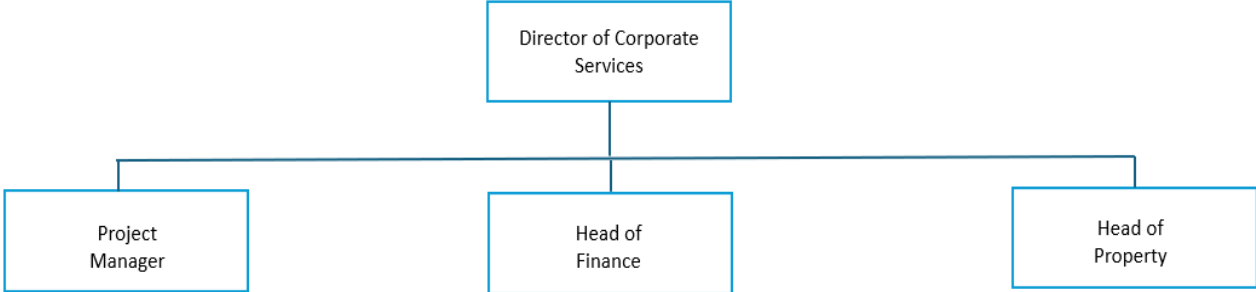
Role Outline

This role will report to the Director of Corporate Services and sit within the Corporate Services Directorate. It will work closely across the organisation with staff and volunteers as part of project management.

Key Accountabilities

- Develop and implement a project management framework to ensure consistency of approach and good project governance, to be used flexibly by non-project management specialists across a range of diverse teams, supporting the embedding and implementation of the framework
- Programme management of the Major Projects portfolio, reporting on outcomes, progress and risk to the Programme Board made up of SLT members. At the point of recruitment this includes a number of critical cost-saving initiatives as part of the Refuge's Financial Sustainability programme.
- Provide project management training, advice & support to colleagues across Refuge.
- Provide project management to specific projects as determined by the Director of Corporate Resources. At the point of recruitment this includes delivery of the Warwickshire dispersed pilot, now in its second year of a two-year contract to expand the number of units available to support Refuge services in the county
- Undertaking other activities commensurate to the nature and level of the role.
- Develop and maintain positive, collaborative working relationships with other Refuge staff.
- Enhance personal capability by undertaking continuous personal development activity and maintaining up to date knowledge.
- Ensure that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
- Promote sustainable working practices and reducing the environmental impact of Refuge's work.
- Demonstrate an understanding of and commitment to Refuge's values and to equity, equality, diversity, and inclusion.

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

Qualifications, Knowledge, and Experience

- Recognised project management qualification (or equivalent experience) supported by proven experience in project management.
- Ability to programme manage a range of Major Projects, including clear reporting and escalation of issues and risks to the Programme Board
- Ability to lead and support project teams of various sizes – seeing projects through to completion and the delivery of benefits to the organisation.
- Strong understanding of the practical application of formal project management methodologies.

Skills

- Highly effective interpersonal skills with the ability develop good working relationships and inspire confidence from people at all levels throughout the organisation.
- Strong influencing skills, with experience of negotiating and working collaboratively across a complex organisation to achieve and deliver results.
- Highly effective organisational skills, prioritising activities and using available resources to ensure tasks and projects are completed to budget and deadlines.
- Strong problem solver, with the ability to think creatively about how to solve problems with project delivery in a resource-constrained environment
- Able to convey analytical information effectively to senior, non-specialist audiences, both written and verbal.
- Proven ability to write reports, policies and procedure documents.
- Strong IT skills and the ability to be self-sufficient.

Personal Qualities

- High integrity and openness.
- Innovative and creative approach to developing solutions.
- An interest in and commitment to the long-term success and development of Refuge.
- Acts as a role model for the organisation.
- Acts with integrity and shows a commitment to upholding professional standards.
- Demonstrates a commitment to follow Refuge's policies and procedures.
- Demonstrates a strong commitment to Refuge's values and principles including equality, 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 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.

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 EEDI 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

This role is a temporary, part time secondment. As such, you should discuss with your line manager before submitting your application to agree how workload would be managed should you be successful.

The application process for this role requires you to send a Supporting Statement to recruitment@refuge.org.uk describing your skills and experience against the job description and person specification. This will 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.

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.

Applications must be completed and submitted by 9.00am on Monday, 18th March

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

Interviews will take place via video conference on Wednesday 27th March

Completing your application

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 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.

