

Refuge

For women and children.
Against domestic violence.

Project Manager (Service Implementation)

Role profile

About the role

This is an opportunity to join Refuge as a **Project Manager (Service Implementation)** to lead the planning, delivery, and risk management of implementing commissioned Services for Refuge.

Salary

£44,643 per annum

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

Employment term:

Fixed Term (6 Months), Full Time, 37.5 hours per week

Location:

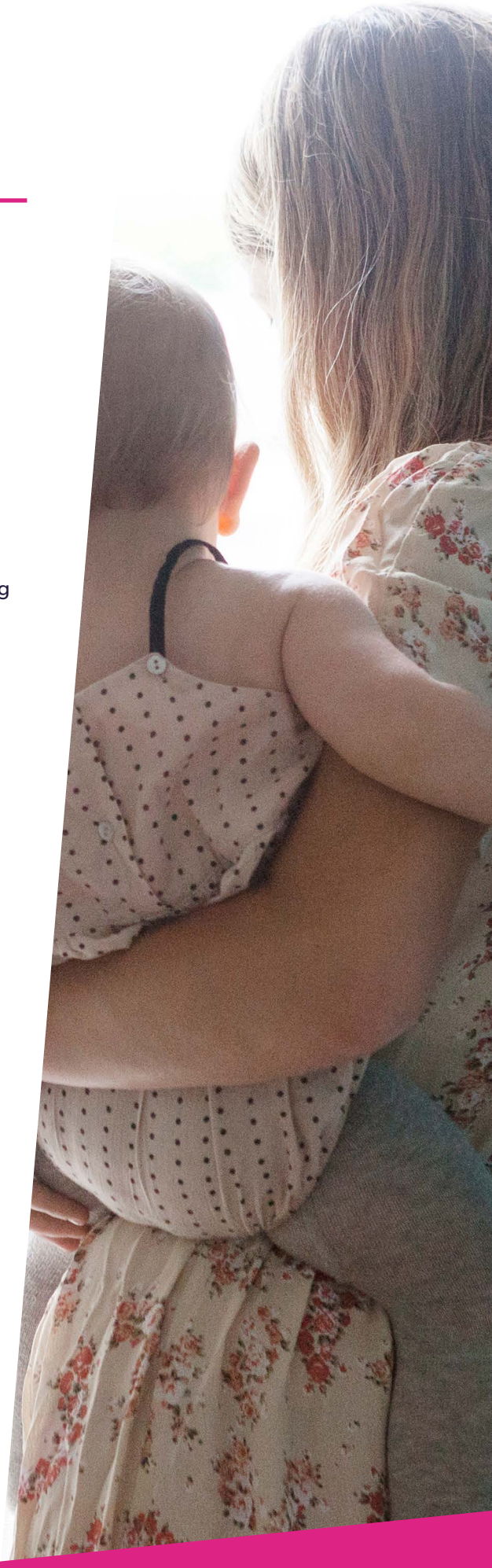
Homeworking with a requirement to occasionally work at Head Office (Vauxhall, London)

Closing Date

11:59pm on 10 December 2026

Interview Date

21 December 2026 [remotely]



Job description

JOB TITLE:
Project Manager (Service Implementation)

DIRECTORATE:
Corporate Services

REPORTS TO:
Transformation Programme Manager (working closely with the National Domestic Abuse Helpline Senior Operations Manager and Service Manager)

LOCATION:
Homeworking with a requirement to occasionally work at Head Office (Vauxhall, London)

WORKING HOURS:
37.5 hours per week

WORKING PATTERN:
9.00am – 5.30pm, Monday – Friday

Role Outline

The Project Manager will lead the planning, delivery, and risk management of implementing commissioned Services for Refuge.

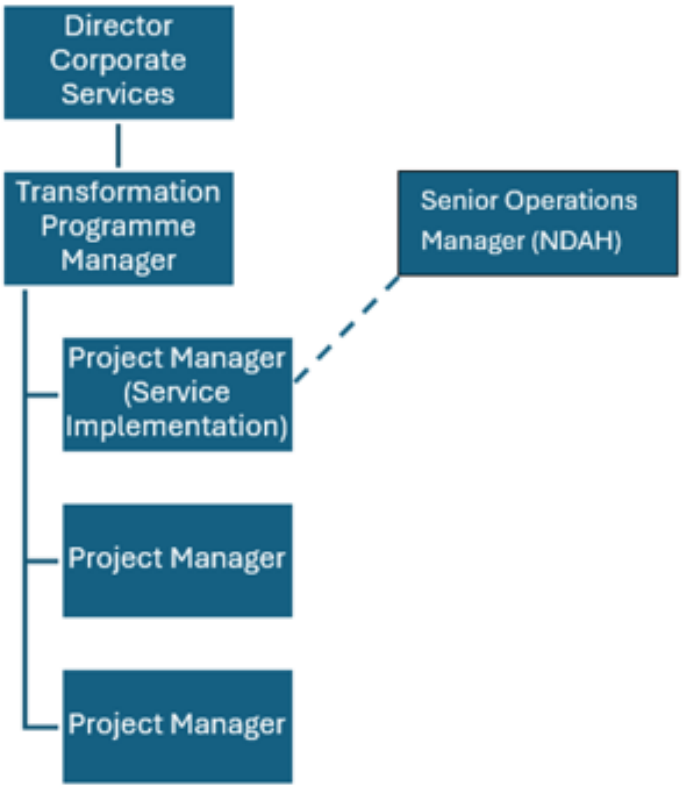
You will lead change and improvement projects across our Service(s) with responsibility for ensuring the work is delivered to a high standard, managing risks and working collaboratively across a wide range of internal and external stakeholders. The role will provide capacity to the Service Management team to implement significant growth and improvement; including recruitment, onboarding and training of colleagues, and in technology and business process improvements.

This in opportunity to shape and develop our domestic abuse services to improve outcomes for survivors.

Key Accountabilities

- Lead project delivery with cross-functional teams, promoting agile ways of working.
- Develop project briefs, business requirements and quality standards to ensure projects have clearly defined objectives, scope, deliverables, and success criteria from the outset, aligned with organisational needs and strategic priorities.
- Manage project budgets, cashflows, financial forecasting and financial risks.
- Oversee services and operational readiness, making sure projects are ready to go live and meet quality standards, so they are adopted successfully and handed over smoothly to operational teams.
- Lead the planning and delivery of change management across multiple project and service implementations, ensuring coordinated stakeholder engagement and the successful embedding of sustainable organisational change.
- Commission and manage contractors, consultants and external suppliers, ensuring work delivered meets our project requirements and quality standards.
- Monitor progress, risks, and quality through regular reporting and engagement with all stakeholders
- Build strong collaborative relationships with internal teams, external partners, and stakeholders.
- Foster continuous improvement and innovation within project delivery.
- Promote Refuge values, sustainability, safeguarding and trauma-informed practice.
- Undertake other activities relevant to the nature and level of the role.
- Develop and maintain positive, collaborative working relationships with other Refuge colleagues.
- 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



Person specification

Qualifications, Knowledge and Experience

- Experience of managing complex, multi-stakeholder projects with significant change.
- Knowledge and demonstrable experience of best practice in relation to transformation projects, change management and continuous improvement.
- Knowledge of best practice principles and developing trends in project management and demonstrable experience in applying this knowledge to a wide range of projects.
- Experience in procuring and managing contractors, consultants, suppliers, including all relevant contract due diligence.
- Experience in developing and managing project budgets.
- Demonstrated ability to work agilely, adapting plans and priorities as needed.
- Experience of trauma-informed approaches, particularly in projects supporting survivors of domestic abuse.
- Experience of applying user-centred approaches, including mapping user journeys and translating user insight into service and system design that improves usability, accessibility, and outcomes.
- Desirable: Good understanding of government commissioned services and working to a specification, hard deadlines and key performance indicators.
- Desirable: Experience in improving business processes and use of technology particularly for contact centres and IT systems such as CRMs, call centre telephony

Skills

- Strong organisational, financial, and problem-solving skills.
- Excellent collaboration and stakeholder management with the ability to bring people together and actively resolve misalignments and conflicts between stakeholders.
- Ability to work flexibly, adapt to change, and lead agile project delivery.
- Effective communication, report writing, and influencing skills.
- Strong IT and technical proficiency (including some understanding of data structures, APIs and integrations) and ability to pick up new technology application and trends quickly.

Person specification

Personal Qualities

- High integrity, accountability, and professional standards.
- Innovative, creative, and commercially aware.
- Commitment to equality, diversity, inclusion, trauma-informed practice, and Refuge's values.
- 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.

Further information

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

Personal and sensitive information that you disclose on your application form such as your name, address and date of birth, will not be visible to hiring managers as they shortlist. 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 diversity monitoring information you provide 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.

For more information on what we're doing, visit our website at*https://careers.refuge.org.uk/eedi* and *https://careers.refuge.org.uk/inclusive-recruitment*

disability confident EMPLOYER

We are a Living Wage Employer

Show The Salary

Safeguarding

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 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.

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 12 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.