

Job Title:	Senior Services Manager
Service/Division:	VAWG (Violence Against Women and Girls)
Reports to:	Director of VAWG Services
	Brent and Ealing Service Manager
Direct reports:	Brent and CouRAGEous Service Manager
	Ealing WWZ Senior Advocate

*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

As an experienced senior manager with a proven track record of leadership in providing services to women experiencing violence against women and girls (VAWG) and working with partners and funders, the post holder will hold senior management responsibility for Advance's Brent and Ealing domestic abuse services.

The senior service manager will build and maintain key relationships and contracts with relevant partners and funders, together with the CEO and Director of Services (Domestic Abuse). She will represent the organisation at meetings and presentations and will influence and support the development of strategic plans to ensure the sustainability, development and delivery of Advance services. She will work with her teams to ensure Advance delivers quality systems and services and adhering to safeguarding standards at all times.

She will be an inspirational leader, responsible for recruiting, developing and managing her team including service managers. In addition, she will act as part of the wider senior services team, working alongside other Senior Service Managers, and the Director of Services (Domestic Abuse) to ensure effective and consistent domestic abuse services across Advance.

Key responsibilities and duties

Business development and planning

- Hold a key role together with Directors and the CEO in programme and services development, including contributing to the tendering, bidding and strategy for services.
- Drive and develop existing and new innovative models taking into consideration learning from current services, service-user feedback, current research and policy landscape and developing them into regions where appropriate.
- Raise the profile, develop and sustain a range of partnerships and represent Advance with its partners and funders.
- As part of the Domestic Abuse services management team, ensure the implementation of the business plan for Advance services and participate in organisational strategic planning days and events.

Quality Assurance and Contract Compliance

- Implement quality assurance systems, and ensure that Advance meets the specific KPIs, targets and outcome measures for contract compliance, taking appropriate action to manage poor performance as necessary
- Set up systems and work with the Data Insights Analyst to improve monitoring processes and systems for data, proving the impact of the work, and ensuring feedback from service users is used to improve services.
- Plan, lead and implement new services and new developments including proactively identifying gaps and incorporating equalities issues.
- Oversee and ensure casework and safeguarding (including risk and needs assessments and support plans) is to a high-quality standard
- Attend, contribute and communicate outcomes from regular strategic and operational meetings and one to one performance review meetings with funders and partners
- Work with the other domestic abuse management team to accredit and re-accredit services, taking a lead in this work.

Service Management, Staff Management and Leadership

- Instil a sense of unity and purpose into the work of the service through effective leadership.
- Manage a complex workload, working independently or within a team where appropriate, and problem solve proactively to resolve issues which affect front line services and team performance.
- Be responsible for line management and performance management of Service Managers and project staff, including annual appraisals and supervision, staff training and development, and ensuring that staff are fully inducted and trained.
- Effectively manage change within the services and ensure best and most appropriate use of staff to support capacity issues and ensure coverage of the programme.
- Create and update operational procedures, and policies in collaboration with other Senior Service Managers and the Director of Services
- Deputise for the Director of Services as necessary

Financial management

- Advise on and vary programme and project/pilot budgets to ensure high quality service delivery.
- Ensure, manage and oversee the services work within the budget, are compliant with financial regulations, policies and procedures, and meets funding and Advance requirements.
- Collate and check all payroll data related to programme staff, and other human resources information (such as training, sickness and so on) providing monthly returns to the HR team as required.

Public and Inter-agency relations

- Develop and maintain relations with, influence, and network with appropriate authorities, organisations, commissioners, and partners.
- Develop, maintain and review protocols, agreements and contracts with partner agencies while monitoring and reviewing the project.
- Ensure that the impact of Advance services is well promoted.

General duties

- Liaise and collaborate with staff at all levels colleagues to ensure delivery of organisational services and priorities, and undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.
- 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.
- Provide on-call management cover as required including management cover for the late evening duty staff rota system. Provide 24 hour on-call management cover if required in future.
- Be comfortable working with ambiguity, be flexible, be agile and be proactive and solution focussed while paying attention to detail.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

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: Senior Services Manager (Domestic Violence)

A= Application and I= interview

KNOWLEDGE AND QUALIFICATIONS	
A relevant qualification in management and leadership, or equivalent experience with a particular focus on the women’s sector or community and voluntary sector	A/I
A thorough understanding of Violence against Women and Girls, especially domestic abuse, including relevant policy and legislation	A/I
Good knowledge and understanding of organisational systems and frameworks, line management and project management	A/I

A sound knowledge of safeguarding adult and children principles, child abuse and child protection issues and MARAC	A/I
EXPERIENCE	
Significant experience of strategic planning and operational management	A/I
Experience of work with women and/or children with a complex range of needs, risk assessing, needs assessing and safety and support planning	A/I
Experience of developing, coordinating and working within partnerships	A/I
Experience of developing relationships with funders/commissioners and achieving required outcomes	A/I
Experience of developing and leading teams	A/I
Experience of performance management, supervision of staff, and effective staff management	A/I
Experience of managing and working within budgets	A/I
Experience with report writing, contract management and financial reporting including analysis of outcomes, outputs and gaps	A/I
Experience of implementing quality assurance frameworks, monitoring, evaluating and measuring impact	A/I
TECHNICAL/WORK BASED SKILLS	
Able to think, act and plan strategically to develop practical and creative solutions to the management of existing and new services and complex problems that may arise while maintaining high levels of diplomacy and professionalism.	A/I
Strong negotiating skills and the ability to build strong and effective relationships and partnerships.	A/I
Strong IT skills and the ability to monitor and evaluate services using data base software systems and/or manual systems.	A/I
Ability to coordinate outcomes and objectives across a range of agencies and partnerships including joint training and development opportunities.	A/I
GENERAL SKILLS AND ATTRIBUTES	
Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability.	I
Ability to work on one's own initiative managing multiple conflicting priorities, including organising your work, or the work of others effectively to meet deadlines.	I
Strong influencing skills, enthusiasm, self-confidence, excellent verbal and written communication and presentation skills and a can do proactive solution focussed approach.	A/I