

Job Requirements

Title	Support Services Manager
Salary	£36,771 rising to £37,271 after successful completion of probationary period
Location	Gwent
Contract Type	<ul style="list-style-type: none"> • Permanent in line with funding • Agile – working where and when required, to do the job most effectively
Hours & working pattern	<ul style="list-style-type: none"> • 35 hours per week (full time) • Generally, Monday to Friday, with occasional evening and weekend work • Participation in the organisation’s Tier 3 emergency on-call rota (paid) • All team members must work flexibly on occasions to meet the needs of the Charity and the people we support
Accountable to	Director of Support Services
Accountable for	<ul style="list-style-type: none"> • Oversight of the portfolio of services within this role, which will be reviewed periodically in line with funding requirements and organisational priorities. • Current portfolio: Housing Support Grant-funded services across Torfaen and Newport, including refuge and community services. • Line management of Assistant Managers
Purpose of the post	Operational management of specialist, trauma-informed support services for people who have experienced domestic or sexual abuse, harm or violence.

Specific Responsibilities	
1.	As a member of the Operational Management Team, you will actively contribute to bringing Cyfannol’s Vision and Mission life.
2.	Working closely with the Director of Support Services and other Support Services Managers, contribute to both the Organisational Strategy and the Support Services Delivery Plan.
3.	Work collaboratively to create a safe, supportive and explorative space within your own team and the wider organisation.
4.	Work collaboratively to promote Cyfannol’s ethos of informed choice, enabling people using our services to be centre of their own support and ensuring their views are used to develop services, working collaboratively to oversee survivor voice activities.
5.	Work collaboratively to ensure that services in your area are high quality, delivered in a trauma informed way and consistent across regions (through the continual improvement of internal policy, procedure, benchmarks, and audit procedures)
6.	Lead your team by demonstrating and role modelling Cyfannol’s beliefs, values and culture.
7.	Manage your team in an inclusive, engaging and empowering way (including recruitment, induction, supervision, training, development) supporting and coaching them to do likewise with their team members.
8.	Oversee Safeguarding for your area, complying with internal and external policy and legislation, and ensuring the teams awareness of their safeguarding responsibilities.
9.	Oversee risk management compliance in your area in terms of both the team’s safety and that of the people using our services.
10.	Contribute (through working closely with the Facilities Coordinator) to ensuring a safe compliant and quality environment across offices and accommodation projects.
11.	Manage the budget for your area effectively, acting as Budget Holder, meeting frequently with the Finance Team to review income and expenditure and manage under/overspend.
12.	Manage in line with policy (and escalating when needed) any complex situations that arise such as complaints made about the service or any HR issues within the team that fall outside the remit of Assistant Managers
13.	Oversee the teams’ compliance to all policies, procedure and practice and contribute to their review and development.
14.	Oversee record keeping ensuring it is compliant with internal and external expectations, policy and legislation.
15.	Oversee the team’s compliance to external quality standards (for example WWA NQSS)
16.	Manage the team’s operational working relationships with funders, overseeing the production of qualitative information and quantitative data for returns and other reports, preparing for external audit attending meetings and maintaining general contractual compliance.
17.	Oversee effective relationships across statutory, voluntary and community partners and referral agents.
18.	Contribute to preparations for retendering of services, analyse gaps in service and prepare business cases to support any expansion or change to services.

19. Communicate on your area of operation, sharing outcomes, achievements, gaps and feedback to our Senior Leadership Team, our Board of Trustees and external stakeholders where appropriate.
20. Participate in the Tier 3 on call rota

General responsibilities

1. Actively contribute to the achievement of Cyfannol Women's Aid's Mission, Vision, Aims, Goals and Objectives ensuring your work reflects our commitment to trauma informed practice.
2. Demonstrate and positively promote Cyfannol's core values of compassion, integrity, and equity in all aspects of your role.
3. Proactively promote equality of opportunity, challenging and addressing discriminatory practices wherever they arise.
4. Represent Cyfannol Women's Aid professionally at external meetings, public events, conferences, and similar forums, safeguarding and enhancing the organisation's reputation.
5. Participate fully in team meetings, management supervision, clinical supervision and relevant training to support continuous learning and development.
6. Work in accordance with Cyfannol's policies and procedures, ensuring safe, ethical, legally compliant and consistent practice.
7. Contribute to Cyfannol's environmental goals by participating in carbon-reducing initiatives, including the organisation's pledge campaign
8. Undertake any other reasonable duties required to support the effective delivery of support services and the wider aims of the organisation

Person Specification

E= Essential D = Desirable

Assessed via: A= Application Form/CV, I= Interview/Selection sessions, P = Probationary Assessment

Criteria	Details	E	D	A	I	P
Education, Qualifications, Training	Good level of general educational attainment	X		X		
	Professional qualification/accreditation in relation to domestic abuse such as Domestic Abuse Service Manager, Safeguarding Level 3, IDVA, IDVA Service Manager		X	X		
	Professional qualification/accreditation in general management such as ILM, Managing Safely, IOSH, Employee relations, employment law		X	X		
	Commitment to ongoing learning and development, including trauma-informed practice	X				X
Experience	Relevant experience of managing/coordinating services for vulnerable adults within the charity or related sector.	X		X	X	
	Relevant experience of managing services for women affected by domestic abuse		X	X	X	
	Managing people and teams	X		X	X	
	Managing crisis situations and risk	X		X	X	
	Maintaining partnerships, networks and referrals pathways	X		X	X	
	Overseeing safeguarding procedures	X		X	X	
	Data analysis and report writing	X		X	X	
	Developing business cases for funding		X	X	X	
	Experience of project implementation and management		X	X	X	
Managing budgets	X		X	X		
Knowledge, understanding and skills	An understanding of the causes and consequences of domestic abuse and the impact women and their children.	X		X	X	X
	Demonstratable commitment to diversity and equality	X		X	X	X
	Ability to coach and build confidence in others	X		X	X	X
	Able to manage people in an inclusive empowering and engaging manner	X		X	X	X
	Safeguarding and the promotion of the welfare vulnerable people	X		X	X	X
	Able to work with difficult/complex situations and manage risk	X		X	X	X
	Exemplary IT skills including use of Information Management Systems	X		X	X	X
	Ability to understand project budgets and basic management accounts	X		X	X	X
	Able to demonstrate impact through the analysis of qualitative and quantitative data	X		X	X	X
	Clear and influential communication skills	X		X	X	X
	Exemplary organisational and prioritising skills	X		X	X	X
	Ability to work collaboratively to create a safe, supportive and explorative space	X		X	X	X
Personal Qualities	Demonstrates a compassionate approach to interactions with everyone, responding with unconditional positive regard, kindness, and patience	X		X	X	X
	Demonstrates integrity, acting with honesty, transparency, and accountability	X		X	X	X

Criteria	Details	E	D	A	I	P
	Demonstrates a strong commitment to equity, inclusion, fostering a culture where everyone feels seen, heard, and valued.	X		X	X	X
Other	A current valid driving licence, access to a car and insurance covering business use	X		X		