

Job Description

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| Job Title: | Wiltshire Service Manager | Department: | Services |
| Reports to: | Head of Services | Salary: | £35,000 - £38,000 |
| Accountable to: | Head of Services | Hours: | 37 hours per week |
| Responsible for: | Team Managers and Deputy Manager | Location: | Trowbridge, with some travel required to our other offices, including Exeter and Swindon |

Main purpose of the Job

Splitz Support Service delivers services across the South West for victims and perpetrators of domestic abuse and victims of sexual violence. We provide responsive, victim focused and trauma informed support and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery.

- To lead the day to day operations within the Wiltshire Phoenix Project, which includes: Independent Domestic Violence Advocacy (IDVA), early intervention, perpetrator behaviour change, Independent Sexual Violence Advisors, Children and Young People’s Team, Group Work and other linked services.
- Enable the charity to realise its vision, mission and strategic ambitions through the management and delivery of excellent, responsive services that achieve great outcomes for all our domestic abuse and sexual violence service users.
- Lead and inspire staff to deliver domestic abuse and sexual violence services that meet the high quality standards of Splitz, commissioners and accrediting bodies.
- Develop and deliver new projects through evidencing need, gaps and contributing to Splitz income generation and growth strategies.
- Work collaboratively with a range of partners and stakeholders to promote systems change for victims and perpetrators of domestic abuse and their children.
- The post holder will operate within both a local and national context, and will be working closely with the Senior Management Team.

Main Responsibilities and Tasks

Operational

- To provide leadership, direction and support to team managers and the Phoenix Deputy Manager, including leading in recruiting, training, scheduling and supervising staff, ensuring excellent management of all teams.

- To coordinate the development and maintenance of partnerships with other agencies, to ensure effective, allied approaches to client support.
- To promote an organisational culture of engagement, improvement and best practice to deliver a high quality and accessible service.
- Ensure performance targets are monitored and delivered on time.
- Ensure cases are prioritised by risk and that the service provides a pro-active, short to medium term crisis intervention service, alongside recovery work through individual safety planning and personal support.
- Work with the Senior Service Management Team to ensure that Services provide high quality, risk and safety focused support, evidenced by clear recording.
- To develop and maintain a culture and systems that promote equality, value diversity and offer empathy to victims of abuse and violence

Advising on new development opportunities

- Utilising data, local and national knowledge, identification of unmet needs, professional relationships and best practice to contribute to new opportunities.
- Ensure that the charity continually operates innovatively, flexibly and with service users' needs at the heart of service design and delivery by horizon scanning, identifying emerging trends and new opportunities and to lead through to successful implementation.

Leadership and management

- Be an active participant in the Senior Service Management Team.
- Provide inspirational leadership and effective management to the Wiltshire team ensuring that all staff and volunteers are actively working to achieve the charity's vision, mission and strategic ambitions.
- Ensure all staff and volunteers are effectively performance managed and live the charity's values and have all appropriate resources to achieve excellence in their field.

Budgets and Financial performance

- Contribute to the creation of annual and three year budgets and financial targets.
- Carefully monitor and evaluate both financial and non-financial performance and create contingency plans to predict and rectify any variables.

Governance and regulation

- Provide regular performance and project reports to the Head of Services, Director of Services and the Senior Management Team.
- Provide clear written performance and project reports and attend regular meetings internally and externally as requested.

Development

- Demonstrate continuous professional development as part of the charity's ethos as a learning organisation.

- Ensure the charity's learning and excellence ethos is demonstrated through excellent performance management and continuous learning and development.
- Actively participate as required in the training of staff and others working as part of the charity's ethos as a development organisation.
- Build networks across the charity sector to harness relationships and share best practice both to the organization and the wider sectors benefit.

Technology

- Ensure all staff are fully IT literate and have the necessary skills and technology to fulfill their roles effectively.
- Work with the SMT to ensure all data is protected and systems are conversant with current Information Governance legislation.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

Splitz Support Service is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes Splitz Support Service's Equality, Diversity and Inclusion policy.

Health and Safety

All individual employees are required to contracted to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits etc.

Policies and Procedures

Responsibility for formulating, updating & monitoring relevant Splitz policies & procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates

All employees need to be aware of all Splitz Support Service's policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

Splitz Support Service is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this

commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding leads immediately. This role will require an enhanced DBS check.

Person specification

| Requirements | | Essential /Desirable |
|---|---|----------------------|
| Educations and Qualifications | Good standard of general education | E |
| | Relevant degree | D |
| | Relevant professional qualification | D |
| Experience, Skills and Knowledge | Practical experience of working with people with complex or other needs. | E |
| | Experience of managing and developing teams and individuals. | D |
| | Experience of managing budgets effectively. | D |
| | Experience of managing change. | D |
| | Experience of working with Quality System Frameworks. | D |
| | Experience of safeguarding children and vulnerable adults. | E |
| | Experience of operational performance management. | E |
| | Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, supervise others in their writing skills, and to communicate with stakeholders in a clear and effective way. | E |
| | Knowledge of the range of statutory and voluntary agencies and services | D |

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| | <p>which those experiencing domestic violence and/or sexual violence may come into contact with.</p> <p>Awareness and understanding of domestic abuse.</p> <p>Awareness and understanding of sexual violence.</p> <p>Awareness and understanding of stalking.</p> | <p>E</p> <p>E</p> <p>D</p> |
| <p>Personal skills and attributes</p> | <p>Evidence of the ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected.</p> <p>Excellent organizational skills.</p> <p>Strong interpersonal and team working skills.</p> <p>Ability to propose, initiate and develop new ideas.</p> <p>Ability to work under pressure and also to be aware of own needs and take responsibility for self-care.</p> <p>Able to critically evaluate own work.</p> <p>Work on own initiative – set and meet targets and deadlines and organise own time.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| <p>Other</p> | <p>Full driving licence and access to a roadworthy vehicle.</p> <p>Ability and willingness to travel across Wiltshire, with occasional attendance at Splitz’s other offices across the South-West.</p> | <p>D</p> <p>E</p> |