



Oxfordshire Sexual Abuse & Rape Crisis Centre

Services Manager (Maternity Cover) Job Description and Person Specification

Employer:	Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC)
Hours:	Full time (37 hours per week - flexible hours and part-time working would be considered)
Salary:	£29,964-£31,647 depending on experience
Accountable to:	Director
Location:	Oxford, with some travel in Oxfordshire
Contract type:	Fixed term for 9 months with possibility of short extension
Line reports:	Service area leads including Helpline & Training Coordinator, ISVA, Counselling Coordinator, Support Group Coordinator, SEE Project Coordinator
Budget Responsibility:	Approx. £100,000 - £150,000

Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC) is seeking to appoint a Services Manager to lead the operational delivery of OSARCC's support services as we enter a new stage of development. This is an incredibly exciting time for OSARCC as we are piloting and opening new services for young women and girls, reaching more survivors of sexual violence and increasing our impact. The ideal candidate will be a dynamic, motivated woman who has excellent project management skills, and experience of leading teams. She will have a strong understanding of the Violence Against Women and Girls sector, and of working within a feminist framework. She will have strong experience of resource, people and service management, small grant based community fundraising (with the Director leading on other fundraising), and a desire to contribute to a growing organisation working within a collective, feminist ethos.

Frequent evening and weekend work will be required as will travel within Oxfordshire.

This role is subject to a six month probationary period. The post holder will be eligible for 28 days annual leave per annum, plus bank holidays and a 5% pension contribution.

To apply please read the job description and information pack and email a completed application form to recruitment@osarcc.org.uk.

Role purpose:

- Manage and support OSARCC Service Leads to ensure the services are operated within Rape Crisis ethos and standards and in accordance with the policies and procedures.
- Ensure the services offered are responsive to, and meet the needs of, all women, taking into account a variety of needs including language, culture, disability, sexuality, literacy and mental health
- Ensure consistent excellence in service provision
- Positively promote and represent the service in a range of multi-agency settings across Oxfordshire as agreed with the Director.
- Maintain systems for data collection, monitoring case files and recording information in compliance with OSARCC policies and procedures, and other standards as appropriate
- Comply with requirements for monitoring and recording, including ensuring all targets are met and exceeded. Ensure accurate and timely reports are produced as and when required or requested by the Director or Board of Trustees
- Work with the Director to manage the budget, ensuring front line delivery is maximised and additional funding is sought for the service
- Ensure the smooth running of the centre including the health and safety of the workplace
- Lead on OSARCC's community level fundraising, including supporting OSARCC's fundraising volunteer team.

Job description:

1. Strategy and planning

- 1.1. Work with others across the organisation to work within OSARCC's strategic priorities and oversee regular business planning
- 1.2. Develop appropriate work plans for all streams of OSARCC's work, in collaboration with appropriate staff/volunteers/Trustees
- 1.3. Ensure all staff are supported to set and meet individual targets and deadlines within their annual work plans in agreement with the Director and in line with grant outcomes
- 1.4. Ensure service standards meet the requirements of external bodies such as BACP, and Rape Crisis England and Wales National Service Standards

2. Resource management

- 2.1. To support the Director on grant applications as and when required
- 2.2. To take the lead on community based fundraising and to create the relevant strategies to undertake this work
- 2.3. Oversee management of all other organisational resources within a cohesive, collaborative environment, and work with service leads to ensure effective use of volunteer resource and sub groups
- 2.4. To support the Director to produce high quality, well written reports to funders, Board of Trustees and other stakeholders as required
- 2.5. Monitor progress towards targets, identifying areas where targets may not be met and implementing measures to address this

3. Service delivery and development

- 3.1. Support service leads to design, develop, and manage effective service delivery to survivors of sexual violence in line with the service specification and service user's needs in line with MEL frameworks as set by the Director
- 3.2. Ensure services meet internal and external standards and requirements
- 3.3. To act as the lead contact for all safeguarding issues and ensure that the organisation operates a robust standard of care and diligence in relation to safeguarding procedures, including its work with vulnerable adults and children, working with the Director and Safeguarding trustee lead as required.

- 3.4. Ensure all women and girls receive a welcoming, safe service that is responsive to their individual needs
- 3.5. Ensure ease of access for service users to evaluation and feedback processes, including complaints procedure, and ensure all complaints are responded to within the required timeframe
- 3.6. Ensure service user involvement in the delivery, development, and ongoing evaluation of OSARCC's service through regular service user events and representation at every level of the organisation
- 3.7. Monitor take-up of the service to identify any areas of unmet need and prepare plans and targets for addressing these and ensuring all women are able to access the service
- 3.8. Ensure all information materials are appropriate for, and accessible to, all service users
- 3.9. Ensure services are available to all women, regardless of background or disability

4. External representation

- 4.1. Be the 'external face' of OSARCC, representing the organisation in key fora in the Director's absence, and in developing relationships with relevant agencies and individuals. Promote the work of OSARCC, including leading on all publicity and marketing work including the management of social media channels and OSARCC's website.

5. People management

- 5.1. Line manage OSARCC Service Leads and specialist service contractors
- 5.2. Ensure a culture and ethos of consultative and collaborative working runs throughout the organisation
- 5.3. Maintain effective relationships with internal and external stakeholders including OSARCC Trustees, local service-delivery organisations and partners, funders, local authorities, individual decision makers
- 5.4. Maintain effective procedures to ensure staff are fully supported and aware of the requirements of their role within the team
- 5.5. Provide regular formal supervision to staff team and ongoing informal support.
- 5.6. Ensure clinical supervision is in place as required
- 5.7. Ensure all staff are provided with equality of access to all training and development opportunities relevant to their roles and needs
- 5.8. Carry out annual staff appraisals for line reports
- 5.9. Identify and respond to performance issues, complaints and disciplinary issues as required
- 5.10. Process and liaise with payroll regarding staff salaries

6. Other

- 6.1. To ensure OSARCC services are compliant with health and safety legislation
- 6.2. To work with the Director to ensure the smooth running of the centre to ensure OSARCC complies with charity/company law etc
- 6.3. To work with the Director to ensure OSARCC has relevant and appropriate policies, procedures and systems in place
- 6.4. Undertake relevant supervision and attend relevant training as required
- 6.5. Support, promote and work in accordance with OSARCC values, policies, aims and objectives at all times
- 6.6. Carry out any other work or duties that are reasonably requested
- 6.7. To act as the Deputy Manager for the organisation in absence of the Director

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops.

Person specification:

Experience

Essential

- Experience of managing and evaluating support services within a voluntary, community, statutory or private social care setting
- Previous experience of managing people and teams
- Experience of managing projects in line with funder outcomes
- Experience of representing an organisation externally
- Track record of successful fundraising from community sources

Desirable

- Previous experience of working/volunteering within the Rape Crisis/Violence Against Women and Girls sector

Knowledge

Essential

- An excellent understanding of the impacts of sexual violence on individual survivors and the wider community and the support needs of women and girls who have experienced sexual violence
- Knowledge of child and vulnerable adult protection procedures and legislation
- Knowledge of budgeting and financial management

Desirable

- An understanding of working in the voluntary sector/violence against women sector or similar field
- Knowledge of relevant social policies and strategies (or ability to research)
- Knowledge of community based funding strategies

Skills

Essential

- Proven project management skills and ability to develop and manage multiple projects concurrently
- Ability to manager an organisation while promoting collaborative and consultative ways of working
- Excellent organisational skills
- Good presentation skills and confident public speaker
- Excellent written communication skills and ability to present information clearly and concisely
- High degree of self-motivation and ability to work both independently and as part of a team
- Ability to cope with and contribute to a changing and developing organisation
- Good IT and data management skills

General

Essential

- A firm commitment to improving the lives of women who have experienced sexual violence and to working within a feminist organisation
- Ability to maintain clear boundaries and confidential working practices

- Sensitivity to cultural differences, and the ability to work in a diverse setting
- Ability to work within the ethos of the Rape Crisis Movement and OSARCC's core values, and commitment to equal opportunities and anti-discriminatory practice
- Commitment to professional development and willingness to undertake training required for the role

EQUAL OPPORTUNITIES

This post is restricted to female applicants only and is exempt under Schedule 9, part 1 of the Equality Act 2010.

OSARCC is an equal opportunities employer and is committed to promoting equality and social inclusion.

The recruitment monitoring section of the application form (which gives details of your sex, ethnic origin, date of birth and any disability) will be detached before the form reaches the Selection Committee. This information will not be made available to the Selection Committee. If you have indicated that you have a disability, the recruiting manager will be made aware of this to ensure that you are given an interview in an appropriate, accessible location. The information you provide on the recruitment monitoring section will be held in confidence by OSARCC and the details logged onto a confidential recruitment database. The information will be used for statistical purposes to enable OSARCC to carry out its equal opportunities monitoring obligations.