



JOB DESCRIPTION

Job Title:	Director of Operational Services
Responsible To:	Chief Executive Officer
Conditions of Service:	<ul style="list-style-type: none">• Full time• 25 days annual leave rising to 30 days per annum• Public Holidays• 6 month probationary period• 3% matched contribution to SWA stakeholder pension scheme
Salary:	Salary band: £60k to £65k; reviewed annually
Contract:	Permanent
Location:	Islington

Responsible for:

- Operational oversight and effective delivery of all services provided by Solace **Women's Aid (Solace) primarily to women and children (and including male victims and perpetrators)** experiencing all forms of Violence against Women and Girls.
- Responsibility for the Senior Management Services team which includes the Deputy Director for Service Excellence (leading on Quality development and Service User Experience) and our Senior Managers team made up of 3 senior managers including: Refuge and accommodation Services; Community and Children and Young People Services; Therapeutic and Advice Services.
- Membership of the Executive team reporting to the CEO and the Board of Trustees with responsibility for effective decision making at an overarching organisational level. Membership of the Senior Management Team with responsibility for effective operational management.



Main Purpose of the Job

To ensure Solace achieves excellent standards in service provision by:-

1. Working closely with the Chief Executive; Director of Corporate Services and Director of Business Development to provide effective governance, leadership and direction in line with our strategic plan.
2. Supporting the Chief Executive and Trustees in **developing Solace's vision and strategy** including actively contributing to the development of strategic plans and annual operation plans.
3. Leading and managing the Service Management Team ensuring high quality performance management and driving a learning culture enabling continuous improvement **in keeping with Solace's ethos and strategy.**
4. Managing Solace services meeting contract requirements and defined service standards; managing risk and ensuring the development of and compliance with policies and procedures including Safeguarding, Health and Safety and Confidentiality.
5. Ensuring efficient and effective use of staff, finances and other resources across all areas of service delivery, including overseeing our staff training programmes.
6. Ensuring and enabling service user feedback and voice in service delivery and development, and ensure service user views are incorporated into strategic and operational planning.
7. Ensuring creative and effective relationships with partners and key stakeholders are developed in order to achieve a co-ordinated community response to Violence against Women and Girls.
8. **Ensuring that Solace's Equality and Diversity policy and practice is championed and actively promoted and implemented across all Solace's work.**
9. Lead on Quality Management, ensuring excellent data collection, analysis, evaluation and impact reporting.
10. Contributing to the development and sustainability of Solace through effective Service User Involvement, service development and innovation.

Corporate Responsibilities

1. **Ensure the timely development and review of Solace's policies and procedures**

2. **Ensure effective implementation of Solace's Equality and Diversity policies and ensure awareness and integration of an equalities and human rights agenda in all your work**
3. Ensure that service users are at the heart of all service delivery and development
4. Attend all meetings and training relevant to your role
5. Organise and attend all relevant meetings, ensuring that you contribute to the development of best practice and effective communication
6. Act as an ambassador for Solace

Carry out other duties appropriate to the post as requested by your line manager.

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.



PERSON SPECIFICATION

*Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for **each** of the Person Specification criteria.*

Experience	A minimum of ten years' experience of working with vulnerable people, at least six of which are with women affected by domestic and sexual violence
	A minimum of five years' management experience within this field
	Experience of striving to improve performance and taking a leadership role in service initiatives/innovation
	Experience of delivering accommodation and community based services across multiple locations
	Experience of leading change in a difficult and complex funding environment
	Experience of strategic and operational planning
	Experience of multi-agency strategic partnership working
	Experience of quality management
	Experience of evidencing impact and outcomes
	Experience of developing strategies and policies to meet the needs of a diverse and vulnerable client group
	Experience of managing complex budgets
Knowledge + Understanding	An in-depth knowledge of legislation, housing, welfare, best practice and policy relating to Violence against Women and Girls
	An in-depth knowledge of the practical, emotional, social and economic issues facing women and children affected by Violence against Women and Girls
	Knowledge of contracts and regulations pertaining to Solace's service delivery
Skills + Abilities	Providing leadership and direction, translating vision into action <ul style="list-style-type: none"> • Driving continuous improvement



	<ul style="list-style-type: none"> • Embedding a service user-focused culture • Embedding a robust approach to Equality and Diversity in all areas of practise • Ensuring the organisational culture reflects the vision and ethos of the organisation
	<p>Facilitating change</p> <ul style="list-style-type: none"> • Encouraging innovation • Leading, planning and implementing change
	<p>Achieving results in line with contracts and organisational targets</p>
	<p>Partnership working</p> <p>Developing and maintaining effective relationships with strategic and operational partners</p>
Values + Ethos	<p>A thorough understanding of anti- discriminatory work and practice</p>
	<p>A commitment to the values and ethos of Solace Women’s Aid</p>
	<p>A commitment to fostering innovation in working practice</p>
	<p>A flexible approach to your work</p>
	<p>A commitment to respecting and valuing service users’ perspectives and involvement in Solace</p>

SMT STRUCTURE

